

Bendigo Bank EFTPOS powered by Tyro

Migration details

Saying 'yes' to Bendigo Bank EFTPOS powered by Tyro means you continue to enjoy all the features you already love - including next day settlement into your Bendigo Bank account¹¹, plus a range of new features:¹²

- Simple, high-speed and feature rich payment processing
- Automated surcharging and tipping³
- Seamless cloud-based Point of Sale and Practice Management Software integration including support of SplitBills, and Pay@Table⁸
- Improved visibility and insights with the Tyro App and Tyro Portal, including e-statements
- 24/7 Australian-based customer support
- Omni channel eCommerce and EFTPOS. If you accept payments in store and online, see your takings in one location and on one statement⁶

Preparing for your swap out

In most cases, a licenced technician will call you to arrange your machine swap-out onsite. This includes:

- **Welcome email:** we'll send you an email in the weeks leading up to your likely swap out time. This email will include some important information about your new service.
- **Arranging a suitable swap-out date and time:** a licenced technician will contact you to organise the swap-out of your EFTPOS machine. Look out for a call from a Victorian number (03).
- **Confirming your swap-out visit:** your technician will ring on the morning of your swap out to confirm your booking details.

See the [swap-out checklist](#) to ensure you are ready for your swap out visit.

Your swap-out experience

When the technician arrives they'll show you a letter of authorisation from Tyro.

Please allow approximately an hour for your swap-out (a little longer if you require pairing with your POS). The technician will run through your new Bendigo Bank EFTPOS powered by Tyro machine and ensure you're able to accept payments.

Your swap out will cover:

- On-site installation of your new Bendigo Bank EFTPOS powered by Tyro machine
- An overview of the key features and benefits of your new machine
- Optional features and how to enable them. **Note:** we will endeavour to carry over the existing configuration or features on your EFTPOS machine to your new Bendigo Bank EFTPOS powered by Tyro machine.
- Disabling your existing Bendigo Bank EFTPOS machine - including settling your day's takings and managing any pre-authorisations on the machine.
- Where relevant, steps to pair your new device with your POS.

You'll be provided with complimentary paper rolls and you can continue to collect more from your local branch, when needed.

The technician will collect your existing Bendigo Bank EFTPOS machine and return it to us.

Self guided swap-out

Where it's not possible for a technician to manage your swap-out, or upon request by you, your new EFTPOS machine/s will be delivered by courier.

Your delivery will include everything you need to get you up and running.

- Your new Bendigo Bank EFTPOS powered by Tyro machine
- Power adapter
- Long-life rechargeable battery
- Ways to Pay stickers for your window, Point of Sale and EFTPOS machine
- User Guide

The Bendigo Bank powered by Tyro 24/7 Australian-based customer support team will be available to guide you through the swap-out process ensuring you're able to accept your first payment by the end of the call.

Once set up

Once you're set up with your new Bendigo Bank EFTPOS powered by Tyro service, we'll send you some information via email to help you make the most of it. Keep an eye out for this.

Get to know the features

A handy User Guide will be provided with your service, introducing you to the new features you have access to as a Bendigo Bank EFTPOS powered by Tyro customer. Alternatively you can view these digitally.

- [Mobile EFTPOS User Guide](#)
- [CounterTop EFTPOS User Guide](#)

Access real-time reporting to support your business

The Tyro App and Tyro Portal provide a real-time snapshot of your transactions and provide valuable reporting, giving you an important overview of your business activity.

The app and portal login details will be emailed to you once you're up and running with your new Bendigo Bank EFTPOS powered by Tyro service.

Important information

Bendigo Bank EFTPOS and eCommerce powered by Tyro is issued by Tyro Payments Limited ACN 103 575 042 AFSL 471951

³ Exclusions apply, refer to Tyro for details

⁶ Single settlement applies for all EFTPOS and eCommerce Tyro-settled transactions, including Alipay for EFTPOS. Excludes HealthPoint, Alipay which not available on eCommerce, and funds settled directly by Afterpay, American Express, JCB, and Diners Club.

⁸ Tyro's Pay@Table, SplitBills and BarTab features are only available where the POS/PMS supports the integration. The split billing function on the Bendigo Bank EFTPOS powered by Tyro machine is only available with Tyro's Pay@Table feature.

¹¹ Unless you do not have, or have not provided us with, an ABN. Applies to Tyro settled funds only — excludes Alipay and funds settled directly by Afterpay, American Express, JCB and Diners Club.

¹² Bendigo Bank GoPOS Lite customers that are transitioning to Bendigo Bank powered by Tyro may not be able to access all feature or benefits, including integration with POS/PMS providers.