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|  | Banking and ReceiptingFinancial ServicesPh 08 8201 2012E-mail Completed Applications to: eft.remittance@flinders.edu.au |

FLINDERS ONLINE PAYMENTS REQUEST FORM

The Flinders Online Payments web site has been established to enable students, staff or other customers to order and pay for either goods or services via the internet.

This will facilitate customer payment direct to your General ledger account. **It is not intended to be a registration facility.**

As this is not intended to be a registration facility, **please do not request information that should be or is being collected by your registration forms.**

You can request a student number or booking/registration reference number to assist with your reconciliation.

Standardising your products will reduce administration and reporting.

Product options could include - Early Bird, Standard or Student registration, Conference Dinner etc.

In addition to collecting payment, standard contact details such as name, address, phone number & email address or student number about each customer can be collected and provided in the sales reports. ( request under other information)

To make the site as user friendly as possible, Flinders must display all relevant details required by the customer to make the purchase, including delivery arrangements and refund policy. An image can be included. eg; from conference flyer. Agreements can also be included.

**Payment**: Customers must have a Visa, Mastercard or Debit Card to pay online via the National Australia Bank secure internet payment system. The university does not view or store card details as the transactions are bank approved via the payment gateway. When the transaction is complete, **a customer tax invoice is forward by email to the user.**

Amendments to published products can be advised by email by the product owner.

**Refunds** **will be processed via the Online payment system under instruction from the person nominated and authorised in the application form.** Full or partial refunds will be allowed against the original transaction. Full transaction details must be provided to [eft.remittance@flinders.edu.au](mailto:eft.remittance@flinders.edu.au)

Details of purchases are delivered to the sales co-ordinator by email. Reports are only generated following sales activity.

Payments are credited direct to your nominated GL account. Refer to your finance officer.

Application forms must be authorized by the product owner (or nominee). This includes but is not limited to heads of School, Heads of Divisions, General Managers and School Managers.

For application completion assistance phone 12012

E-mail Completed Applications to: [eft.remittance@flinders.edu.au](mailto:eft.remittance@flinders.edu.au)

**ONLINE PAYMENT APPLICATION**

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| FSD use only | Date published | Published by | End Date |
|  | / / |  | / / |

**Details**

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| School Name | |  | | | | | | | | All products are initially listed within a School |
| Department Name | |  | | | | | | | | Eg: Rehabilitation Aged and Extended Care |
| Product Name  (list options below) | |  | | | | | | | | Product to be purchased |
| 1. | |  | | | | | | | $ |  |
| 2. | |  | | | | | | | $ |  |
| 3. | |  | | | | | | | $ |  |
| 4. | |  | | | | | | | $ |  |
| 5. | |  | | | | | | | $ |  |
| Product description  **(Conference dates/venue or similar)** | |  | | | | | | | | A **SHORT** description only.**(remember users have already been directed here from your site so a wordy description will not be published)** |
| Deliver details | |  | | | | | | | | Required for merchandise orders |
| Product owner | |  | | | | | | | | Person completing this request |
| Contact email for enquiries | |  | | | | | | | | For user contact for more information |
| Sales coordinator email address | |  | | | | | | | | Email address for sales reports (generic address is preferred)  Sales trigger reports |
| OTHER INFORMATION | |  | | | | | | | |  |
| Other information to be collected (identifying data only) **It would be preferable for other additional info to be collected via your registration form.**  **\*Please indicate requirements.** | | **Prompt** | | | | **Request** | | **Mandatory** | | If any information other than standard transaction details are required, please indicate the question you wish to appear on the web site, and whether it is requested or madatory**.**  **eg; Student ID, Reference Number, Attendee names, phone** |
| eg: Student number | | | |  | | tick[1] | |
| Email | | | |  | |  | |
| Phone number | | | |  | |  | |
| Reference number | | | |  | |  | |
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|  | | | |  | |  | |
| Start date | |  | | | | | | | |  |
| End Date | |  | | | | | | | | Last date of display. |
| Order quantity | |  | | | | | | | | Can the user buy more than one of these items. 5 or 10? |
| Price **INCLUDING GST** | | $ | | | | | | | | Product price, **including GST** if applicable |
| GST code | |  | | | | | | | | Must be completed |
| Accounting |  | | Ent | CC | Project | | Acct | Value | | Account codes for crediting income |
| Income | |  |  |  | |  |  | |

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| Option 1 Name |  | (Optional)  Does this product have any options that must be selected? E.g. the **options** for selling a t-shirt could be size & colour. **Values** could be Small Medium & Large for size, Red Blue & Green for colour (this will be drop down box selection responses eg: yes/no or size numbers. Relates to product distribution info only) |
| Option 1 Values |  |
| Option 2 Name |  |
| Option 2 Values |  |
| Delivery Details |  | (Optional) How is this product to be delivered to customer?  e.g. “Product will be dispatched to your address within 2 working days by Australia Post |
| Agreement |  | (Optional) Customers will need to agree to this question. |
| Refund Policy  MUST BE PROVIDED |  | What is the policy for refunds?  This should be brief, such as: **Refund Policy:** No refunds will be given on this product.  Or -“***Full refund available for requests received earlier than [Date]. No refunds after [Date”]***  Or - For more detailed policies, an example would be: “*Refer to webpage for detailed Refund Policy”* |
| Refund authorisers  (role or nominee authorised to request refunds) |  | **Refunds must be requested via email request from the nominee to** [eft.remittance@flinders.edu.au](mailto:eft.remittance@flinders.edu.au)  **Do not request via AP** |
| **Image**  (From flyer or registration form) |  | (Preferable)  Image to be added to Web, please include if possible.  Image file should be in .jpg format. |
| Application completed by | Ph: | |
| Application authorised by  (signature)  (role) |  | |
| Date | / / | |