KANSAS UNIVERSITY MEDICAL CENTER POLICY AND PROCEDURES ON HANDLING CASH, CHECKS & CREDIT CARDS

All departments that receive cash, checks, or credit card for payment of goods or services rendered should deposit and settle the funds on the day received or by the next business day. Deposit memo forms for cash and/or checks can be obtained from the following website:

http://www2.kumc.edu/finance/controlreport/forms.html

All department cash, check and credit card deposits should be reconciled monthly to the accounting reports (i.e. AMO90/91 or web reporting system) to ensure that each deposit was received and posted correctly.

All departments that receive cash, checks, or credit cards for payment must adhere to the Information Resources – Sensitive Information in Electronic and Paper-based Systems Policy located on the Information Resources website under Technology/Software Polices.

All departments must receive cash or checks or credit card payment through an approved designated use revenue generating account. (i.e. Restricted Fee Fund (RFF), Service Center Fund (SCF), Parking Garage (PRG), or Parking Lot (PRL). The Restricted Fee Fund (RFF) or Service Clearing Fund (SCF) accounts application can be obtained from the following website:

http://www2.kumc.edu/finance/controlreport/forms.html

A) Cash -

(1) Departments using a cash register should issue a machine-generated receipt for each transaction and reconcile the cash drawer at the end of each day or at their designated time (not to exceed 1 day after receipt of the funds). Signs should be posted at the point of the transaction informing customers to be sure to request a receipt for their transaction(s). A bank deposit slip should be prepared showing the cash and any checks received. The deposit should be delivered to the Hospital Cashiers office or the Parking office daily using a disposable deposit bag. A Restricted Fee Deposit Memo should also be prepared and sent to Control & Reporting at 120 SSF Mail Stop 2035 along with a copy of the deposit slip.

(2) Departments not using a cash register (which issues receipts) should issue a pre-numbered receipt to each customer. If possible a second person in that department should verify (i.e., compare cash on hand to the sum of the receipts issued since the last deposit) the cash received and both employees should sign the Restricted Fee Deposit Memo and send the cash to the appropriate deposit drop off site. Pre-numbered receipts should be used in the reconciliation process. Used and unused receipt books should be securely stored. Reasonable care would include the periodic inventory of the unused and unissued pre-numbered receipts to ensure none have been misplaced or lost.

(3) The machine-generated receipt or pre-numbered receipt should be reconcile and applied against the customer’s invoice/charge voucher and filed.
(4) Funds (cash and/or checks) that must be retained overnight (i.e. are received after the daily deposit has been prepared) should be adequately secured in a locked cabinet in the department.

(5) Cash Refunds – Cash refund request should be request by completing the Refund Form and be sent to Control & Reporting for processing. The form may be sent by inter office mail, MS 2035 or by e-mail Controlreporting@kumc.edu or Valerie Warren. The information should include the name of the person/patron, the completed address, the amount of the refund, the date of the original deposit and the reason for the refund.

B) Checks –

(1) Any department receiving checks for deposit should immediately endorse the check with their departmental bank deposit stamp. (Checks should be made payable to ‘University of Kansas Medical Center’)

(2) Each check should be listed on the Restricted Fee Deposit Memo and delivered to their deposit drop off site. If checks are sent to Control & Reporting for deposit it might be wise to keep a copy of each check and also request a receipt of deposit confirmation from Control & Reporting.

(3) The copied check should be reconciled and applied against the customer’s invoice/charge voucher and filed.

(4) Funds (cash and/or checks) that must be retained overnight (i.e. are received after the daily deposit has been prepared) should be adequately secured in a locked cabinet in the department.

(5) Check Refunds – Check refund request should be request by completing the Refund Form and be sent to Control & Reporting for processing. The form may be sent by inter office mail, MS 2035 or by e-mail Controlreporting@kumc.edu or Valerie Warren. The information should include the name of the person/patron, the completed address, the amount of the refund, the date of the original deposit and the reason for the refund.

C) Credit Card –

(1) All departments must adhere to the Information Resources (IT) – Payment Card Acceptance Operational Protocol (PCI) located on the Information Resources website under the Technology/Software Policies.

(2) There are three primary methods of accepting credit card payments: in-person, over the phone and over the internet. However, the use of over the phone credit card approval should be strictly limited.

(a) In-person credit card payment transactions use three type of magnetic swipe entry, the stand-alone credit card swipe device or third-party credit card swipe terminal, or third-party hosted payment solution installed on KUMC work stations – KanPay (magnetic swipe entry or manual entry).

(b) Over the phone credit card transaction use the third-party payment solution installed on KUMC work stations – KanPay (manual entry).

(c) Internet credit card payment transaction use a department website designed by KUMC Information Resources – Web Application Development & Management.
(3) There are three credit card merchants used MasterCard, Visa, and Discover. No American Express.

(4) When a customer is paying with MasterCard, Visa, or Discover.
(a). Check the expiration date. If the card has expired, do not accept it.
(b). The three digit security number (CVV Code) **MUST** be provided and entered during processing, for all in-person, over the phone, and internet credit card transactions.

(5) All credit card transactions should be settled each day. The in-person and over the phone credit card transactions should have an e-mail sent to Controlreporting@kumc.edu or Joe Anello, Elizabeth Mathew and Valerie Warren indicating the department, the date, the speedtype, the fee type with amount, and the refund amount with original transaction date (if applicable) for the deposit by the next business day. If the transaction occurs on a Saturday or Sunday, the deposit should be made on Monday.

(6) If you process credit card through the third-party hosted solution installed on the work stations (KanPay system), run the “Lookup Transaction” report and reconcile against daily deposits.

(7) The credit card receipt should be reconciled and applied against the customer’s invoice/charge voucher and filed.

(8). Credit Card Refunds – All credit card refunds must be processed through the original source and within 60 days.
(a) Any credit card transaction that requires a refund must be processed using the original credit card number.
(b) Refunding another card is strictly prohibited.
(c) If not within 60 days, a Refund Request Form must be completed and sent to Control & Reporting for processing. The form may be sent by inter office mail, MS 2035 or by e-mail Controlreporting@kumc.edu. The information should include the name of the person/patron, the completed address, the amount of the refund, the date of the original deposit and the reason for the refund.

(9) All departments will be required to take the Annual Credit Card Compliance Review test. The test is given at the same time of the KUMC annual compliance review.

(10) New applicants for credit card usage should complete the “Credit Card Setup Application” form. The form can be obtained from the following website: [http://www2.kumc.edu/finance/controlreport/forms.html](http://www2.kumc.edu/finance/controlreport/forms.html). Please complete form and email to Creditcard@kumc.edu. Or mail to Control & Reporting, Credit Card Application, Mail Stop 2035. Control & Reporting will contact you. Internet credit card processing request also must contact Information Resources – Web Application Development & Management.

Revised: 10/2013