

## **FY2012- 2013 SBDC Cash Handling Procedures**

### **I. PURPOSE AND OVERVIEW**

In accordance with MAPP 05.01.01, Cash Handling, all cash transactions involving the University, its colleges, or any departments are subject to all applicable state laws and regulations and University policies and procedures, including University of Houston System Administrative Memoranda 03.F.01 – Gift Acceptance, and 03.F.04 – Cash Handling. All University employees have a fiduciary responsibility to the University to handle cash properly. Procedures for the handling of cash receipts are designed to provide accountability for monies received in accordance with accepted standards of internal controls. All employees of the C.T. Bauer College of Business and the SBDC are responsible for complying with the policies and procedures described below.

This document establishes policies and procedures for handling all cash activities at the University of Houston and the SBDC, including cash acceptance, the deposit of cash, credit card payment acceptance and deposit, and cash fund maintenance.

### **II. DEFINITION OF CASH**

Cash is U. S. currency (dollars and coins); personal, business, bank, and cashier’s checks; money orders; travelers’ checks; or foreign drafts (but not foreign currency).

Debit/Credit card transactions should be handled in the same manner as cash transactions. Employees responsible for the processing of debit/credit card transactions must complete annual online training for Credit Card Accounting.

### **III. UNIVERSITY POLICY STATEMENT**

Employees handling cash are subject to all provisions outlined herein based on MAPP 05.01.01 – Cash Handling. University positions with cash handling or fund custodial responsibilities are designated as security sensitive. Cash is not to be accepted or disbursed by University employees unless that employee has been authorized by the C.T. Bauer College of Business Administrator to handle cash for a specified purpose. All employees authorized to handle cash must be certified annually. This certification is done by completing the online training for Cash Handling.

When a University employee receives cash, it is to be deposited promptly into the appropriate authorized University cost center. Retention of cash received from outside sources for use as petty cash or for making change is prohibited. Use of University cash funds or cash receipts for cashing checks is prohibited. Procedures for the handling of cash receipts are designed to provide accountability for monies received in accordance with accepted standards of internal controls. All employees of the Bauer Business Administrator are responsible for complying with the policies and procedures described herein. Failure to adhere to these policies and procedures may result in disciplinary action being taken against the employee.

All employees have an obligation to report any suspected theft, fraud, embezzlement, or any other irregularity causing a loss of cash in accordance with SAM 01.C.04, Reporting/Investigating Fraudulent Acts. Employees who are aware of criminal activity and fail to report such may be subject to disciplinary action. Employees are required to cooperate with any police or audit investigation, and they may be requested to keep their knowledge of the investigation confidential.

### **IV. SBDC PROCEDURES - GENERAL**

- A. The UH SBDC follows the University of Houston MAPP Cash Handling Policy, 05.01.01 (attached) and the Bauer College of Business Policies and Procedures Pertaining to the Receipt, Custody, and Deposit of Funds. All cash and credit cards receipts are deposited within 24 hours if the receipts are \$100 or more, or within 5 business days for receipts under \$100. The 24 deadline begins at the time of receipt cash or credit card

payment in Region Training department, the Region SBDC BO, or the BV or Ft. Bend SBDC, to the time of deposit at BOA by Region BO or BV or Ft. Bend SBDC personnel.

B. This policy applies to all components of the SBDC:

1. Brazos Valley SBDC (BV)
2. Coastal Plains SBDC (CP)
3. Ft. Bend County SBDC (Ft. Bend)
4. Hurricane Business Recovery Center (HBRC)
5. Procurement Technical Assistance Center (PTAC)
6. Region Training
7. SBDC Region Business Office (SBDC BO)

Each unit or department of the SBDC all receive funds separately, either through their respective websites, the U. S. mail, or point of sale (POS) for an on-site or off-site event, with the POS transaction possibly involving the approved change fund. Each department is required to complete a typed or hand written Journal Entry Request Form (JERF) daily (unless total receipts were less than \$100) to submit with all cash receipts to the SBDC Business Office (BO) for processing and deposit. The JERF is available in an Excel format.

C. Separate individuals perform the following tasks related to the handling of cash:

1. Receive cash, process the JE in workflow and/or complete deposit
2. Approve the JE online and resultant JE Detail form (certifying signature)
3. Log deposits
4. Reconcile cost centers to which funds are deposited

D. Annually, each SBDC staff member who handles cash will receive copies of both the UH MAPP Cash Handling policies and the SBDC internal cash handling procedures. Each cash-handler will certify the receipt of these policies as well as certify that they have read and understand the policies and procedures. See Attachment A, Cash Handling Procedures and Acknowledgment of Receipt.

E. Each cash-handler is required to take the University's annual training on cash handling and receive a passing grade on the required on-line quiz. All cash handlers will be registered centrally by the SBDC BO. At the start of each new fiscal year, cash handlers will be instructed by the SBDC BO to complete the training through P.A.S.S. and forward quiz grades to Randy Burnaman to document completion of the on-line training.

F. A sign is posted for public viewing stating that the SBDC is required to provide customers with a payment receipt in all locations where cash is collected.

G. Checks, money orders, and currency, must be physically safeguarded and securely stored until delivered to UHPD, Student Financial Services (SFS) or Bank of America, the University's contracted bank. Locked filing cabinets, locked drawers, or vault are acceptable storage mechanisms

H. Checks are to be restrictively endorsed immediately by the individual who receives the check with a SBDC deposit stamp, which states "For Deposit Only". The cost center where the check is to be deposited is to be written in ink underneath the stamp. A list of cost centers and account codes where revenue is to be deposited is shown under Section V. 5, below.

I. The SBDC and its component centers each have independent websites as prescribed by the SBDC Region office. These websites each include a training class/event registration and credit card payment component. The UH SBDC websites were designed by vendor ESX, Inc., and the software used to power the sites is called XCatalyst. The UH SBDCs websites have been deemed PCI compliant (Payment Card Industry) by the University of Houston Treasurer's Office and meet all University and industry privacy requirements.

- J. Bank of America is the contracted bank for the University of Houston. The University uses Bank of America (BOA) Merchant Services to process its credit card payments. Credit card refunds must be processed manually by through BOA’s Payment Collection Gateway (PCG), and entered manually into XCatalyst. Only designated personnel in the SBDC Region Training office are authorized to make refunds through PCG. In addition, at least one individual at center will have view-only access to PCG, and will be trained to research transactions and run auxiliary reports. See Attachment B for PCG full and view only permissions. Procedures for credit card refunds are outlined below under section VII. Refunds, below.
- K. Each center has its own set of Merchant IDs (one for each major credit card type) as assigned by the UH Treasurer’s office. The current responsible parties for each set of Merchant IDs are:

|  |                |
|--|----------------|
| Brazos Valley SBDC (BV)                        | Jim Pillans    |
| Coastal Plains SBDC (CP)                       | Coastal Plains |
| Ft. Bend County SBDC (Ft. Bend)                | Kyle Smith     |
| Hurricane Business Recovery Center (HBRC)      | James Evans    |
| Procurement Technical Assistance Center (PTAC) | Carey White    |
| Region Training/ Region Business Office        | Sue Rhodes     |

Each person responsible for their assigned Merchant IDs must take an annual PCI compliance survey through the NAVIS system. Instructions are provided each year by the UH Treasurer’s Office through Robbi Puryear [rdpuryea@Central.uh.edu](mailto:rdpuryea@Central.uh.edu), and must be completed by March 31<sup>st</sup> annually. User IDs and passwords are provided by the UH Treasurer’s office and should be retained by each responsible party. The NAVIS website is: <https://navis.coalfiresystems.com/Login.aspx?ReturnUrl=%2fdefault.aspx>

- L. In instances where revenue is received for service *other than* training registration through the website or payment toward an on-line class or event registration, it will be necessary to generate a hand-written receipt. Pre-numbered, tri-copy receipt books are dispersed by the SBDC Business Office from Bernadette Pittman. These receipts are tracked for loss/fraud purposes. All voided receipts (all copies) are to be retained and used receipt books with the SBDC carbon copy intact must be submitted to Ms. Pittman before additional unused booklets can be dispersed.

**V. DEPOSIT PREPARATION – JOURNAL ENTRY REQUEST FORM**

- A. The responsible department will complete the daily Journal Entry Request Form (JERF). This is an internal form that will be used by the designated depositor in the SBDC Business Office to create a Journal Entry (JE) in PeopleSoft. The JERF will be completed by SBDC departments as follows for the each revenue type:

|    | Revenue type  | Coastal Plains SBDC | Brazos Valley SBDC | Ft. Bend SBDC | HBRC | PTAC | SBDC Region BO | Region Training |
|----|---|---------------------|--------------------|---------------|------|------|----------------|-----------------|
| 1. | Training revenues for events held on or off site for seminars registered through websites or limited POS payments.  | √                   | √                  | √             | √    | √    |                | √               |
| 2. | Room rentals/leases or parking leases for space at 2302/2309 Fannin (2309=parking lot) NOT invoiced by the SBDC BO. | NA                  | NA                 | NA            | NA   | NA   |                | √               |

|     |   |   |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|---|---|
| 3.  | Custom training revenues resulting from a contract executed through the SBDC BO (but not invoiced). | √ | √ | √ | √ | √ |   | √ |
| 4.  | Co-sponsor sponsorship dollars (not invoiced), generally through an SBDC BO approved agreement.     | √ | √ | √ | √ | √ |   | √ |
| 5.  | Revenues received against an invoice created by the SBDC BO   |   |   |   |   |   | √ |   |
| 6.  | Partner match for BV and CP SBDCs   |   |   |   |   |   | √ |   |
| 7.  | Specific program contract fees (ex: SATOP)  |   |   |   |   |   | √ |   |
| 8.  | Non-Training event sponsorships   |   |   |   |   |   | √ |   |
| 9.  | Gifts   |   |   |   |   |   | √ |   |
| 10. | All other cash or credit card transactions not listed above   |   |   |   |   |   | √ |   |

- B. The department will print the Event Sales Analysis Report from XCatalyst for the previous workday's sales activity. This report will be used to prepare the JERF. Payments received for rentals or custom training will not be on the Event Sales Analysis Report but may be included on the same JERF with website sales activity and POS training fees sales activity.
- C. A hand written receipt from an authorized SBDC receipt book must be generated by the responsible department and mailed or emailed to the payer for payments for services *other than* those processed through the website or payment toward an on-line class or event registration. This would be for services for things NOT entered as individual registrations in XCatalyst. Examples: room rental payments, custom workshops or some special events, sponsor payments.
- D. For EDC payments received by Brazos Valley and Coastal Plains, there will be no computer-generated receipt or invoice. Those payments are sent automatically by each agency after which, a handwritten receipt is sent to the agency by the SBDC BO.
- E. The responsible department will complete the JERF as follows:
1. Enter the date prepared, then name and extension of the person preparing the JERF.
  2. The effective date is the same as the date prepared. The department is always H0053 (designates SBDC).
  3. The description should contain the unit name (i.e., Training, Ft. Bend, PTAC, etc), and the nature of the revenues – training fees, rental fees, sponsorship, etc.
  4. The justification should contain:

- a) Totals by credit card type (AMEX, V/MC, and DISC), with detail of seminar number totals within each card type.
- b) Total of room rental revenue, total for custom training revenue.
- c) Total refund amount, with the original depositing JE entered in PeopleSoft (PS) referenced. A copy of the JE entered in PS can be obtained from the SBDC BO.

5. Then beginning on the lines in the body of the journal, begin by entering the Speed Type and Program Code. With the exception of the Budget Period (BP), that changes each Sept with the fiscal year, the other information will always be the same:

**Speed**

| Type    | Account | Fund | Dept ID | Program | BP     | Proj/Grant |
|---------|---------|------|---------|---------|--------|------------|
| (enter) | (enter) | 2080 | H0053   | (enter) | BP2011 | NA         |

a) In general, deposits should be made to the following cost centers -speed type/program codes:

|                             |   | Speed Type       | Program |
|-----------------------------|---|------------------|---------|
| Brazos Valley               | Class fees                                | 18270            | C0389   |
| Brazos Valley               | EDC Match                                 | 18507            | C0327   |
| Coastal Plains              | EDC Match                                 | 18183            | C0580   |
| Coastal Plains              | Class fees                                | To be determined |         |
| Conferences                 | Gov. Conf, MALC Conf.                     | 36016            | C0658   |
| Ft. Bend                    | Class fees                                | 29696            | C0612   |
| HBRC program income         | Class fees                                | To be determined |         |
| Non-Training program income | Subleases, State Conf, other              | 36017            | C0659   |
| PTAC program income         | Bid match, subscriptions                  | 18716            | C0273   |
| Training                    | Class fees, room rentals, custom training | 18714            | C0269   |

b) In general, the following account codes should be used on the Journal Entry form prepared by the department:

|  |       |
|--|-------|
| Training class fees (all departments)  | 46369 |
| 2 <sup>nd</sup> floor room rental payments   | 43626 |
| Conference registration or conference event revenue (golf, ballgame)   | 43600 |
| Sponsorships for conferences   | 43601 |
| Trade mission registration fees  | 43603 |
| Econ. Development Corp match funds (Coastal Plains and BV)   | 43604 |
| Refunds to people who paid but class was canceled or did not attend a class  | 43908 |
| Reimb. of expense (not rebates or refunds from vendors)<br>DO NOT credit orig. account code charged. Use this when we have paid for an expense and billed a third party like another SBDC. | 50054 |
| Lease payments from formal sublease – like 3 <sup>rd</sup> floor space   | 50054 |
| <b>Any invoiced revenue</b> that has been booked as an Accounts Receivable in PeopleSoft   | 12100 |

|   |                       |
|---|-----------------------|
| Rebates or refunds from vendors for overpayment | Original Account Code |
|---|-----------------------|

c) Revenue is recorded as a credit and refunds or rebates are recorded as a debit. Debit and credit totals will automatically total above the line items. The “warning” message will appear that the journal is out of balance, which is correct. The individual in the SBDC BO who prepares the journal in PeopleSoft will add the lines to balance the JERF to the JE.

d) A separate line should be entered for each credit card type, refunds, rental revenue, and other income. A description should be added in the final column that identifies the revenue type. Refund procedures will be outlined below.

F. **Training, HBRC, PTAC** - The completed JERF, sales receipts, cash, checks and copies of the checks are submitted for deposit to the designated depositor, Anna Suarez (Office Assistant 2) or Jessica Rodriguez (Office Assistant 2) in the SBDC Business Office, by 10:30 am each day. In accordance with baseline standards, the designated depositor cannot be the certifying signatory, nor be responsible for the reconciliation any of the cost centers to which funds are deposited, and may not be the individual who logs deposits.

G. Back-up required to be submitted with each JERF should include:

1. Training Revenue

- a) Event Sales Analysis Report generated from XCatalyst
- b) Copy of each sales receipt
- c) Copy of all checks received with customer bank account no. obliterated.
- d) Copy of cash deposit summary outlining amount of cash, checks
- e) If invoiced by the SBDC BO, a copy of the invoice

2. Room Rental Revenue

- a) Copy of pre-numbered hand-written receipt provided to client
- b) Copy of all checks received with customer bank account no. obliterated.
- c) If credit card transaction, copy of batch report from credit card terminal
- d) Copy of room rental agreement
- e) If invoiced by the SBDC BO, a copy of the invoice

3. Other income

- a) Copy of pre-numbered hand-written receipt provided to client
- b) Copy of all checks received with customer bank account no. obliterated.
- c) If credit card transaction, copy of batch report from credit card terminal
- d) Copy of revenue contract agreement
- e) If invoiced the SBDC BO, a copy of the invoice

H. The designated depositor in the SBDC BO adds the receipt totals to check against the JERF total. An adding machine tape of all checks is to be scotch-taped to the front of the JERF by the originating department. The program and account codes are reviewed for appropriateness; the net and absolute totals are checked for accuracy.

I. Using the information provided on the JERF, the designated depositor in the SBDC BO creates a JE in PeopleSoft and enters it into workflow, and scans and uploads all back-up documents into PeopleSoft.

J. The JE, with receipts and cash are reviewed in workflow for accuracy of totals, correctness of the scanned documents, signed and approved in workflow by the certifying signatory and returned to the designated depositor.

- K. Cash deposits must be prepared and reconciled by two cash handling authorized employees in the SBDC BO or at the Brazos Valley or Ft. Bend SBDCs (see below). An alternate procedure will be developed for Coastal Plains if that center begins collecting training fees and wishes to make its own deposits. One employee prepares the deposit and the other individual verifies the deposit (of which one must be an employee of the department making the deposit).
1. Both individuals must:
    - a) Independently count the funds before they are placed into the deposit bag; and
    - b) Complete and sign the Cash Deposit Summary.
    - c) The plastic strip from the deposit bag that includes the bag number should be removed and either copied on to the JERF (or Journal Entry Coversheet, if deposited by the SBDC BO) or the Cash Deposit Summary.
  2. The designated depositor will complete and submit a journal entry in PeopleSoft through workflow via path 2, Department -SFS-General Accounting.
    - a) A copy of the journal coversheet is attached to the deposit bag which will be transported to Bank of America (see below) or SFS by UH DPS.
    - b) A copy of the deposit slip prepared by the SBDC BO is to be included with the documentation uploaded in PeopleSoft.
- L. **Region SBDC Business Office** at the Fannin location has authorization to deliver their deposits to the Bank of America (BOA) located at 2302 Fannin (in the lobby of SBDC building), and obtain a printed receipt from the bank. The bank receipt should also be uploaded to the journal entry in PeopleSoft.
1. If the bank is closed for a holiday on which the UH is open and a cash deposit that exceeds \$100 must be made, UHPD should be contacted to pick-up and deliver the deposit to Student Financial Services. UHPD is called for a deposit pick-up no later than 2:00 pm daily.
  2. If the cash deposit is less than \$100, it will be kept in the safe and deposited the next business day during normal business hours.
- M. **Brazos Valley and Ft. Bend** – These SBDCs have authorization to make deposits at local their Bank of America (BOA) using their center designated deposit slips. In addition:
1. Authorized cash handlers at these locations must strictly follow the deposit instructions under item K. 1 of this section. In addition to the documentation required under G.1. above, documentation to be included with the JERF will include a copy of the Bank receipt received at the time of deposit.
  2. If the bank is closed for a holiday on which the UH is open and a cash deposit that exceeds \$100 must be made, write the date the bank was closed on the back-up documentation, and make the deposit the next business day.
  3. Copies of the daily deposit tickets for the BV SBDC and the Ft. Bend SBDC will be emailed or faxed by the SBDC BO to the Treasurer's Office to Jim Otterson, [jotterson@uh.edu](mailto:jotterson@uh.edu), and Sheryl Walton, [swalton4@uh.edu](mailto:swalton4@uh.edu). The fax number is 713-743-8796.
  4. Copies of all required documentation as well as the deposit slips should be emailed to Jessica Rodriguez, [jrodriguez65@uh.edu](mailto:jrodriguez65@uh.edu), with a copy to Randy Burnaman, [rburnaman@uh.edu](mailto:rburnaman@uh.edu), and Anna

Suarez, [pasuarez@uh.edu](mailto:pasuarez@uh.edu), by 10:30 am of the day of the deposit to allow for timely data entry in PeopleSoft.

- N. Completed deposits, or any other checks or cash received are kept in a secure and locked location until deposited with BOA on site or picked-up by UHPD. At least one other person within the deposit procedure chain is notified when cash has been secured in this manner.
- O. All deposits are logged into a spreadsheet and database for reconciliation by Disheia Rodgers, Office Assistant 1, using the departmental copy of the JE. If the JE includes payments in the SBDC website database, the JE number for each item is to be entered on that day's reconciliation log. If the JE includes a payment from an invoice, she will log the JE number into the appropriate field for that invoice.
- P. Pre-numbered receipts that are hand written (non-training revenue; invoiced revenue) are also tracked in a separate spreadsheet by Randy Burnaman, Assistant Director, Financial Operations, for comparison to receipts issued to the departments or units to review for missing receipt numbers.

#### **VI. CREDIT CARD TRANSACTIONS – POS TERMINAL TRANSACTIONS – 2302 Fannin Only**

- A. Most credit card transactions are processed through XCatalyst, the training management database. However, payments received for things like room rentals, sponsor payments, and custom workshops are not processed through XCatalyst. Credit card payments for services not processed through XCatalyst, should be processed through the SBDC's credit card POS terminal.
- B. The SBDC's credit card POS terminal is located in the Training department to process telephone orders, POS transactions, and very rarely, mail receipt credit card transactions. This machine is connected via a phone line to the credit card processing vendor used by the UH.
- C. Region training staff are trained on how to process credit card transactions for receipts received via telephone, person-to-person, and the mail. Staff are required to destroy handwritten credit card information received via telephone as soon as the transaction is entered into the credit card terminal.
- D. Receipts obtained through credit card transactions follow the same 24-hour/5 day deposit rules as other forms of cash. Receipts from the credit card terminal should be mailed to the payer.
- E. The credit card terminal is to be "closed-out" daily when transactions have been recorded, and a JERF is submitted to the SBDC Business Office by 10:30 am of the following business day, to the designated depositor.
- F. The deposit process continues as noted under V. Deposit Preparation – Journal Entries, above.

#### **VII. REFUNDS**

- A. In general, refunds for training fees are only made to customers when the SBDC cancels a class or when the customer requested a refund at least 5 business days prior to the scheduled class, and the individual does not wish to apply the payment to a future class. Refunds are not generally given to a customer who pays for a class and either does not attend, or requests a refund fewer than 5 business days prior to a class. Infrequently, there may be instances that involve a customer service issue, and the director may elect to refund a training class fee at his or her discretion.
- B. The refund of training fees must be approved by the appropriate center director via signature on the required documentation. Refer to VII. C and D below for a description of the appropriate documentation. All other refunds must be approved by the Assistant Region Director, Sue Rhodes.



- C. Original Payments made by Cash or Check** – Refunds of an original payments made by cash or check, should be processed on a purchase voucher.
1. The originating center or department should prepare an SBDC “salmon” form used to initiate vendor payments, and include a description of the reason for the refund. The center director must approve the salmon form.
  2. The payee name and address should be identical to the name and address on the original receipt provided to the customer.
  3. A copy of the original PS JE and the original receipt must be attached to the salmon form. A copy of the deposit JE may be obtained from the SBDC Business Office. If only a partial amount of the total payment is being refunded, the refunded amount is highlighted.
- D. Original Payments made by Credit card – POS Terminal at 2302 Fannin only** - Refunds for credit cards terminal payments are processed through the credit card terminal.
1. The credit receipt from the terminal should be mailed to the customer.
  2. The terminal should be closed out at the end of the day and will include all refunds processed.
  3. Even if the batch ticket only includes a credit transaction, the credit should be included in the day’s deposit and JERF. Refund/credit entries will be listed as a debit against account code 43908.
  4. A copy of the original receipt from the payment made via the credit card terminal, and the original batch ticket, and the deposit PS JE should be attached to the new JERF where the refund is being processed.
  5. The appropriate director will approve the refund by signing the JERF that includes the refund.
- E. Original Payments made through center websites** - Refunds for on-line payments are processed through the BOA Merchant Services Payment Collections Gateway (PCG) by authorized staff in the Region office as listed in Attachment A.
1. Credit card refunds are always made against the credit card originally charged.
  2. Vouchers payments should never be initiated for refund payments originally made via credit card.
  3. To request a credit card refund through the Region Office, centers should email Etna Pellman-Goldsmith, [epellman@uh.edu](mailto:epellman@uh.edu), with a copy to Francisco Lopez, [flopez10@uh.edu](mailto:flopez10@uh.edu). The documentation required to request the credit card refund is:
    - a) a copy of the Event Sales Analysis Report from XCatalyst where the original charge appeared.
    - b) A copy of the original receipt issued to the customer
  4. A refund receipt is sent to the customer by mail or in person. The authorized staff who make the credit entry in PCG will forward the credit receipt to the appropriate center administrative staff person to mail to the receipt to the customer.

5. Refunds should be recorded on the daily JERF as a debit entry to account code 43908. Refunds may be listed on the same JERF as revenue entries, but should be listed on a separate line.
6. To record and process a refund on a JERF, the documentation required is:
  - a) Copies of the original receipt and the JERF where the original payment was deposited.
  - b) A copy of the Event Sales Analysis Report from XCatalyst where the original charge appeared.
  - c) A copy of the credit receipt from PCG.
  - d) A copy of the transaction listing from BOA Payment Collections Gateway (PCG).
  - e) A copy of the Event Sales Analysis Report from XCatalyst reflecting the refund.
7. A manual credit entry of the refund must be made in XCatalyst by the center in order for the credit to be reflected in the Event Sales Analysis Report
8. The JERF should be processed as outlined above under Section V. Deposit Preparation – Journal Entries.
9. The Assistant Director, SBDC, Financial Operations reviews the documents to ensure that refunds are being issued to the same credit card account that the original payment was made.
10. Instructions for staff authorized to process refunds through PCG are listed below.

**F. Training Registration Refunds Through PCG** – Refunds through PCG can only be done by personnel authorized and listed on Attachment B.

1. Search XCatalyst for payer by name and training class title. Note date and exact time of the transaction by hour and minute.
2. Go to the PCG website, and input the user id and password:  
<https://www.velocitypayment.com/vsecurity/login.jsp>
3. Click “Search Transactions” on the left side of the screen. In “Search Value”, insert “%%” to bring up all transactions on a particular date. You cannot search by payer name.
4. Change dates to correct date range.
5. Under “Credit Card Transactions, chose “Authorization and Capture”
6. Look for the transaction closest to the time as compared to what is shown in XCatalyst. The names may not match if one person paid with their credit card for another person. The name in PCG will be the name on the credit card.
7. Click on the payment ID No.
8. Determine if this is the correct transaction. If yes, then click “Credit this Transaction” and hit “Submit”.

9. If the refund request is made the same day as the original transaction (before 11:59 pm of the same calendar date), the button will show “Void this Transaction” rather than “Credit this Transaction”. Click Void, then “Submit”.
10. A credit receipt will appear. At the top of the page, you will have an option to “Click Here to Continue” and under that, an option to “Click Here to Print Receipt”. Do not hit “Click to Continue”. It is **IMPERATIVE** that you print the receipt at this point. This is the only point at which the receipt can be printed. After the receipt is printed, then hit “Click to Continue”. A copy of the receipt should be mailed to the payer/customer.
11. At the top of the PCG screen, click on “Dashboard”. On the next screen, click “Access Reporting”.
12. Select “Transaction Summary Report”. On the pull-down menu, select the correct SBDC location. You may see many UH locations listed.
13. Change the dates if appropriate, then hit “Run Report”. For export options, select PDF.
14. This transaction report’s totals must match the totals on the daily Sales Analysis Report in XCatalyst. In order to make the reports match, the refund or void must be entered manually in XCatalyst. See separate instruction for making manual credit or void transactions in XCatalyst.
15. A copy of the Transaction Summary Report from PCG should be attached to the JERF reflecting the refund and submitted to the SBDC BO for deposit.
16. The appropriate director is required to approve all refunds by signing “Approved” on either the JERF or Transaction Summary Report.

#### **VIII. INVOICED PAYMENTS – ACCOUNTS RECEIVABLE**

- A. The SBDC Business Office will invoice companies or organizations for groups of attendees to a training class, customized training, or for facility rentals at the request of the department director or his/her designee. Individuals cannot be billed for a training class. Only the SBDC BO may produce and mail an invoice in the name of the SBDC. The department director or his designee may request an invoice via email to Mae Hurst by providing the following:
  - a. company or organization name and address
  - b. contact name, phone number and email address
  - c. description of the event, date, and description of what is being invoiced ( i.e. registration, copy charges, sponsorship, etc).
  - d. Include unit amount and total number of units and invoice total

The center/unit director must be copied on the invoice request. All payments must be received prior to the date of the training or the facility rental. Exceptions must be approved in advance by Sue Rhodes.

- B. All payments received against an invoice are to be forwarded to the SBDC BO for JE preparation, entering into PS, and deposit.
- C. A copy of the check and invoice will be forwarded to the department who requested the department to verify payment.
- D. When checks are received as payments to invoices sent out by the SBDC, a copy of the invoice must accompany the deposit.

- E. If the invoice was booked to the University's Receivables then the deposit of the funds should reverse this receivable in account code 12100. If the funds from the invoice had not previously been booked then the check is deposited into the appropriate account code as revenue.
- F. See separate SBDC procedures "*Processing Contracts and Managing Accounts Reviewable*" for complete information regarding payments received against an invoice.
- G. The deposit of invoiced payments will be processed by the SBDC BO in accordance with the previously stated procedures for cash deposits, above.

#### IX. GIFTS

- A. Any funds received as a gift or donations to the department are forwarded immediately to the SBDC BO for deposit.
- B. Gifts or donations are deposited by the Treasurer's Office to the department's gift program, C0433, and ***are not deposited on a Journal*** by the department.
- C. Checks are restrictively endorsed immediately with an SBDC stamp, "For Deposit Only".
- D. Checks representing gifts or donations are forwarded to the Treasurer's office with an appropriately completed Gift Transmittal form, in accordance with UH MAPP policy.

#### X. CHANGE FUND

As of FY2012, the UH SBDC no longer retains a change fund.

#### XI. OTHER CASH PROCEDURES

- A. Departments must retain copies of reconciled cash register activity logs, checks, credit card documentation, and individual invoices or receipts with departmental records for a five years for audit purposes.
- B. Departmental Cost Center transactions shall be verified monthly by the Mae Hurst, Financial Analyst 2, SBDC BO. All discrepancies must be cleared when identified and department financial records corrected in accordance with UH System Administrative Memorandum 03.F.04,
- C. Found monies are to be immediately turned over to the UHPD. Unidentified deposits (those where the purpose and recipient of the payment cannot be identified, including gifts) are referred to the Treasurer's Office for research and deposit to the University's depository institution and recording in the unidentified receipts cost center. The Treasurer's Office and the submitting department will research the source of funds to determine the appropriate cost center for the ultimate receipt of funds.

## Attachment A

### **Cash Handling Procedures Acknowledgment of Receipt**

As handler of cash for the SBDC/PTAC, I acknowledge that I have received a copy of the SBDC's policy on Cash Handling, as well as a copy of the University of Houston's policy on Cash Handling, MAPP 05.01.01. I have read and understand these procedures and agree to comply with the same in the course of my job responsibilities.

Printed Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**Attachment B**

**Bank of America  
 Payment Collections Gateway Permissions  
 April 2011**

**Full Permissions – All centers:**

Individuals with full permissions to view, run reports, and make refunds through PCG:

|                        |                   |
|------------------------|-------------------|
| Etna Pellman-Goldsmith | Catherine Connors |
| Francisco Lopez        | Jay Park          |
| Bernadette Pittman     |                   |

**View Permission Only by Center:**

| <b><u>Brazos Valley</u></b> | <b><u>Coastal Plains</u></b> | <b><u>Fort Bend</u></b> | <b><u>HBRC</u></b> | <b><u>PTAC</u></b> | <b><u>Region Training &amp; Business Office</u></b> |
|-----------------------------|------------------------------|-------------------------|--------------------|--------------------|---|
| Lisa Baker                  | Kyle Smith                   | Christine Collins       | Elissa Rodriguez   | Stephanie Mangham  | Erica Magallon                                      |
| Lisa Boenker                | Randy Burnaman               | Joe Decker              | Julia Schonert     | Carey White        | Randy Burnaman                                      |
| Jim Pillans                 |                              | Randy Burnaman          | James Evans        | Randy Burnaman     |   |
| Randy Burnaman              |                              |                         | Randy Burnaman     |                    |   |
|                             |                              |                         |                    |                    |   |
|                             |                              |                         |                    |                    |   |