

RECEIPTING AND BANKING PROCEDURES 2024

Issued by: Chief Financial Officer
Dated: 2 July 2024 (commencing 8 July 2024)]
Last amended: 10 July 2024 (administrative amendments only)
Signature:
Name: Wayne Andrews

1 Purpose and application

- (1) These procedures apply to:
- (a) processes for collecting, receipting, recording, and banking of all revenue paid to the University; and
 - (b) all staff and affiliates.

2 Commencement

These procedures commence on 8 July 2024.

3 Interpretation

banking agent	a staff member of a University organisational unit authorised by the Order to Cash Manager, Financial Control and Treasury (FCT) to deposit revenue from external sources into the University's bank account.
cardholder information	the data found on the front and back of a credit or debit payment card, which includes: <ul style="list-style-type: none">• Primary Account Number: the card number which can be up to 16 digits;• Cardholder's name;• Expiration date (month/year); and• Security number or CCV: a 3 or 4 digit number on the back of the card.
EFTPOS	electronic funds transfer point of sale.
FCT	the Financial Control and Treasury unit in the University's Finance professional services unit.



merchant	the holder of a banking facility that enables the holder to accept payments by debit payment card, credit payment card or EFTPOS.
PayOnline	the University's cashiering system used to record revenue transactions and refunds.
PCIDSS	the Payment Card Industry Data Security Standard, determined by Australian Payment Card Industry Security Standards Council.
receipting	acknowledging a payment has been received using the PeopleSoft Financials system.
trade debtor	a debtor for which we make a record under the Trade Debtor Procedures that is entered into the finance system's trade debtors sub-ledger.
trade debtor payments	accounts receivable trade debtor invoice payments.

4 General principles

- (1) Everyone involved in collecting, receipting or holding University money must follow the principles stated in this clause.
- (2) **Safeguard University money**, including:
 - (a) minimising the potential for significant amounts of cash to be retained on University premises overnight; and
 - (b) using a suitable safe or locked cash box for the retention of cash.
- (3) **Be aware of and manage work health and safety risks with cash handling.** In the rare occurrence of handling cash, staff can refer to [Safe Work Australia Guide for handling and transporting cash](#).

Note: Campus Security can provide assistance in arranging a security firm to provide cash-in-transit services.

- (4) **Protect cardholder information and meet the security standards under the PCIDSS.**
 - (a) The University is a merchant under PCIDSS and must protect cardholder information against fraud.
 - (b) The PCIDSS standards that the University must comply with are specified in Schedule 1.
 - (c) **Note:** Refer to the [finance staff intranet information on Payment Card Industry Data Security Standards](#).
 - (d) Everyone accessing cardholder information must:
 - (i) not store cardholder data outside the approved University systems.
Note: Storage includes paper, photocopy, spreadsheet, scan and email.
 - (ii) avoid sending or receiving card information by email;
 - (iii) not use the vendor's supplied defaults for passwords;
 - (iv) not store system IDs and passwords on computers or papers near computers;



- (v) not share system IDs and passwords with colleagues; and
- (vi) maintain up-to-date antivirus software.

Note: Refer also to the [Acceptable Use of ICT Resources Policy](#) and [Cyber Security Procedures](#).

- (5) **Do not mix private funds with University funds**, including:
 - (a) not cashing a personal cheque from University funds; and
 - (b) not banking any private money in a University bank account.

5 Receiving and banking revenue

- (1) The University receives revenue from a variety of sources, including students, commonwealth and state governments, industry and private donors.
- (2) The University accepts payments by direct deposit, credit card, money order, PayOnline and cheque.
- (3) The [finance staff intranet](#) provides details on:
 - (a) the main revenue types;
 - (b) the organisational unit that issues payment invoices;
 - (c) the organisational unit that receives and banks the revenue; and
 - (d) the organisational unit that manages and reconciles the revenue.
- (4) [Banking agents](#) receive and bank University revenue, using either PayOnline or manual receipting.
 - (a) Revenue must be deposited daily into a University bank account.
- (5) **PayOnline**
 - (a) PayOnline integrates overnight with the University's general ledger financial system.

Note: The [PayOnline Administrator](#) manages access to the PayOnline system via a [Pay Online Request](#) (select ICT services then Finance and then the Pay Online Request form).
 - (b) Refunds are managed by the Cashier after authorisation from a delegated officer. A [Deposit/receipt: Credit Card Refund Request](#) form must be completed and sent to the Cashier for processing.
- (6) **Manual receipting by banking agents**
 - (a) The banking agent must complete a [Direct Deposit form](#) on the day of banking and return it to the Cashier to reconcile with the bank deposit amounts.
- (7) **Manual receipting by non-banking agents**
 - (a) Any person who is not a banking agent must:
 - (i) complete a [Deposit/receipt: Cashiers Office](#) form for any payments received; and
 - (ii) take or send the form and the payment to the Cashier for banking.
 - Note:** The Cashier, FCT does not accept cash payments.

- (8) **Bequests and Donations**
- (a) Advancement Services manages all revenue received for bequests, donations and grants by non-government organisations.
 - (b) Any person receiving payments for bequests or donations must:
 - (i) complete a [Deposit/receipt: Advancement Services](#) form; and
 - (ii) take or send it and the payment to Advancement Services for banking.
- (9) **Trade Debtor payments**
- (a) The Cashier manages all revenue received for trade debtor payments, unless a banking agent has been authorised by the Manager Treasury Operations, FCT to bank trade debtor payments.
- (10) **Foreign currency revenue**
- (a) Any person receiving foreign currency revenue must:
 - (i) complete a [Deposit/receipt: Cashiers Office](#) form; and
 - (ii) take or send it and the payment to the Cashier for banking.
- (11) **Unidentified and surplus revenue**
- (a) All unidentified and surplus revenue received should be banked immediately and credited to a suspense account.
 - (b) The Cashier is responsible for clearing unidentified payments in the suspense account and liaising with the banking agent to identify the revenue.
- (12) **GST**
- (a) GST will be calculated in the finance systems depending on the type of revenue and the associated GST status code assigned by the banking agent.
 - (b) The finance systems show revenue net of GST for the relevant organisational unit.

6 Issuing a receipt

- (1) A banking agent may issue a receipt on the request of the payer.
- (2) Receipts should be issued electronically and emailed to the payer.
- (3) Any manual receipts issued must be:
 - (a) produced on an official University receipt book;
 - (b) typed or written in ink; and
 - (c) signed by a banking agent or other authorised staff member.
- (4) Any duplicate receipts that are issued must indicate that they are a duplicate or reprint.
- (5) The receipt number must be written on the back of any payment documentation for reference purposes.

7 Cancelling a receipt

- (1) A reason for the cancellation must be written on the back of the receipt or payment documentation and stored with documentation for the day's banking.

8 Bank rejected card payments and dishonoured cheques

- (1) The Bank Reconciliation Officer, FCT will receive information from the bank that a cheque or merchant card transaction has been rejected and will inform the Cashier.
- (2) The Cashier will cancel the rejected transaction in the University finance system, indicating that it was dishonoured by the bank, and notify the relevant banking agent.
 - (a) For rejected domestic student fees and trade debtor payments, Order to Cash, FCT will contact the payer to request a new payment.
 - (b) For rejected international student fees, the International Office will contact the student to request a new payment.
 - (c) For all other rejected payments, the relevant organisational unit will contact the payee to request a new payment.

9 Rescissions and replacements

This document replaces the *Receipting and Banking Procedures 2018*, which commenced on 25 October 2018, which is rescinded as from the date of commencement of this document.

NOTES

Receipting and Banking Procedures 2024

Date adopted: 2 July 2024

Date commenced: 8 July 2024

Date amended: 10 July 2024 (administrative amendments)

Administrator: Director, Financial Control and Treasury

Review date: 2 July 2029

Rescinded documents: Receipting and Banking Procedures 2018

Related documents:



AMENDMENT HISTORY

Provision	Amendment	Commencing
2	Inserted commencement date	10 July 2024

Schedule 1: PCIDSS Standards

Build and maintain a secure network and systems	1. Install and maintain network security controls.
	2. Apply secure to all system components.
Protect account data	3. Protect stored account data.
	4. Protect cardholder data with strong cryptography during transmission over open, public networks.
Maintain a vulnerability management program	5. Protect all systems and networks from malicious software.
	6. Develop and maintain secure systems and software.
Implement strong access control measures	7. Restrict access to system components and cardholder data by business need to know.
	8. Identify users and authenticate access to system components.
	9. Restrict physical access to cardholder data.
Regularly monitor and test networks	10. Log and monitor all access to system components and cardholder data.
	11. Test Regularly: Test security of systems and networks regularly.
Maintain an information security policy	12. Support information security with organisational policies and procedures.