

## EFTPOS machine swap out preparation

To prepare for the swap out of your EFTPOS machine, please ensure;

- your existing Bendigo Bank machine and accessories are available onsite;
- you have your WiFi password available (should your machine require WiFi);
- you've managed any pre-authorisations sitting on your Bendigo Bank machine before the technician arrives (See page 10 of the [migration and swap out FAQs](#) for instructions);
- you've captured your current surcharging rates from your Bendigo Bank machine (if relevant. See page 11 of the [migration and swap out FAQs](#) for instructions);
- the appropriate people are available at the swap out visit for guidance on how to use your new machine
- you have a payment card available to process a small test transaction which will be refunded shortly afterwards.

If your machine is integrated with your POS system, please also ensure;

- your POS hardware is connected to the internet;
- [visit the Tyro self-test](#) page and ensure your network is configured correctly to communicate with Tyro;
- someone with admin privileges for your POS hardware is available at the swap out visit.

Please note: the technician will prompt you to settle and disconnect your Bendigo Bank machine once your new EFTPOS machine is up and running. Where possible, please don't settle your Bendigo Bank machine within 24 hours of your swap out visit.

## Important information

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