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 55 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.suncorp.com.au/banking/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@suncorp.com.au
Mail: Suncorp Bank (4RE007), GPO Box 1453, Brisbane QLD 4001