

Keep your business trading.

Here to help during a service interruption for all
terminals excluding EFTPOS 1 and EFTPOS 1i.



Electronic Fall Back (EFB) Mode.

EFB will allow the terminal to continue to process transactions even when network is unavailable. Transactions are stored offline by the terminal, once service has been restored – the terminal will forward the transactions to the bank for processing.

We have certain floor limits in place for EFB. These floor limits are available in your Merchant Letter of Offer.



Contactless (tap and go) transactions are not available in Electronic Fall Back mode. To initiate an EFB transaction, ensure the customer inserts or swipes their card.

- For Credit card transactions that are over your credit card floor limit, you will be required to enter an authorisation number which you can obtain by calling 132 415.
- For Debit card transactions (EFTPOS CHQ/EFTPOS SAV) that are over your debit card floor limit, these transactions will decline. Alternatively, ask your customer for an alternative means of payment.

Note

- Contactless transactions are not available in Electronic Fall Back mode. To initiate an EFB transaction, ask your customer to insert or swipe their card.
- EFB is only available when enabled on the terminal and for certain card types.
- Signature capture is required on all EFB transactions regardless of the account selection or whether a PIN was entered.
- Please ensure the terminal remains powered ON and placed on the base (where applicable) during all EFB processing. If the terminal has been powered OFF, the terminal must perform a successful bank logon to continue EFB processing.



Remember: You must not 'split' a sale to avoid obtaining authorisation.

We're here to help.



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



Visit our merchant support site
westpac.com.au/merchantsupport.



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