

KEEP YOUR BUSINESS TRADING

Here to help during a service
interruption for EFTPOS Connect.



The EFTPOS Connect terminal automatically connects to the bank via the Linkly IP Gateway.

If your main communication method is down, the terminal will automatically switch to the 4G mobile network as back-up.

Alternatively, if your terminal is unable to communicate with the bank, the terminal will automatically switch to Electronic Fall Back (EFB) Mode.

In this guide, you'll learn more about Electronic Fall Back mode.



Contactless (tap and go) transactions aren't available in Electronic Fall Back mode. To begin an EFB transaction, make sure the customer inserts or swipes their card.

We're here to help.



1800 029 749, 24 hours a day, 7 days a week



westpac.com.au/merchantsupport

Electronic Fall Back (EFB) Mode

With EFB, you can continue processing transactions even when the network is unavailable. Your terminal will store the transactions offline and will send the transactions to the bank for processing once service has been restored.

As detailed in your 'Merchant Letter of Offer', there are floor limits when using EFB mode. These limits may affect how customers may make payments:

- For credit card transactions that are over your credit card floor limit, please call us on 132 415 for an authorisation number which you'll need to enter to process the transaction.
- Unfortunately, debit card transactions (EFTPOS CHQ/ EFTPOS SAV) that are over your debit card floor limit, can't be processed. Please ask your customer for an alternative means of payment.

Important points to remember when using EFB mode:

EFB Mode is automatically enabled on the terminal once it meets the following criteria:

- The terminal must be ON and placed on the base (where applicable) when processing. (If the terminal is turned OFF, please restart by performing your Bank Logon).
- The transaction should be below the set EFB limits.
- Contactless transactions can't be processed, you'll need to ask your customers to insert or swipe their card.
- It's only available for certain credit card and debit card transactions.
- You'll need to ask for a signature on each transaction, even if a PIN is entered.



Remember: You must not 'split' a sale to avoid calling us for an authorisation number.



Things you should know: The information provided in this document is current as at November 2020. It is a general statement for information purposes only and should only be used as a guide. While all care has been taken in preparation of this document, no member of the Westpac Group, nor any of their employees or directors gives any warranty of accuracy or reliability nor accepts any liability in any other way, including by reason of negligence for any errors or omissions contained herein, to the extent permitted by law.

Unless otherwise specified, the products and services described in this document are available only in Australia. © Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

WBCEFTNCG001EC 1120