

# 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 or MPOS products).

## Merchant Details

Merchant Number	<input type="text"/>	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	<input type="text"/>	
Contact Name	<input type="text"/>	Contact Number <input type="text"/>
The Merchant Facility will be updated to reflect the above contact name and number.		
Email address	<input type="text"/>	

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  :

### 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, 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 less than \$0.10 or greater than \$0.15 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 notify you of the outcome prior to enabling Wave & Save on your terminal.

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](mailto:MerchantServices@suncorp.com.au)  
**Mail:** Suncorp Bank (4RE007), GPO Box 1453, Brisbane QLD 4001