

City of Wodonga EFTPOS Integration

Presenter: Joe Duncan

TEG
TALK

About Wodonga



3.5 hours to
Melbourne
& Canberra



1-1.5 hours
to Sydney
and Melbourne



8 hours
to Sydney



433km²

Population



~45,000

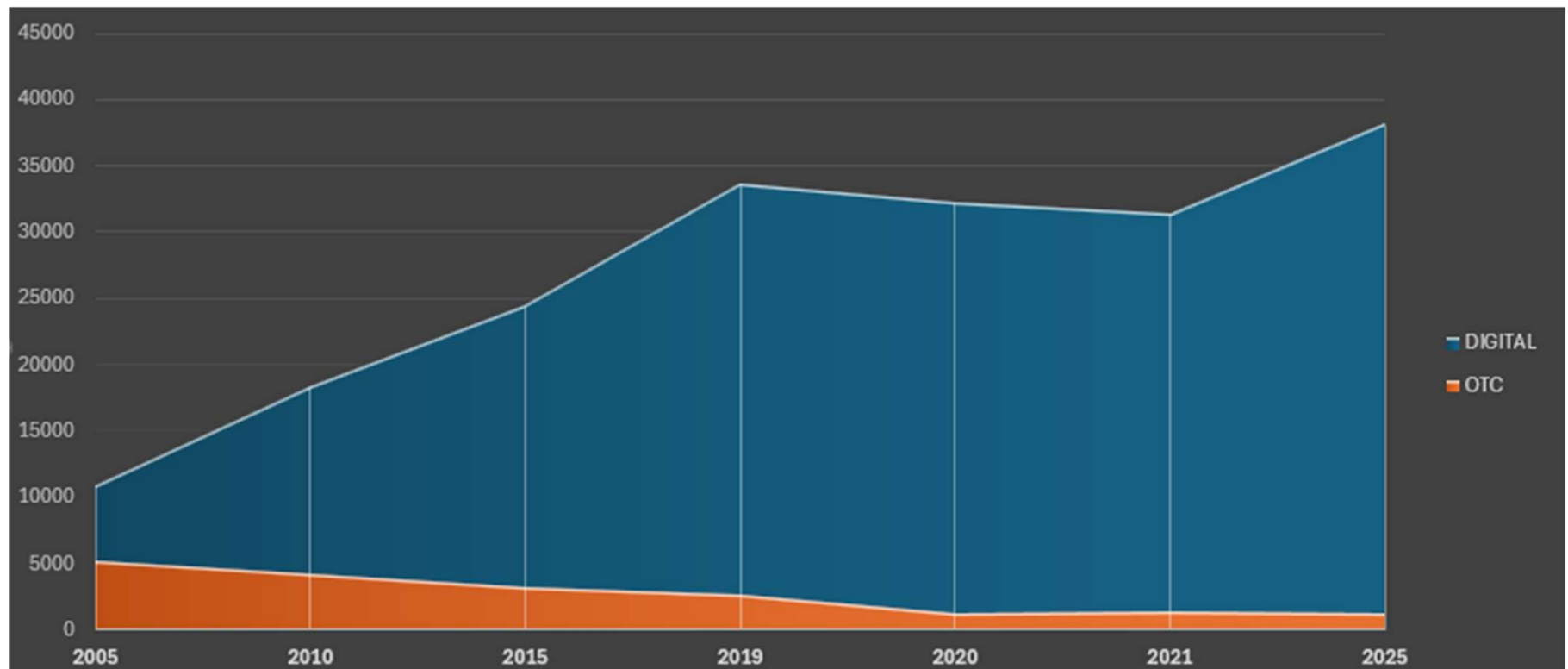
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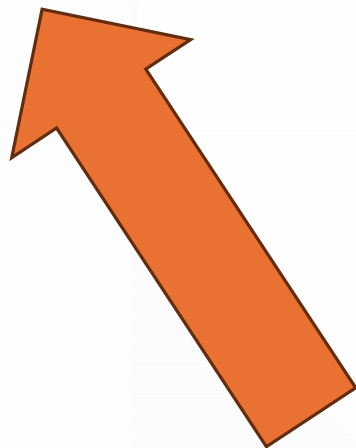
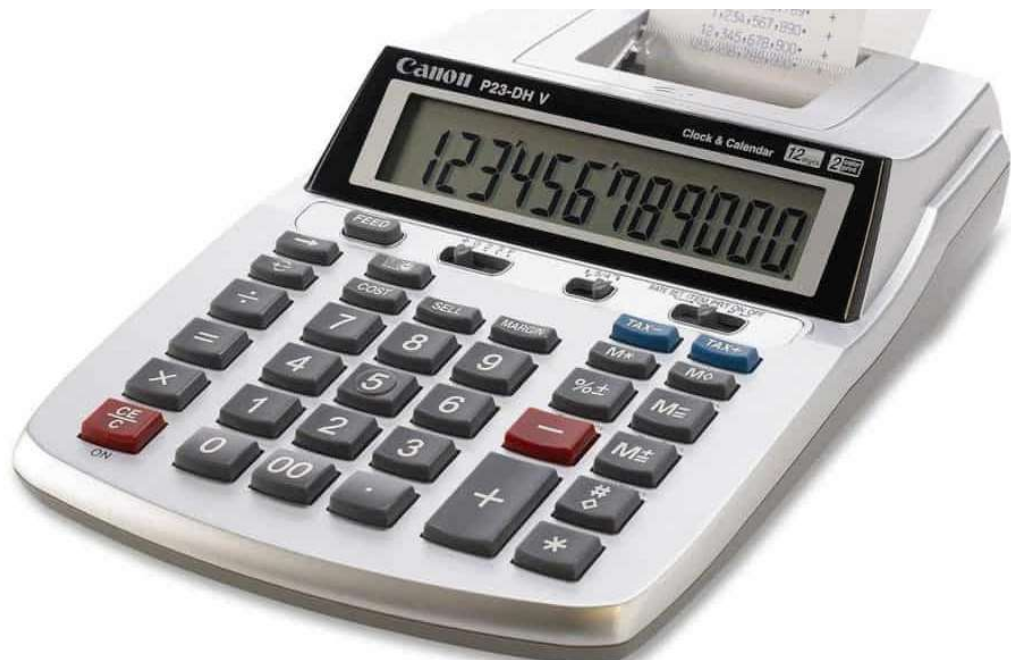
~63,000 by 2046



From Paper to Pixels: The Digital Shift

Q4 Transactions - 2005 to 2025 –
Digital versus Over the Counter





June 2024 – PathwayUX Goes Live

Organisation wide, overnight switch

Why change our EFTPOS Process?

7/10 Over the Counter Transactions are EFTPOS

99% of OTC mistakes are EFTPOS related

Decrease risk

Save time



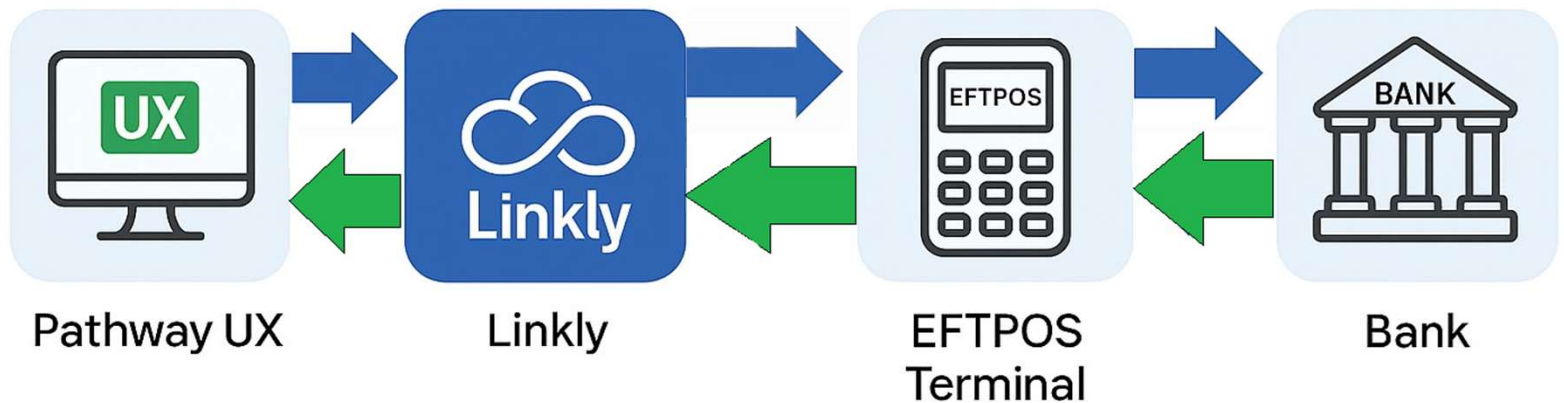
Behind the Tap: How EFTPOS Integration Works

Pathway UX connects to your EFTPOS terminal via Linkly

Creates a Single Source of Truth

Significant reduction in potential for human error

Connect the terminal to Wi-Fi - No 4G – Avoid Ethernet



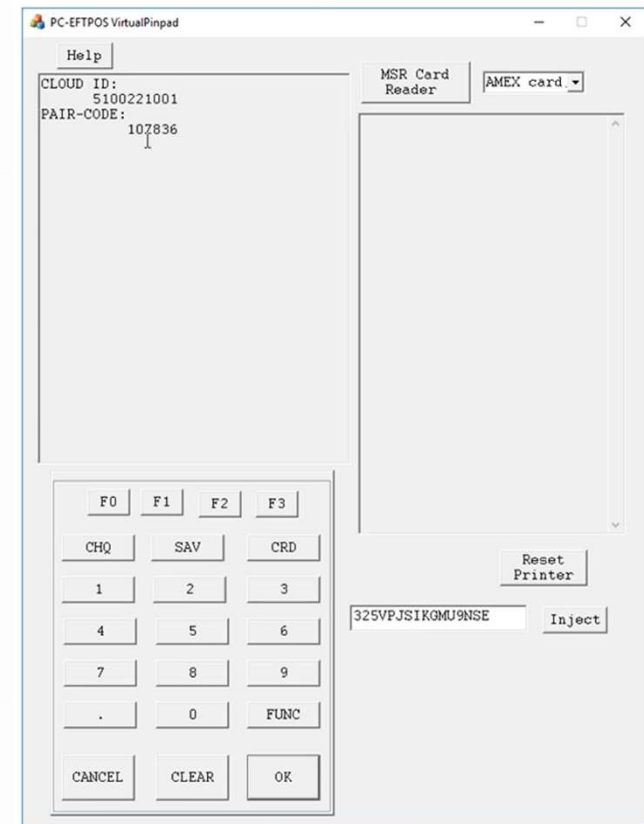
Break It to Build It: EFTPOS Trials & Triumphs

Virtual PinPad

Split payments - Multiple cards - Cash and EFTPOS combinations

Reversals

Standalone Mode

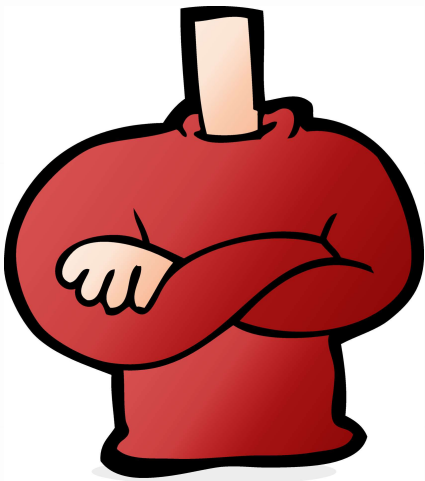
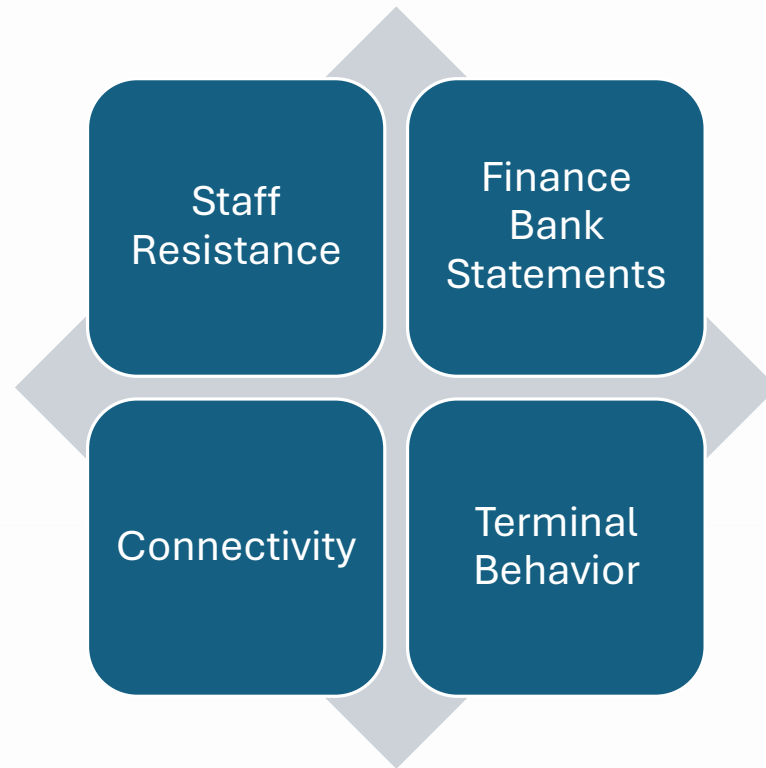


Virtual PinPad

Unexpected Wins: Solving Manual Receipt Headaches



Resistance, Bugs & Fixes: Lessons Learned



Tips for a Smooth EFTPOS Rollout

DO	DON'T
Find a Finance buddy (or get authorised yourself!)	Spend too much time on Virtual PinPad
Talk to Finance about Shop Numbers	Live environment is more valuable
Go Wifi Only – No 4G, no Ethernet, no Bluetooth	
Collaborate and understand	

Questions?

