

Change Request Miscellaneous Changes to terminal

Why use this form?

Please use this form if you wish to request a change to your terminal functionality (This form is not relevant to the VPOS product).

Merchant Details

Merchant Number

Merchant number can be found at the top of any receipt from the EFTPOS terminal (underneath the suburb) OR on your merchant statement.

Merchant Trading Name

Contact Name

Contact Number

The Merchant Facility will be updated to reflect the above contact name and number.

Email address

Note: You may be contacted by our technical support team once the request is approved to activate the change on the terminal.

Changes Required – please complete the relevant section as required

1. Settlement options

☐ Manual

☐ Auto

Time

:

Note: The settlement time must be between 00:01 and 21:00 Queensland time. Refer to the below table for state specific settlement times.

State/Territory	Start Time	Finish Time
QLD	00:01	21:00
NSW	01:01	21:00
VIC	01:01	21:00
TAS	01:01	21:00
ACT	01:01	21:00
SA	00:31	20:30
NT	23:31	20:30
WA	22:01	19:00

2. Change Template Type to:

☐ Retail

☐ Restaurant

☐ Hospitality (Pre Auth)

3. Add / Remove Cashout

☐ Add

☐ Remove

4. Wave & Save (Least Cost Routing)

Eligibility

Wave & Save can be enabled on the following terminals: IWL255, IPP350, MOVE 2500, LANE 3000 & MOVE 5000. For all other terminal types please contact 13 11 75 to discuss your options.

A pricing review will be required for merchants with current merchant service fees that are less than 0.75% for credit cards and/or greater than \$0.10 for EFTPOS.

☐ Please tick this box and we will carry out a pricing review to see if our Wave & Save functionality will provide you with a lower cost on your merchant fees. We will provide a written quote for you to accept or decline the proposed rates electronically using our service provider, DocuSign.

☐ Add

☐ Remove

☐ Amend

Transaction Limit

To calculate your transaction limit, go to the following link, click on 'Merchant Forms' and select the Wave & Save Calculator.

<https://www.suncorpbank.com.au/business/merchant-services/existing-customers.html>. Enter your information as guided and select the Transaction Limit provided on this form.

For more information regarding Wave & Save, please refer to the FAQ's on our Website.

How to Lodge

Fax:

(07) 3031 2177

Email:

MerchantServices@suncorpbank.com.au

Mail:

Suncorp Bank (4RE007), GPO Box 2432, Brisbane QLD 4001