



SUBJECT: CASH RECEIPTS	Reference: GP-001
SECTION: GIFT PROCESSING PROCEDURES	PAGE: 1
DEPARTMENT: ADVANCEMENT SERVICES AND OPERATIONS (ASO)	OF: 6
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APPROVED BY: Monica Alejandre, Associate Vice President, Advancement Operations 	REVISED: 11/16/2023
APPROVED BY: Robert J. Nava, Vice President, University Advancement 	

PURPOSE:

The purpose of the Cash Receipts procedure is to provide guidelines on establishing, maintaining and ensuring all cash donations are received and processed securely

GENERAL GUIDELINES

University Advancement has Directors of Philanthropy and Philanthropic Support Associates that work closely with the colleges and other departments on campus to assist the division in their fundraising activity which entails accepting gifts from donors that have a strong affinity to the that particular college and/or department. In addition, faculty located within the college go to their college Philanthropy representative with a gift. It is not possible to reroute these donations to University Advancement directly as faculty and/or donors prefer to work with their contact for the college or department. Additional positions that handle cash for University Advancement are Directors of Philanthropy, Philanthropic Support Associates, Annual Giving personnel and Alumni Relations personnel (decentralized units - this is for cash only that is to be deposited with the Philanthropic Foundation).

Other departments that occasionally handle gifts and have locked cash bags and endorsement stamps are:

- EOP
- WRI
- RAFFMA
- Library

DESCRIBE SECURITY ARRANGEMENTS FOR CASH COLLECTION POINT:

Cash is received at the Advancement Services office AD-139; however cash collection points are located in the college offices and various areas on campus. Those departments that receive cash bring those gifts to AD-139. The monies are locked in a money bag in the decentralized location and is unlocked by the gift processing coordinator in AD-137. Monies are then secured in an AMSEC American Security safe until deposited with Student Financial Services. Four positions in the division have access to the safe: AVP of Advancement Services & Operations, Director of Gift & Data Services, Gift Processing Coordinator, and Advancement Data Analyst.

DAILY PROCEDURES (CASH, CHECKS):

1) Transaction Flow (Delivery):

- a) College and decentralized units endorse checks prior to delivery to Advancement Services. A Gift Transmittal Form is entered into online form and submitted to Gifts@csusb.edu to indicate where funds should be deposited. Cash is locked in a cash bag and delivered to AD-137.
- b) Cash bags are unlocked by the gift processing coordinator.
- c) The gift processing coordinator gives the checks to the Advancement Services Administrative Support Associate (ASA) or student assistant to log in a secure electronic check log document.
- d) Actual currency received from departments is verified by the Advancement Services Administrative Support Coordinator (ASC) or (ASA) in the Advancement Services office. Cash is logged in a triplicate receipt book and a receipt is provided to the individual delivering the cash. The second receipt is given to the gift processing coordinator along with the cash to be secured in the safe.
- e) Checks are then given back to the gift processing coordinator to enter and batch the gifts in the Advance database. Batches are reviewed and approved by the Director, Gift and Data Services. Checks and cash are secured in the safe pending deposit.
- f) Advancement Services posts the gift to the donor's record in a nightly ITS process, and gift processing coordinator runs reports from Advance database to provide to Accounting Services and issues a valid gift receipt to the donor. If the donor cannot be determined, the gift is posted to a record type of "Various Donors".
- g) Deposits of checks and currency are delivered in a locked cash bag with dual custody to the Student Financial Services (SFS) office with a transmittal for deposit. Frequency-2- 3 times per week or whenever collections exceed \$1000 in currency.

2) Transaction Flow {Mail/FedEX):

- a) Advancement Services student assistants or the ASC/ASA open all mail delivered to Advancement Services.
- b) The ASA or student assistant endorses all checks and log in a secure electronic check log document. As needed, Gift Transmittal Forms are requested from Office of Philanthropic Giving.
- c) Checks are then given to the gift processing coordinator to enter and batch the gifts in the Advance database . Batches are reviewed and approved by the Director, Gift and Data Services.
- d) Advancement Services posts the gift to the donor's record in a nightly ITS process. Gift processing coordinator runs reports from Advance database to provide to Accounting Services and issues a valid gift receipt to the donor.
- e) All checks are delivered with dual custody to SFS in a locked bag with a transmittal for deposit. Check deposit amounts typically range from \$10 - \$100,000. Frequency-2 to 3 deposits per week.

3) Transaction Flow (Events):

- a) University Advancement staff that receive cash at fundraising events provide a written receipt to the donor for actual cash. Donors are informed they will receive a tax receipt once their gift has been recorded in database and deposited.
- b) Cash is placed in a locked cash bag.
- c) Two employees return to campus after the event and secure the locked cash bag until it can be delivered to Advancement Services for verification and preparing cash receipt as in the Delivery method above. Any checks received are logged and processed as in Delivery method
- d) An event spreadsheet with gift information is provided to the gift processing coordinator for entering in Advance to the donor's record. If the donor cannot be determined, the gift is posted to a record type of "Various Donors".
- e) Advancement Services posts the gift to the donor's record in a nightly ITS process. Gift processing coordinator runs reports from Advance database to provide to Accounting Services and issues a valid gift receipt to the donor.
- f) Cash is then delivered in a locked cash bag with dual custody to the Student Financial Services (SFS) office with a transmittal for deposit.

DAILY PROCEDURES (CREDIT CARD):

Online Transactions: GiveCampus, Inc. (<https://go.givecampus.com>) is used by the University Advancement Division to receive and process gifts to the foundation through the website's online giving option. Give Campus uses a third-party e-commerce payment processor (Stripe) to settle transactions and remit funds. Some online transactions are initiated by donors using custom

membership or event forms which are transacted via a 3rd party service provider-Authorize.Net. The service provider website URL for University Advancement webpage link is:
<https://secure.authorize.net/gateway/transact.dll>.

1) Transaction Flow (Online Gifts):

- a) Credit cards charged via GiveCampus and Authorize.Net depending on form used.
- b) GiveCampus and Authorize.Net send email notifications to donors and Gifts@csusb.edu that an online gift has been made or charge has occurred with a specific transaction number.
- c) No credit card numbers are present on GiveCampus or Authorize.Net reports which are retrieved and used by Advancement Services for recording gifts in the Advance database.
- d) After nightly posting in Advance, Advancement Services forwards a copy of the GiveCampus or Authorize.Net notifications to Accounting along with gift batch reports for processing/reconciling with their records.
- e) No credit card information is retained by Advancement Services or other University Advancement office. Gift documentation other than credit card information is filed in a locked cabinet in the Advancement Services office according to retention schedule.*

2) Encompass by Anthology (additional online)

The University's alumni portal uses a third party, Anthology (iModules) to handle e-commerce and membership payments which may include a gift component. These transactions will all use the Authorize.Net payment processor and be recorded in Advancement Services in same manner as online gifts.

1) Transaction Flow (Phone):

- a) Credit card gifts and pledge payments are on rare occasions accepted over the phone either by Philanthropic Giving or Advancement Services staff. All donors are directed first to the University Advancement website's on line giving option, GiveCampus or alternatively to a special donation link which processes securely through Authorize.net.
- b) However, if the donor wants to complete the transaction over the phone, the University Advancement staff member completes a Gift Transmittal Form with credit card payment type, donor information and gift designation.
- c) The credit card information is then provided separately to the gift processing coordinator for processing but is not retained.
- d) Advancement Services logs into Authorize.net Virtual Terminal which is the payment gateway for credit card authorizations and runs the credit card. Gift is then recorded into the donor

database and the credit card details are shredded via a PCI-compliant shredder in the gift processing office. Gift receipt is sent to the donor.

- e) After nightly posting in Advance, Advancement Services forwards a copy of the Authorize.Net transaction report to Accounting along with gift batch reports for processing/reconciling with their records.

IN PERSON/ MAIL, WRITTEN FORMS TRANSACTIONS

University Advancement no longer requests credit card information on direct mail appeals or other written forms. Credit card gifts and pledge payments are on rare occasion accepted in person or via the mail (outdated written form such as mail reply device or pledge forms).

1) Transaction Flow (in person, mail, forms):

- a) Advancement Services processes credit card gifts and pledge payments made in person and those sent through the US Postal Service using the same process as phone transactions. Gift processing coordinator charges the card through the Authorize.net virtual terminal.
- b) Gift is then recorded into the donor database and gift receipt sent to donor. Credit card information is secured in safe until processed and shredded after processing.
- c) After nightly posting in Advance, Advancement Services forwards a copy of the Authorize.Net transaction report to Accounting along with gift batch reports for processing/reconciling with their records.

EVENT CREDIT CARD PROCESSING INFORMATION

University Advancement has the following mobile POS device:

4 Clover Go handheld swipes to be attached to a university cell phone. The two cell phones have been locked down by ITS so the phones cannot connect to wireless or access any other apps.

Clover Go
EMV Enable chip and swipe card reader

<https://www.clover.com/get-paid/go>

1) Transaction Flow (Mobile device – events):

- a) Approved University Advancement staff sign out the equipment and process credit card payments at fundraising events using Clover Go squares. The squares are connected to a university cell phone that is only used for these types of transactions.
- b) Guests approve the charge on the phone and a confirmation is sent to their cell phone. Once the event is over, Advancement Services ASC logs into the Clover Go website and pulls a list of transactions on the specific event date, sends it to the staff member coordinating the event

spreadsheet for adding necessary donor and deposit account details collected at event. The spreadsheet is then provided to the gift processing coordinator for posting to the Advance database. No credit card details are contained in Clover Go reports.

CREDIT CARD REFUNDS

Donors occasionally request refunds, which are approved by Director, Gift and Data Services and processed through Authorize.net or GiveCampus by the gift processing coordinator. Any recorded gifts affected by refunds are voided or adjusted in the Advance database and reported as a general ledger adjustment to Accounting Services by gift processing coordinator. Advancement Services retains a record of approved refunds.

DAILY CLOSING PROCEDURE

All cash gifts are recorded within two business days of receiving in Advancement Services unless we are waiting for additional information, i.e. account set-up or gift transmittal forms. Gifts that are not deposited with Student Financial Services are secured in an AMSEC safe and only four individuals in the division have access to the code. Batch and transaction IDs are added to the check log. Credit card gifts are recorded weekly depending on volume.

RECONCILIATION:

The gift processing coordinator prepares a monthly reconciliation report of all gift batches recorded the previous month. Report is reviewed and approved by the Director, Gift and Data Services and then transmitted to Accounting Services to use in reconciling general ledger and bank account. A report of all credit card gifts for prior month is also sent.