



Cash Handling Training



May 2021



Purpose of Training

To ensure staff are knowledgeable and understand the principles of good cash handling; are able to protect sensitive information and data; and are compliant with PCI* standards and UA Little Rock policy when processing credit and debit cards.

**Payment Card Industry*

Cash Handling – A Serious Issue

- **If you are responsible for handling cash, you are accountable for that cash.**
- **You must comply with university policy.**



Cash Handling – It's my job

Whether you take in lots of money ...



Or you collect “pennies” ...

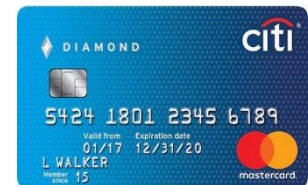
Cash Handling – it's my job

... you must abide by the principles of good cash handling:

- Segregation of Duties
- Security
- Reconciliation
- Management Review
- Documentation

What is included in “Cash Handling?”

- **Coins**
- **Currency**
- **Checks**
- **Money Orders**
- **Credit Cards**
- **Cash Equivalents**
 - Tokens
 - Tickets
 - Stamps
 - Gift Card



First, risk and controls ...

Who or what is at risk?



You

Money



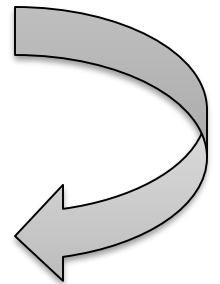
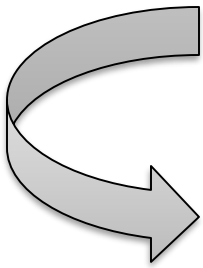
Why?

Risk

- **Cash is stolen**
- **Cash is lost**
- **Lost revenues**
- **No audit trail**
- **Finger pointing / accusations**
- **Lost job!**

Risk and Controls

Remember - In the cash collection process, YOU are just as important as the cash.



The controls that we will discuss are designed to protect both YOU and the cash you are handling.

Before cash collection begins ... “The Planning Checklist”

- How are cash and checks received? Mail or in person? Who opens the mail?
- Who is going to collect the cash? Record the cash?
- How is the cash going to be secured?
- Who is going to prepare the deposit? How?
- When will deposits be made at the Cashier’s Office? Reconciled? Reviewed by management?
- Who needs training?

Remember – Segregation of Duties!

- **Only one person should have access to the cash register, receipt books, or cash drawer.**
- **The person collecting cash cannot have any other responsibilities related to cash handling, including recording or changing charges on customer accounts.**



COLLECTING CASH





Collecting Cash

- **In person**

- Give one copy of receipt to customer.
- Total all receipts in the cash drawer at the end of the day.

- **By mail**

- Enter each check into an accounts receivable system, if you are using one.
- If you do not have an accounts receivable system, prepare a daily list of checks received.

Documentation

- **Departments that collect cash must document all amounts collected.**
- **Acceptable documentation:**
 - Computer-generated receipts
 - Cash register receipts
 - Pre-numbered receipt books or tickets
- **Retain documentation in separate location from cash.**
- **Clearly mark all voided transactions.**

**SECURE, BALANCE, DEPOSIT,
RECONCILE**



Secure the Cash

- **Departments are responsible for the security of cash receipts from the time of collection until they are deposited with the Cashier's Office.**
- **All cash receipts must be kept in a secure location.**
 - Safe
 - Locked drawer or container



Secure the Cash

- **Change combination to safe or locked cash boxes regularly.**
- **Keep safe, cash box, or locked drawer keys in a secure, secret place.**
- **Minimize number of people who have access to cash.**
- **Never leave cash unattended.**



Balance

- **Every day, all cash receipts must be balanced.**
 - Compare the cash (currency, coin, checks, credit card receipts, etc.) to the records (cash register tapes, receipt copies, sales logs, etc.).
 - Identify and resolve any discrepancies.
 - Sign and date to provide evidence of balance.





Deposit

- **Deliver deposits to the Cashier's Office daily.**
- **Submit a departmental deposit form with all deposits.**
 - Include the FOAPAL for accurate recording purposes.
 - Write the FOAPAL on each check, in case a check is returned insufficient and needs to be tracked.
- **The entire amount of receipts collected (coin, currency, checks, money orders, and credit card transactions) must be deposited.**
 - Departments cannot “borrow” from cash receipts (i.e., use \$10 of its cash receipts to purchase postage and then reduce the amount of its cash deposit by \$10).
- **Never send credit card transaction through campus mail.**

Reconcile

- **Verify that all transactions are complete, recorded, and deposited on a timely basis.**
- **This function must be performed by an employee who has no cash handling responsibilities.**
- **Reconciler investigates and resolve discrepancies.**



RESPONSIBILITIES



Management Responsibilities

- Establish an effective internal control system.
- Delegate responsibility for cash handling, while maintaining proper segregation of duties.
- Require that staff who handle cash be properly trained and that they follow all of the university's cash handling policies and procedures.
- No matter who is collecting, depositing, and reconciling, management is ultimately accountable.





Department Responsibilities

- **Annual training**
 - All employees who are part of the cash handling process must be trained, annually.
- **Department re-certification**
 - Departments must complete and have on file with the Cashier's Office by **June 30** of each year:
 - Authorization to Receive and Deposit Cash
 - Department Cash Collection and PCI Compliance Procedures
 - Forms and templates are linked in the menu of this training module and also available on the Bursar Office's website (Cash Handling).

Again ... Segregation of Duties!

- **This is the most important control in the cash collection process, and often, the most difficult to manage.**
- **A different person should be involved in each step: recording of charges/billing, cash receipting, cash depositing, and reconciliation.**
- **If the segregation of duties is a problem for your department, please contact the Cashier's Office for guidance.**

Cash Equivalents

- **If you have the responsibility for cash equivalents such as parking passes, tickets, or gift cards, remember that they must be treated as if they are cash:**
 - Secure in a locked safe or drawer
 - Record the sale
 - Balance the sale
 - Deposit cash promptly
 - Reconcile sales against statement of accounts
 - Resolve all outstanding issues.



HANDLING CREDIT CARDS



Handling Credit Cards

Employees and departments who handle credit card data must comply with PCI (Payment Card Industry) Guidelines.



Handling Credit Cards

- **Cardholder data collected is restricted only to those users who need it to perform their jobs.**
- **Cardholder data, whether collected on paper or electronically, is protected against unauthorized access.**
- **All equipment used to collect data is secured against unauthorized use in accordance with the PCI Data Security Standard.**



Handling Credit Cards

For credit card transactions over the phone:



- Do not record and store the three-digit security code (CVV2).
- Store transaction documentation and merchant receipt in a secure, locked area.
- Shred all transaction documentation upon completion of transaction.

Handling Credit Cards

For credit card transactions in person:

- **Provide receipt to customer.**
- **Store transaction documentation in a secure, locked area in accordance with the university's retention policy.**



Handling Credit Cards

Receipt of credit card information via email:

- Under no circumstances should credit card numbers received via email be processed.
- The recipient will respond by offering an acceptable method of transmitting credit card information:
 - Over the phone
 - In person
 - Through UA Little Rock's online payment service





Handling Credit Cards

Suggested script when credit card information is received via email:

*Thank you for your recent communication regarding payment for **[enter item or event]**. For your protection, we cannot accept credit card information via email. Email is an insecure means of transmitting information and you should never use it to send your credit card number or other **sensitive** personal information (i.e., passwords, Social Security Number, etc.). Please call our office at **[enter phone number]** during regular business hours to complete the transaction or visit **[enter website address, if available]**. Thank you.*

**This script is available on the Bursar's website under the "Cash Handling" link.*

Handling Credit Cards

Processing and storing cardholder data:

- **Cardholder data is not processed, stored, or transmitted using the university's network unless compliance with PCI Data Security Standards are verified.**
- **Databases should not store the full contents of any track from the magnetic stripe or the card validation code.**
- **Portable electronic media devices should not be used to store cardholder data (i.e., laptops, compact disks, USB flash drives, etc.).**

Securing transaction documents:

- **During window session:**
 - Place merchant receipt and other transaction documents in drawer.
 - At work station, store securely until session materials are placed in vault at end of day.
- **Any transaction documentation retrieved from the vault for review or refund must be:**
 - Handled securely.
 - Returned to vault ASAP but no later than the end of the business day.

Handling Credit Cards

Retention and destruction of cardholder data:

- Retain in a secure location only as long as is necessary for business purposes.
- Destroy when no longer needed.
 - Paper documentation must be cross-cut shredded.



FINAL MATTERS





- To complete the Cash Handling Training, you must pass the assessment with a score of 80% or higher.
- Click on the *Cash Handling Training* link in the menu on the left, then click on the *Assessment* link.
- The assessment may be repeated until you have scored 80%.
- You may review the training program and other materials as many times as necessary.



Program Evaluation

***You have now completed Cash Handling
Training!***

**Please take a moment to evaluate this program
(click the Program Evaluation link).**

**Responses are anonymous and will assist us
to improve future training programs.**



Questions or Assistance?

The Cashier's Office is always available to assist you with problems or to answer your cash handling questions.

**UA Little Rock Cashier's Office
Student Services Center**

Email: cashiers@ualr.edu

Phone: 501-916-5536

Visit ualr.edu/bursar for additional information on cash handling policies and procedures.