

8. Customer Service Receipts (Deposit)

General Policy

This is a general policy covering the use of Customer Service Cash Receipts Reporting. These funds are established primarily for the use of Customer Service Department to receive payments from customers. The fund will be in the form of cash, maintained in the Customer Service Department of the Council. Customer Service Department Representatives will be responsible for all activity funding, disbursing and reconciling on a daily basis. Two different Customer Service Department Representatives will verify the beginning balance and ending balance of the cash receipt fund. **End of the day deposits should BEGAN being processed no earlier than fifteen minutes prior to the end of the business day. This alleviates corrections or amendments due to invoicing, lost badges, and retest that are needed.**

Size of Fund

The size of the Customer Service Cash Receipt Fund is intended to be of a sufficient amount to fully cover one day operation of cash transactions. Controlling the amounts in these funds prevents the possible misuse and maximizes the use of the Council's cash.

Prior to any payments received the following guidelines should be observed.

- ❖ **Cash-** all cash is verified using the counterfeit detector pen.
- ❖ **Personal Checks-** all checks must have driver's license, date of birth, contact number and current date. Temporary checks should not be accepted.
- ❖ **Money Orders** will be accepted (use same procedures as check)
- ❖ **Work Voucher** – Accepted only from Texas Workforce Commission
- ❖ **Credit Card** - The security of the credit card receipts is very important. Any information that may contain a credit card number should be kept in the locked cash drawer at all times.

The following procedures should be used to process:

Credit card transactions

- a. Confirm that the name on card matches the individual processing the card.
- b. Swipe credit card through credit card machine.
- c. When prompt – enter month/year of expiration of card.
- d. When prompt – enter amount of charge
- e. Enter 0.00 for the tax charge
- f. Press enter for yes when asked if purchase is tax exempt.
- g. Open Cash register, enter clerk ID number
- h. Follow either of the appropriate procedures located below for processing a Primus Receipt Payment.
- i. Write Primus receipt number on top of credit card receipt and your initials.
- j. Have customer sign
- k. Staple the (carbon) copy receipt to the primus receipt and issue to customer. Place the white (original) copy in cash drawer.

Credit Card Authorization Form-When a customer request to pay with a credit card via the telephone or the company has faxed an authorization form in for classes the following procedures shall be used.

- a. Fax a copy of the credit card payment request form.
- b. Upon receipt of form, make sure all information is properly filled out and a signature is on the form. Authorization amounts must be equal or greater than the purchase request. Run a copy of the authorization form.
- c. Stamp both copies confidential with the confidential stamp.
- d. Enter the credit card number manually into the credit card machine.
- e. When prompt - enter the expiration date of the credit card.
- f. When prompt – enter amount of charge
- g. Enter 0.00 for the tax charge.
- h. Press enter for yes when asked if purchase is tax exempt.
- i. Write **Signature on form**, on the signature line of the credit card receipt.

- j. Open Cash register, enter clerk ID number.
- k. Follow either of the appropriate procedures located below for processing a Primus Receipt Payment.
- l. Remove receipt and write Primus receipt number on top of credit card receipt and your initials.
- l. Staple the carbon copy and the cash register receipt to one copy of the authorization form to be mailed to client. **Use black marker and white out to cover all but the last four numbers of the credit card.** Mail out copy to address listed on the form.
- m. Staple the white (original) copy to one copy of the authorization form.
- n. Place in folder marked confidential and put it in the cash drawer.

Note: If credit card is “declined”:

- ❖ Write “declined” on authorization form and put with daily deposit to turn into the Accounting Department.
- ❖ Call the company to inform them that the card was declined and request another form of payment.

Note: Do not send the trainee up to class prior to receiving payment.

*****All returns, voids, and/or credits must be done on the same day as the original transaction and are approved by s prior to transaction.**

Cash Drawer Procedures

All Payment transactions must be processed when the trainee checks in for the class prior to them taking the course. ISTC employees are to ALWAYS use their own personal register code to take payments. After processing a transaction employees MUST completely log out of the register.

A. Single Person Payment

B. Group Payment

C. Lost Badge Payments

D. Miscellaneous Payment

A. Single person payment

- a. Open the Primus Receipts and enter your clerk ID number
- b. Click on the SINGLE PERSON button.
- c. Select the Add button next to the social security number of the trainee you need to take the payment for.

Note: The trainee selected should appear in the Invoiced Trainees column. Verify that the classes shown in the column match the trainee’s routing slip.

- d. Select your payment type.

Note: Make sure to click on the correct payment type (check, credit card or cash). If the student pays with a check, enter the check number. If the student pays with a credit card make sure you enter the type of credit card.

- e. Include the amount received and click the enter key.
- f. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. Stamp all checks with the Deposit Only stamp. Place all checks and credit card receipts in the cash drawer.
- g. Write your initial’s over the COD on the routing slip to complete the transaction.

B. Group payment

- a. Collect all routing slips for each trainee.
- b. Open Primus receipts and enter your clerk ID number
- c. Click on the GROUP PAY button.
- d. Select the Add button beside each trainee’s social security number included in the group payment.

Note: All trainees selected should appear in the Invoiced Trainees column. Verify that the classes shown in the column match each trainee’s routing slip. Initial the top of each routing slip of the trainee’s selected.

- e. Select your payment type.

Note: Make sure to click on the correct payment type (check, credit card or cash). If the client pays with a check, enter the check number. If the client pays with a credit card make sure you enter the type of credit card.

- f. Include the amount received and click the enter key.
- g. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. Stamp all checks with the Deposit Only stamp. Place all checks and credit card receipts in the cash drawer.
- h. Write your initial's over the COD on each of the routing slips to complete the transaction.

C. Lost Badge Procedures

The following procedures shall be followed when issuing a lost badge

For security reasons trainees should have only one badge at all times. Employees are not allowed to sell a trainee multiple lost badges. Trainee's lost badges should be monitored. Always check the trainee's past scheduled history. If a trainee has a pattern of lost badges issued then you must receive approval prior to issuing the badge from your immediate supervisor. **Payments for lost badges must be processed the day the badge is issued. Management is the only one who can make an exception to this rule.**

Single person payment

- a. Log into trainee search in Primus.
- b. Ask trainee to type social security into Primus to bring up training profile.
- c. Confirm that all training is current.
- d. Verify that trainee's license is not expired and select Lost Badge on Trainee profile page.
- e. Select Print Lost Badge.
- f. Follow the Single person Payment Procedure
- g. Give trainee badge with receipt.

Badges will not be issued to non-subscriber customers without payment. Trainee's will be made inactive in the system until payment is made for past due amount.

Lost Custom Company Badges

- h. Have the trainee type their social into the trainee search field.C
- i. Copy the social.
- j. Click on the Schedule training link inside of the trainers' profile and schedule the trainee for the 09CBADGE code.
- k. Be sure to toggle the payment C.O.D.
- l. Click the schedule and follow normal check in procedures.

Note: The fee should be a 5.00 charge.

- m. Complete the payment by using an option located in Customer Service Receipts and Deposit Procedures.
- n. Print the badge by using Customer Service, Other procedures, for company badge printing.

Badges will not be issued to non-subscriber customers without payment. Trainee's will be made inactive in the system until payment is made for past due amount.

D. Miscellaneous Payments

This tab should be used for any of the following

- | | |
|--|---|
| A. Subscriber payments: full or pro-rated amounts | E. Cashing employee personal checks |
| B. All refund transactions | F. Check is more than classes being taken |
| C. Invoice Payments | G. Payments using two different types of payment |
| D. Payments Using Company Account Credits | |

A. Subscriber Payment –Full Payment/Pro rated Amounts

- a. Open Primus Receipts and enter your clerk ID number
- b. Click on the MISC Receipts button.
- c. Select the **SUBSCRIBER PAYMENT-** if full membership amount is paid. Click the **OTHER** button if pro-rated fee is paid.
- d. Include the client ID number of the company and click the enter key.

e. Type the following code **000-00-0000** in the social field and click enter.

Note: When companies pay a pro-rated fee type, "Paying Pro-rated Membership" and your initials.

f. Type in the total amount received for the subscriber payment and click the enter key.

g. Select payment type

Note: Make sure to click on the correct payment type (check, credit card or cash). If the client pays with a check, enter the check number. If they are paying with a credit card make sure you enter the type of credit card.

h. Copy and paste the note from step 5 in the notation field located at the bottom.

i. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. Stamp all checks with the Deposit Only stamp. Place all checks and credit card receipts in the cash drawer.

B. Refunds

You must have the original receipt before you can process a return transaction

a. After logging into Primus receipts select the button labeled **OTHER** in MISC Receipts.

b. In the notation field provide an original receipt number and an explanation for the refund.

Note: Provide the original receipt payment type and the amount that is refunded.

c. Enter the client's social security number and enter.

Note: When refunding a class be sure not to refund the social security verification fee.

This fee is NONREFUNDABLE.

d. In the tendered amount column enter **0** for the amount tendered. Select the same payment transaction field that was selected from the original receipt.

Note: If a trainee paid with a credit card you will have to refund the amount back to the card. Swipe the customer's credit card and enter the amount of the refund. If the ISTC employee does not have the card a refund will be given in the form of a credit on the credit card by accounting. Customer service will follow step b from above to inform accounting of the credit needed. If classes were paid with cash, a refund will be given back as cash. If classes were paid with a check, a refund will be given in the form of a credit applied to the company. Complete step b from above for the remainder amount to be credited. Student will not receive cash back from payment with a check.

e. Attach original receipt and refund receipt together and include them with the end of the day deposit.

Note: Always issue customers a copy of the original receipt. NEVER give original receipts.

C. Invoice Payments

a. After logging into Primus receipts select the button labeled **Other** in MISC Receipts.

b. Add the client Id number of the company and enter.

c. Type the following code **000-00-0000** in the social field and click enter.

d. In the notation field type the following:

(Type each invoice number being paid) along with your initials.

e. Provide the amount received from client and enter.

f. Select your payment type.

Note: Make sure to click on the correct payment type (check, credit card or cash). If the client pays with a check, enter the check number and Stamp the check with the Deposit only Stamp. If the company pays with a credit card make sure to enter the type of credit card.

g. Copy and paste the note from STEP 4 into the description field located at the bottom.

h. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. Place all checks and credit card receipts in the cash drawer.

D. Payments Using Company Account Credits

Call accounting department to confirm that the credit is still valid

a. After logging into Primus receipts select the button labeled **OTHER** in MISC Receipts.

b. Add the client Id number of the company and enter.

c. Insert the trainee's social security number and enter.

d. In the notation field type the following:

"Using (enter \$ amount) credit for payment of (enter class code) with your initials.

e. Type 0.00 in the tendered amount field and click enter.

f. Select CASH as the payment type.

- g. Copy and paste the note from STEP 4 into the description field located at the bottom.
- h. Click the print button to print the receipt and finish the transaction.

E. Cashing employee personal checks

- a. After logging into Primus receipts select the button labeled OTHER in MISC Receipts.
- b. Add the ISTC walk-in client Id number (52434) and enter.
- c. Type the following code **000-00-0000** in the social field and click enter.
- d. In the notation field type the following:
Cashing (enter \$ amount) check for (employee's initials); followed by your initials.
- e. Type **0.00** in the tendered amount field and click enter.
- f. Select check as your payment type.
- g. Copy and paste the note from STEP 4 into the description field located at the bottom.
- h. Click the print button to print the receipt. Put the receipt number and your initials on top of the check. Stamp the check with the Deposit Only Stamp and place the check in the cash drawer.
- i. Give employee cash value for the check.

F. Company check is more than classes being taken

- a. After logging into Primus receipts select the button labeled OTHER in MISC Receipts.
- b. Add the client Id number of the company and enter.
- c. Insert the trainee's social security number and enter.
- d. In the notation field type the following:
Paying for (class code and the total \$ amount of classes being taken) company will have credit of (check overage amount); followed by your initials.
- e. Provide the total amount received and enter.
- f. Select payment type.
- g. Copy and paste the note from STEP 4 into the description field located at the bottom.
- h. Click the print button to print the receipt. Put the receipt number and your initials on top of the check. Stamp the check with the Deposit Only Stamp and place the check in the cash drawer to finish the transaction.

G. Company paying using two different types of payment

- a. After logging into Primus receipts select the button labeled OTHER in MISC Receipts.
- b. Add the client Id number of the company and enter.
- c. Insert the trainee's social security number and enter.
- d. In the notation field type the following:
Paying (amount) for (class code) will pay remainder with (provide different type of payment) followed by your initials.
- e. Provide the amount received for the first transaction and enter.
- f. Select your payment type
Note: Make sure to click on the correct payment type (check, credit card or cash). If the client pays with a check, enter the check number and Stamp the check with the Deposit only Stamp. If the company pays with a credit card make sure to enter the type of credit card.
- g. Copy and paste the note from STEP 4 into the description field located at the bottom.
- h. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. . Place all checks and credit card receipts in the cash drawer.
- i. Click the Other button and repeat steps 2 and 3.
- j. In the notation field type the following:
Paying (amount) for (class code) reference receipt (insert the number from the previous receipt) followed by your initials.
- k. Provide the amount received for this transaction and enter.
- l. Select your payment type.
- m. Copy and paste the note from STEP 10 into the description field located at the bottom.
- n. Click the print button to print the receipt. Put the receipt number and your initials on top of the credit card tape or the check. . Place all checks and credit card receipts in the cash drawer.

Cash Receipts Fund Open and closing Deposit Procedures:

The Customer Service Department Representatives who are appointed to be responsible for all activity funding, disbursing and reconciling of the cash receipts fund will perform an opening and closing of the fund each day. The following procedures will be used to OPEN the cash receipts fund for the day.

- a. Remove cash drawer from locked cabinet
- b. Verify the 200.00 beginning daily amount and record your initials in the log book
- c. Place cash drawer in customer service

The following procedures will be used to CLOSE out the cash receipts fund for the day. Deposits should only begin at least fifteen minutes prior to closing. All deposits must be done in a secure area away from customer service area. If a transaction is made after the deposit has been completed the original deposit must be amended for the day.

- a. Make copies of all credit card receipts and checks.

Note: If an employee personal check is written do not make a copy of the check at this time.

- b. To retrieve the totals for the cash, checks and credit cards received the day click “Shortcut to Cards” icon on desktop.

❖ Select the “Receipts by Payment type”.

❖ Enter the date and click ok twice.

❖ Select file then print.

- c. To get the totals of the credit cards processed for the day on the credit card machine.

❖ Use the Customer Service procedures posted in front of the credit card machine in either location.

❖ Using those procedures print out the Totals Report off the credit card terminal machine

- d. Log into Primus receipts with your clerk id. Select Misc. Receipts.

In the notation field type the following: “*Counting cash drawer for deposit*”.

- e. Select cash as the payment type and print receipt.

f. Remove cash found on Daily Report (see Step b) from register. The remainder cash amount should be left in drawer totaling 200.00(See sec.2 step b). Write cash amount on a deposit slip.

Note: If an employee personal check is written subtract the amount of the check from the cash section on the Daily Report (see step b). Add the personal check amount to the check section of the report.

- g. Add all the checks. Compare the total to the Daily Report and if the totals match.

Nederland will write their checks on a separate deposit slip. Make sure to include all personal checks on the deposit slip. Copy both of the deposit slips together, these will be side by side on the same sheet.

Baytown office will only make one deposit slip.

*****Both locations -If more than one employee personal check is included in the deposit, copy all of them on the same sheet and place them after the deposit slip. If only one check is written then simply copy it on the bottom of the same sheet as the deposit copy.**

- h. Add each credit card transaction receipt. Compare both report totals from **Receipts by Payment type and the Totals Report off the credit card terminal machine**. All totals should match. The totals are verified the following day by the accounting department

*****Note: If the clerk is over/under in the cash fund, all receipts will be checked again. If fund does not balance a backup clerk will check the cash fund and try to balance. If difference cannot be found, it will be indicated on the report. All resources should be verified prior to leaving an unbalanced transaction. If a daily deposit cannot be balanced a written report, including a copy of the Daily Deposit form must be submitted to the Vice President of Operations for the location of the issue, the supervisor of ACCOUNTING dept., and President and CEO of ISTC. This written report must include the name of the two customer service representative who verified balancing the drawer and the amount of shortage/overage. The report should be submitted within 24 hours.**

- i. Fill out Daily Cash Drawer Report.

*****Note: Baytown office-Will complete steps a-h and the original deposit slip, cash, and checks are then given to supervisor to be placed in locked cabinet or delivered to bank. The completed daily cash drawer report with all associated paperwork (i.e., deposit slip, credit card receipts/reports, etc.) is filed in a locked cabinet until the next business day. On that next morning an email of the previous days daily cash drawer report with all associated**

paperwork will be sent to accounting (accounting@istc.net). The daily cash drawer report with all associated paperwork is then placed back into the locked cabinet until Friday. All original documents will be delivered to the Accounting Department weekly.

j. All deposit paperwork is submitted in the following order and submitted to accounting daily.

Note: Make sure you adjust the copier to a darker setting when copies are being printed.

- ❖ Envelope with deposit slip, cash, checks and credit card receipts and print out from credit card machine.
- ❖ Daily Cash Drawer Report
- ❖ Copy of Deposit slip
- ❖ Receipts by Payment Type Form (step b)
- ❖ Copies of checks ,then credit card receipts
- ❖ Original Credit Card Authorization Forms
- ❖ Copies of original Credit Card Authorization Forms

4. Change Procedures

The following procedures will be used when change is required to operate the cash drawer: A Customer Service Representative must completely fill out a “change only” form.

- a. A Customer Service Representative will count out the money that will be taken from the cash drawer to make change.
- b. A different Customer Service Representative will verify the change slip is correctly filled out and the money removed from the cash drawer equals that on the change slip form.
- c. Both representatives and Accounting will sign the Change Log Slip.
- d. All slips will be turned in with the end of the day deposit.

Upon return from the bank or accounting department the two Customer Service Representatives who initiated the original request will verify the money that is being returned to the cash drawer.