Delaware Technical Community College
Stanton/Wilmington Campus – Workforce Development and Community Education
Payment Processing Procedures

The following procedures must be followed with respect to collecting payments and depositing registrations in the Workforce Development and Community Education Division.

These procedures were created to ensure that not one person has the ability to create a registration/refund and process through the business office for transaction.   All registrations/transactions must be reconciled and approved by a designated "approver" at each campus. This separation of duties has been put in place to have an effective payment processing procedure, particularly with regard to cash transactions.

The Workforce Development Assistant Director will periodically perform unannounced desk/safe audits to ensure that all payment processing procedures are being followed.

Registration Procedures
- When a student registers for a class in-person, over the phone, via fax, or by mail a registration form will be completed or the information is entered directly into Xenegrade. This information includes name, address, contact numbers, demographics, course information, and payment information.
    - A registration entry is created and payment is posted in the system by the Workforce Development staff member at the time the registration is complete.
    - If the student registers in person, a receipt is issued for cash and checks. Check receipts should be stamped "pending payment processing" to indicate acceptance of a conditional payment.
    - All registration forms are filed upon completion of the data entry into Xenegrade. Workforce Development staff members will obscure the credit card information by whiting out or using permanent marker prior to filing.
- The Innovation & Technology Center does not accept cash payments for registrations. Students paying for Technical Training classes by cash are instructed to remit payment at the Stanton campus.
- The Innovation & Technology Center staff will stamp the back of checks prior to transporting to the Stanton campus Business Office for deposit.
- Students registering via the web will enter their registration information directly through the Xenegrade system and a registration entry will be created. These individuals will need to make payment through the web using a Visa, MasterCard, or Discover card.
- Numbered receipt books (3 part duplicate receipts) must be used when collecting cash, check, and money order payments. Receipts must be in sequential order and all accounted for (including voided receipts). One copy goes to the student, one copy to the Business Office, and one copy will remain in the receipt book in numerical order to be kept by Workforce Development. On occasion, two copies are retained in Technical Training and attached to the invoice/registration if payment is via personal or third-party check and is mailed in to Technical Training
- All cash bills $20 and higher must be checked with a counterfeit marker before accepting it from the student. (*reference Counterfeit Currency Procedures memo dated 9/26/11*)
- All cash must be in an envelope, labeled with student name and amount, stapled to the registration form (GED forms are the exception).
- Once the cash/check is received and a receipt is written/issued, the cash/check, the numbered receipt, and the registration form should be attached together (GED forms are the exception).

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Drop Safe Related Procedures
- The cash/check, the number of the receipt, and the registration form information must be logged onto the Drop Safe Daily Log Sheet and then dropped in the safe.
- Credit card transactions and registrations which are not immediately processed must be logged onto the Drop Safe Daily Log Sheet, and then dropped in the safe.
- The safe requires two keys to open. No one person should have access to both keys. There is a primary and alternate for each keyholder position within each unit of Workforce Development that houses a drop safe. (*reference Keyholder Appointment Letter dated 10/12/12*)
- Every day, the receptionist or keyholders will inform the cashiers if there are items contained within the drop safe from the previous day.
- Every day, the drop safe will be opened by Keyholder 1 and 2. One of the Keyholders must be a cashier. Both Keyholders will verify that what is written on the Drop Safe Daily Log Sheet is actually what is in the safe, tally the totals for cash and checks and annotate them in the designated area, and sign/date the appropriate area on the sheet.
- The Keyholder/Cashier will take responsibility of their unit area contents and process the registrations/payments for deposit. The drop safe log must be initialed when contents (registrations) are for different unit areas. Cashiers accepting responsibility will initial in the comments section of the drop safe log sheet. In case of an absence, the Keyholder/Cashier removing the contents will process all registrations contained within the safe.
- Any missing receipts or discrepancies must be reported to the Director or Assistant Vice President of Workforce Development and the Management Analyst II, Assistant Business Manager, or the Business Manager in the Business Office.

Office Safes
- The Business Office issues desk safes that have their own combination (and can be changed by the employee at the desk). However, in the case that an employee is unavailable (i.e. unexpected leave), a key can be located in the Business Services office and the safe can be opened by a Business Office representative and in the presence of a witness.

Cashier Processing Activity
- Workforce Development has designated staff members at each campus who are responsible for registering students within the Xenegrade System and preparing Cashier Reports for cash, check, and money order payment processing. All registrations are processed when received, and may consist of registration forms, payments, and/or related documents. (*reference Cashier Appointment Letter dated 3/28/13*)
- The Cashier Report (Xenegrade) and Deposit Report (Banner) lists the student name or company name, ID number of student(s), payee (if different than the student), date, course code, session, receipt number, payment type and amount, along with any other relevant information.
  - Each Workforce Development Cashier will complete an end of day Cashier Report for Xenegrade (or Deposit Report for Banner). This report will detail all work processed by the cashier for each business day up to 3:00 p.m. The report will also capture registration activity from the previous day that was processed after 3:00 p.m.
  - The Cashier Report or Deposit Report, checks, cash, money order, and receipts must be attached together and submitted to a designated "approver" by 3:00p.m. daily. The Cashier Report must be stamped and signed by Preparer (Cashier) and Approver. The Deposit Report must be signed by Cashier and Approver on signature lines as indicated. (*reference Approver Appointment Letter dated 10/12/12*)

Approver Reconciliation Process – Cash, Checks, Money Orders

- A designated Workforce Development Approver will reconcile any Cashier Reports for a particular day/period against submitted cash, check, and money orders for the same period. Once reconciled, the Approver signs the Cashier Report.

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- A designated Workforce Development Approver will run a Transaction Report and reconcile all Cashiers' Reports, matching all submitted cash, checks, and money order payments. Cashier Reports and daily payment processing may be from multiple Cashiers, but must be reconciled as a batch per campus location.

- Once reconciled, the Transaction Report must be stamped and signed by the Approver. The Cashier Report, Transaction Report, all deposits, and any supporting documentation is taken (in person) to the Campus Business Office for deposit. This is primarily a Cashier's function, but Approvers may also submit daily payments for processing.
- Business Office personnel will process all deposits and provide Workforce Development staff with a Banner receipt.

Approver Reconciliation Process – Credit Cards

- A designated Workforce Development Approver will run a Transaction Report and reconcile all credit card payments for a particular day/period against EPX reports for the same period. All credit cards are batched together (MasterCard/Visa/Discover). No campus location is selected, since all credit cards are processed by Approvers for Stanton/Wilmington, and Innovation & Technology Center. Once reconciled, the Approver will print the Transaction Report from Xenegrade and EPX Settlement Report. Both the Xenegrade Transaction Report and the EPX Settlement Report must be stamped and signed by the Approver, and must list the appropriation/s (internal account number) and amounts to be deposited for each appropriation.
- The Transaction Report and EPX Settlement Report is taken (in person) to the Campus Business Office for deposit. This is primarily an Approver's function, but Cashiers may also submit the daily credit card payments for processing. Faxed copies will also be accepted.
- Business Office personnel will process all deposits and provide Workforce Development staff with a copy of the Xenegrade Transaction Report and the EPX Settlement Report which is stamped and signed by the Approver and a staff member of the Business Office.

Employee Signature_____

Witness_____