University Department Cash Receipting System Users

Updated May 2021

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Customers of the University may use several forms of payment, but a cash-handling site may be restricted to certain payment methods. The University & Student Business (hereinafter referred to as USBS) office will identify the restrictions with the cash-handling unit. The cashier must always be attentive to certain requirements during the processing of payments to reduce loss of funds. All cash-handling units must adhere to University cash handling policies/guidelines and Payment Card Industry (PCI) Data Security Standards (DSS) compliant if approved to accept credit card payments.

➢ Cash-handling units must have their own detail internal departmental cash receipting guidelines as outlined in the Cash Handling Guide Part 1: Planning for a Cash Receipting Site (BF10913) and must be available to the USBS office upon request. These guidelines must include detail credit card processing and security of the data in accordance with PCI DSS.

➢ Cash-handling employees are required to have annual training either in a group session or online if available.

➢ Fees and charges must be approved through the "New Fee/Change in Amount" request prior to any collection of funds or advertising.

➢ After the appropriate officials have approved the department/activity fee request and the department/activity has been notified by email from the USBS office that the final approval has been received, the employee (cash custodian) will complete a Request for TouchNet/Banner Access form (if applicable) and notify the USBS office to schedule cashier training. If it is another university approved cash receipting system (ex. Paciolan) then the department's appropriate access form should be completed, approved and processed and system training scheduled within that department. **Note:** All department/activity receipting locations must have a backup employee to receipt transactions when the designated cash custodian is out of the office.

➢ The department/activity may need to request a change fund from the USBS office on either a permanent or a temporary basis.

▪ If a change fund is approved, the cash custodian to whom funds are assigned is responsible for the change fund.

▪ The cash custodian will reconcile their change fund each time they receive and balance payments. If payments have not been received within the business week, the change fund at a minimum must be counted/verified weekly.

▪ If another employee besides the cash custodian will be receipting for a specific time, the change fund will need to be transferred to that employee and documented. Upon the return of the cash custodian, the change fund must be transferred back to the original custodian.

- **The cash custodian supervisor is required to perform an unannounced change fund cash count monthly. A record of the cash counts must be retained for three fiscal years.**
- The USBS office will perform a required annual Petty Cash/Change Fund Confirmation during the month of May. Petty Cash/Change Fund custodians will be notified by email of the confirmation instructions. A quick response time is needed in order to provide Internal Audit the latest and most accurate information for the year-end cash count.

➢ The cash custodian (or designee when absent) at **all times will be responsible** for the accountability of the change fund, receipting of payments and deposit of funds.
- Receiving Payments: Payments should be accepted only when an official receipt can be provided at time of payment.
  - ○ *Types of Payment:*
    1. **Checks**- There are three different ways to process checks-Paper, POP (TouchNet) and ARC (TouchNet) but the following is required in all processes;
       - ALL checks must be made payable to <u>The University of Memphis.</u>
       - We <u>do not</u> accept *post-dated* checks!
       - We <u>do not</u> accept American Express gift checks or Comtrak checks
       - We do accept money orders or American Express Travelers' checks.
       - Checks must be written for exact amount. No cash will be given in change.
       - Checks must be signed; preprinted name must agree with signature, numbered amount must agree with the written amount.
       a. **Paper Check**-sent to bank in bank bag
          1. Checks must be endorsed on the back of the check through the cash receipting endorsement printer. If this process does not endorse the check, then stamp the back of the check with the endorsement stamp.
          2. The following type of checks MUST be processed as paper:
             - Corporate checks
             - Third-party checks
             - Credit card checks
             - Money Orders
             - Credit Union checks

- Money Market or special account checks
- American Express Travelers' checks

2. **Cash**
   - Count the cash twice.
   - When giving change, count money back to customer.
   - Large amounts of cash must be counted twice, preferably by two people whenever possible.
   - Keep money received out of your cash drawer until the transaction is complete.
   - Counterfeit pens should be purchased to mark $10 through $100 bills. Large bills of $50 and $100 should also be inspected closely **Note:** Counterfeit pens can be ordered from vendors (example Staples).
   - Cash should be immediately placed in a secured area as soon as the transaction is complete.

3. **Credit Cards**

   Only certain departments/activities and cash receipting staff have been approved by the USBS office to accept credit card payments. These departments/activities are required to be PCI DSS compliant at all times.

   IF AN EMPLOYEE HAS NOT BEEN APPROVED TO ACCEPT CREDIT CARDS, HE/SHE SHOULD NOT PROCESS ANY MANUAL CREDIT CARD TRANSACTIONS OR HAVE ANY CREDIT CARD NUMBERS INFORMATION IN HIS/HER POSSESSION.

   - All credit card transactions must be PCI DSS compliant and department/activities employees must sign a credit card data security acknowledgement form annually.
   - Departments/Activities processing credit cards must be aware of several issues distinct to this type of payment. Some of these issues include authentication, securing credit card data, retention, and PCI DSS compliance. **Departments not complying in any of these areas will forfeit their right to process credit cards and may be liable for associated fines assessed to the University by the card brands if a breach has occurred at their location.**
   - Departments/Activities that suspect a credit card data incident/compromise must do the following:

1. Must notify the PCI Committee (pcicompliance@memphis.edu) and department Technical Support Staff immediately.
2. If the incident involves a payment station:
   - Do NOT turn off the PC
   - Do not utilize the machine
   - Disconnect the network cable to the PC
3. Document any steps taken until the Response Team arrives.

- Departments/activities accepting credit card payments will be charged for their credit card transactions monthly credit card fees assessed to the University by the credit card processor.
- Only approved departments/activities cash handling staff can receive and process credit card payments. The credit card number must be secured at all times.
- In all cases, the following credit card information CANNOT be retained on paper or electronic media (this includes spreadsheets, databases, word documents, etc.).
  a. Full Credit Card Number
  b. CVV code on the back of the card
  c. Any image of the card
- Departments/Activities **CANNOT** accept credit card payments **by email (no exceptions)**. If you receive an email with a credit card number, you cannot process the credit card payment.
- Departments/Activities cannot accept credit card payments by phone.
- Departments/Activities cannot accept credit card payments by fax.
- It is the University's Policy (UM1762) not to store credit card data. According to PCI regulations, the first six and last four digits of the credit card number may be retained. For most departments/activities the last **FOUR** digits and expiration date of the credit card number is the only information that would need to be retained for reporting and research. After processing a payment, you should record the last four digits of the credit card number on the informational part of the form/document. Then cut out the credit card number section of the form/document, which must be immediately shredded in a

cross-cut shredder. The TouchNet receipt will have the last four digits of the credit card.

- Departments/Activities that have a swipe credit card terminal must conduct a weekly inspection of the device for skimming and tampering and maintain an Inspection Log. It is recommended that high traffic areas perform a daily inspection of the device. Inspection Logs will be retained by the department for two fiscal years (July-June) and then may be destroyed. **Note:** The USBS office may review Departments/ Activities Inspection Logs at any time.

4. **Tiger Fund$**

Tiger Fund$ represent money deposited with the USBS office by students and faculty/staff which can be used for payment of selected goods or services using their campus ID card. The USBS office must approve the acceptance of payments using Tiger Fund$. Only certain departments/activities have approval to accept Tiger Fund$ for payments and deposit.

- If any credit card transactions are needed to be processed in person by a consumer, proper identification (federal ID, active driver's license or official University ID) must be presented at the time of the transaction.
- The cashier should always verify the identification card photograph by comparing it to the individual requesting the Tiger Fund$ payment option. If unsure about the verification of the individual to the ID card photograph, the cashier should request additional identification prior to completing the transaction.
- Cashier will receipt the payment/deposit transaction and then our Campus Card office will post the transaction in Blackboard.
- Receipts must be given for all Tiger Fund$ payments.

5. **Mail in payments**

Mail in payments should be addressed to:
- The University of Memphis
  P.O. Box 1000, Dept. 313
  Memphis, TN 38148.
- Checks received via mail should be listed on a mail log and receipted daily. Mail log should consist of date, name on check, check number, amount, cashier initials and receipt number, once receipted.

- *Voiding Transactions*
  - All voided transactions must be supported by documenting on the original receipt the reason for the void, the signature of the supervisor responsible for approving/reviewing voids and date. **Note:** Voids should only be processed the same day of the transaction and if the cashier batch has NOT been closed out.
  - The original signed voided receipt will be filed in the department's daily working files.

- *Secured storage*
  - Funds must be kept in a locked drawer, cabinet, safe, or locked office until transported to USBS office. Funds must be secured at all times.

Depositing of Funds

- Departments/Activities receiving monies will transmit their bank deposit and receipts accountability to the USBS office using a cashier balance form if receipting with the University's cash receipting system.
- The USBS office requires departments/activities to balance their payments/transactions and submit their deposit each day, even if they have not met the $500 in receipt transactions.
- All department/activities cashiers are required to have a reviewer (supervisor or designee) to sign that they have reviewed the cashier balance form for accuracy, counted the cash deposit, verified that the deposit slip and bank deposit bag information balances to the cashier balance form and cashiering system and all forms have been properly completed.
- Transport of Receipts
  - Departments/Activities will be issued bank deposit bags to be used in transporting monies and the Deposit Bag Receipt Log.
  - Security transport services provided by Police Services are available for departments and activities that receipt monies.

Balancing Process

Preparing the cashier balance form and bank deposit accurately is essential to proper cash control. Without accuracy, these errors affect many areas of the University – the USBS office, the Accounting office, the department, etc., as well as the University's bank. Please follow these instructions and the completed and submitted bank deposit will be correct:

- **Balancing Process-All cashiers should have a cashier balance form and will balance system totals to actuals (cash, check, credit card etc.).**

- **Departments that do not use TouchNet, but may utilize a receipting system, should use the basic concept of the TouchNet balancing process below, conformed to their receipting system. In all situations, a cashier balance form (Attachment H) must be completed.**
- Go to your TouchNet/receipting system-balancing screen
- Go to TGACREV screen in Banner
    1. Enter your username in "Session User"
    2. Enter "0" in "Session Number"
    3. Click on the "save" icon
    4. Click "Next Block" twice
    5. A summary of detail code activity will display
    6. Print out the TGACREV screen
    7. Add up your "P" code amounts
    8. Total "P" codes should balance to your TouchNet balance screen total.
    9. If Banner and TouchNet do not balance, contact Brenda Butler at ext. 5097 or Theresa Adams at ext. 2108.
- Complete cashier balance form and balance/close out TouchNet and Banner.
    1. Count and record the breakdown of cash on the balance form.
    2. Add checks twice (two adding machine tapes), balance check total to TouchNet/receipting system, and add to balance form.
    3. Subtract change fund amount on balance form- balance after subtracting change fund should be the cash bank deposit amount.
    4. Go to TouchNet balance screen and enter totals of cash, checks and credit cards.
    5. Verify that TouchNet balances – if not, TouchNet will display a message that it is out of balance, if out of balance review information entered. If error cannot be found, then contact supervisor to review.
    6. Enter deposit slip number in "Deposit #1" box in TouchNet, but do not close out until after the "Reviewer" has completed the verification process. *(This is a very important step. Missing this step affects the bank reconciliation.)*

    STOP-At this point you should have your deposit slips and bank bag completed. You will need to notify your supervisor or designee to review (see Signatures below). Once the review is completed then you will continue with the system close out process.

    7. Click "close drawer" – receipt will print
    8. Click "logout"

9. Go back to Banner TGACREV screen

10. Click on "Options"

11. Select "display User Session" and verify that deposit slip number updated to Banner

12. Exit out of Banner ▪ *Signatures – Important!

o Cashier will need to sign and date his/her cashier balance form.

o Reviewer's Signature: **Supervisor or designee is required to review and sign off on the following:**

- ✓ **Review/sign the cashier balance form for accuracy and balances with the TouchNet/receipting system totals**
- ✓ **Review/verify deposit slip(s) for accuracy and balances to the cashier balance form and TouchNet/receipting system totals**
- ✓ **Count the cash deposit and initial deposit slip**
- ✓ **Review/verify bank bag balances to cashier balance form and TouchNet/receipting system totals and initial**

<u>Note:</u> **Signature and initials of supervisor/designee indicates that all the items above have been completed including the cash count of the deposit and places accountability for the verification of the funds on the supervisor.**

➢ **Deposit Slip Preparation**

▪ On the deposit slip, enter the date that deposit is prepared, cashier initials or name (USBS office must be able to identify the cashier), department and bag number.

  o Cash/Checks

  a. Cash--enter the total amount of bills on the currency line and total amount of coins on the coin line.

  b. Checks--enter the total amount of checks on the check line.

  c. Add the cash and checks and enter the total amount on the TOTAL line at the bottom of the deposit slip and in the TOTAL side box.

  <u>Note:</u> This total should balance back to the cashier balance form.

  d. The white and pink copy of the deposit slip will be placed in the bank bag, along with the cash, checks and one of the check adding machine tapes. All of these items should be attached to the deposit slip (coins can be loose in the bag).

  e. The blue copy of the deposit slip with the other check adding machine tape stapled to the deposit slip will be maintained with the department's daily work file.

- **Preparing Bank Deposit Bag**
  - *Complete the following steps for the label on the bank deposit bag*
    1. **To:** First Horizon Bank
    2. **From:** University of Memphis and *Department Name*
    3. **Authorized Signature:** supervisor or designee – person who counts/reviews your deposit for accuracy (to be completed at the time the supervisor or designee is reviewing and verifying the cashier balance form and deposit)
    4. **Cash Amount:** enter total cash amount (should match the amount on your deposit slip)
    5. **Check Amount:** enter total check amount (should match the amount on your deposit slip)
    6. **Total Deposit Amount:** total of cash and checks (should match the total amount on your deposit slip)
    7. **Prepared By:** cashier signature
    8. **Date**: date of deposit (should match the date on your deposit slip and cashier balance form)
       - *Disposition of bank deposit bag before submitting to the USBS office.* The bank bag should **ONLY** contain the following:
       - White and pink copy of the cash/check deposit slip
       - Cash/coins with one adding machine tape of cash break down
       - Checks with one adding machine tape attached to the deposit slips
       - Seal the bank deposit bag after the deposit has been reviewed/verified by the supervisor or designee.
       - *Disposition of Documents-* The following items should be maintained in the department's daily receipting work files and a copy scanned or faxed (2772) to the USBS office.
       - Cashier balancing form
       - Copy of TGACREV (if applicable)
       - Blue copy of the cash/check deposit slip (include one check tape)
       - TF$ debit transfer forms/deposit
       - Report of Shortage/Overage form if applicable

Note: Write legibly on all forms. Do not use gel pens. It is very important to be accurate when filling out the deposit slip and bank bag and when putting the correct amount of money in your deposit bag. If all of these steps are followed and the reviewer's checks and balances are performed, there should be no deposit discrepancies on the bank reconciliation each month.

- ➢ **Securing Funds**
  - ▪ Keep funds secure at all times. Make sure, if locking in a drawer, locked cabinet, or locked office, that access is limited to you and your supervisor. If you receive large amounts of cash over the weekend, contact Police Services for safekeeping.

- ➢ **Transporting to USBS office**
  - ▪ Deposits are generally submitted to the USBS office by using Police Services to transfer the monies. **Monies should never be sent through campus mail.** The cash custodian can bring their deposit to the USBS office as long as the funds are secure during transport. It is recommended that all cash receiving departments/activities utilize Polices Services transport services.
    1. **Police Services Transport Services Process**
       - • The cash custodian or supervisor will need to complete the Deposit Bag Receipt Log to transfer the bank deposit bag to the Police Officer. The cash custodian/supervisor will maintain this form.
       - • The Police Officer will complete the Deposit Bag Movement Report that the cash custodian/supervisor is required to sign, indicating that they are transferring the deposit bag to the Police Officer.
       - • Police Officer will transfer the bank deposit bags to the USBS office.

         Note: If Police Services missed coming to your office, please contact them at ext. 4357 for a bank deposit pick up.

- ➢ **Reporting Cash Shortage/Overage**

If there is a cash shortage/overage, it is typically realized during the balancing of cash receipts. Objective reviews must be completed to eliminate misconduct and provide assurance that controls are effective. If misconduct is suspected, Internal Audit must be contacted. *All cash shortages/overages will be recorded to the account code 74910 of the expenditure/revenue account of the department or activity responsible for receipting the money and a Report of Cash Shortage/Overage form must be completed and submitted to the USBS office.*

- ➢ **Reporting Shortages Equal to or Greater than $500**
  - A. Losses Due to Cash Shortages
    Departments are required to report cash shortages equal to or greater than $500 immediately to the Board of Trustees. Some cash shortages result from human error and are the cost associated with doing business. However, objective reviews must be completed to eliminate misconduct and provide assurance that controls are effective. Regardless of amount, management should routinely review shortages

to identify any unusual items, recurring issues or a pattern of financial shortfalls. If suspected fraud or misconduct is identified in any area or unit, the matter should be reported immediately to Internal Audit.

- The U of M is required to report cash shortages equal to or greater than $500 immediately to the Board of Trustees. Therefore, once the cashier's supervisor/manager has verified the cash shortage of $500 or more, Internal Audit and the USBS office should be contacted within two hours of the knowledge of the shortage.

➢ **Reporting Shortages Less than $500**
- The cashier's supervisor must review all transactions and verify their funds prior to finalizing the deposit. If the shortage is not resolved, a Report of Cash Shortage/Overage form will be prepared and recorded on the cashier balance form. If the department/activity utilizes the university cash receipting system (TouchNet), the shortage will be recorded by processing a receipt transaction to charge the department/activity FOAPAL with account code 74910. The completed Report of Cash/Overage form should be scanned to the USBS office.

➢ **Reporting Overages**
- The cashier must deposit overages when discovered. The cashier's supervisor must review all transactions and verify the funds prior to finalizing the deposit. If the overage is not resolved, a Report of Cash Shortage/Overage form will be prepared and recorded on the cashier balance form. Departments/Activities utilizing the university cash receipting system (TouchNet), will record the overage by processing a receipt transaction to credit the department/activity FOAPAL with account code 74910. The completed Report of Cash/Overage form should be scanned to the USBS office.

Preparing Cash Overage/Shortage Form

If you have a cash overage or shortage, it must be reconciled that day. The cashier's supervisor must review and count all funds prior to completing the balancing process. The Cash Shortage/Overage form must be completed for out of balance discrepancies.

All items MUST be completed; the cashier and supervisor must SIGN the form. Do not leave any information requested on the form blank.

➢ Fill in the appropriate amount – over or short.
➢ Business Unit Reporting Shortage /Overage box:
- Department: department name
- Location: room and bldg. number

- Cashier: please print your name
- Supervisor: please print your name
- Date of shortage/overage
- Number of Transactions
- Total Amount of Transactions
- **Explanation:** explain reason of shortage/overage if known, otherwise you will need to state any other significant information, which all funds were verified, who verified, and error was not found.
- Signatures box
  - Cashier's Signature
  - Date
  - Supervisor's Signature
  - Date
- USBS Office Use Only – to be completed by the USBS office ➢ Send form to USBS office by fax (2772) or scanned.

Refund Request for Payments

All payment refund requests must be sent to the USBS office for verification and processing.

- Refund request must be approved according to who is authorized to sign on the refund account (FOAPAL) from the authorized signature list. In no situation should a cashier approve the refund request.
- Refund request for check payments cannot be processed until 3 weeks from the deposit date of the check. Credit card payment refunds will be credited back to the applicable credit card.

The following information is required when completing a Refund Request Form.

- Name and Address of Payee
- Payment Date
- Refund Amount
- UID or Vendor Number
- Phone (if applicable)
- Receipt Number (must have receipt number)
- Account Information-FOAPAL
- Reason for Refund
- Department/Activity Name
- Requested By
- Date Requested
- Approved By (authorized signature list for FOAPAL)

- Date Approved
- Account FOAPAL
- Amount

Other Important Information

❖ **Questions regarding cash receipting, please contact:**
- Assistant Manager of Cash Transactions, 901-678-5097
- Director of Fiscal Operations, 901-678-2108

❖ **Questions regarding credit card PCI DSS compliance, please contact:**
- PCI-DSS Analyst, 901-678-1376

❖ **Supplies issued by the USBS office:**
- Deposit Slips
- Bank Bags
- Transmittals
- Endorsement Stamp
- Deposit Receipt Log

❖ **Year End-** All payments received must be receipted by June 30 or last business day for June.

❖ **Important Links:**
- Cash Handling Guide: http://bf.memphis.edu/finance/usbs/cashhand.php

- Cash Shortage/Overage Form: http://bf.memphis.edu/forms/usbs/shortage.pdf

- Request for Access to TouchNet/Banner: http://bf.memphis.edu/forms/usbs/TouchNet.pdf

- New Fee/Change in Amount of Fee Request: http://memphis.edu/usbs/pdf/feereq.pdf

- University PCI Compliance Policy: https://memphis.policytech.com/dotNet/documents/?docid=440&public=true