

FAQ: EFT payments to The Smith Family



Did you know that Clubs are able to use EFT to pay for any Club related transactions eg. venue hire, meals, functions, and any payments to The Smith Family.

What's new? Clubs can now pay for stock/merchandise and new member joining fees through their Club's EFT.

Some Clubs have been using EFT for many years and will know the process well. Other Clubs may like to consider this payment method in the future.

Q.1. What is EFT?

Electronic funds transfer (EFT) is the electronic exchange, or transfer of money from one account to another, either within a single financial institution or across multiple institutions, through computer-based systems.

Q.2. What can Club's use EFT for?

1. Clubs can use EFT to pay for any Club related transactions eg. venue hire, meals, functions, etc.
2. Clubs can make donations, sponsor *Learning for Life* students, pay member subscriptions and purchase Joyspreader Gifts through The Smith Family.
3. **Clubs can now pay for stock and new member Joining Fee/s.**

Before you start - Check with your current bank and confirm that your Club's account has been set up to use EFT correctly. Some banks have different requirements. At the same time, you may like to check your Club's transaction limit which can affect multiple EFT payments, see Q.11. below for more details.

All EFT transactions must be authorised by two signatories. Once you have established that EFT has been set up correctly on your VIEW Club Account you need to follow the VIEW Club standard process.

Q.3. Can Clubs pay The Smith Family via EFT?

Yes. **Clubs must use the VIEW EFT Transaction Form and follow the designated process** to ensure their Club's funds are appropriately allocated by The Smith Family.

Q.4. What is the EFT process to pay The Smith Family?

1. Complete your Club's unique EFT Transaction Form (see Q.5.).
2. Send payments via EFT (online banking) including your Club's Unique Reference Number (see Q.5.) for the relevant items.
3. Email completed EFT Transaction Form to view@thesmithfamily.com.au.
4. Record transaction in your VIEW Club Cashbook.

For more details please read "Club payments to The Smith Family via EFT" available at <http://view.org.au/resources/organisational-information/>.

Q.5. Where can I find the VIEW EFT Transaction Form for our Club?

Please email National Office (view@thesmithfamily.com.au) to request your unique Club's EFT Transaction Form. Each year National Office update this form with each Club's Unique Reference Numbers and provide it to Clubs.

Q.6. What are the Club's Unique Reference Numbers?

Your Club's Unique Reference Numbers **consist of your Club's Supporter ID and item/product codes** which enables The Smith Family to recognise your Club's transaction/s and allocate them appropriately.

Q.7. When do I use my Club's Unique Reference Numbers?

Your Club's Unique Reference Numbers need to be included in your online banking transaction. **If your Unique Reference Number is not included in the reference descriptor, it will not be possible to allocate your Club's funds appropriately.**

Eg. Reference number for LfL renewal will be allocated towards your Sponsorship renewal. Please use "Relevant student IDs" section to ensure funds received are allocated towards this student/s.

Q.8 Can our Club use the online The Smith Family EFT Form instead of the VIEW EFT Form?

No. Only the VIEW EFT Transaction Form provided by National Office **can be** used. It allows us to identify your Club's payment/s and allocate funds appropriately in the system.

Q.9. Can our Club pay for VIEW stock/merchandise and membership Joining fees?

Yes, **only when the Club has received the invoice from National Office because the invoice number must be** listed on your Club's EFT Transaction Form.

We recommend scanning/emailing or mailing membership application forms and/or stock order forms to National Office. On receipt of an invoice from National Office complete your Club's EFT Transaction Form. Please see the process below.



Q.10. Can our Club pay for multiple transactions in one online bank payment? Eg. Donation, Sponsorship and Joining fees?

Yes, one online transaction can include multiple Club payments. All transactions and amounts **must be** clearly noted on the VIEW EFT Transaction Form. To ensure accurate payment allocation, the completed VIEW EFT Transaction Form **must be submitted to National Office within 2 business days of payment.**

When paying for multiple invoices please ensure all individual invoice numbers are listed so we can allocate payments appropriately.

Please note: the transaction reference for multiple payments is your **Supporter ID + Club Name.**

Q.11. What to do if the transaction limit exceeds our account limit?

Your account limit in your online banking application can be adjusted by visiting the bank or consulting the bank webpage. We recommend that Clubs check their limits before making EFT payments.

Q.12. What happens if the Club does not provide the completed EFT Transaction Form?

Funds received by The Smith Family can not be allocated if you do not specify what the payment is for. **Payment received without the “Club Unique Reference Numbers” will be allocated anonymously.**