
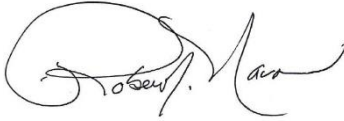


SUBJECT: CASH RECEIPTS	Reference: GP-001
SECTION: GIFT PROCESSING PROCEDURES	PAGE: 1
DEPARTMENT: ADVANCEMENT SERVICES AND OPERATIONS (ASO)	OF: 6
	EFFECTIVE: 3/1/2020
APPROVED BY: Monica Alejandre, Associate Vice President, Advancement Operations 	REVISED: 8/3/2020
APPROVED BY: Robert J. Nava, Vice President, University Advancement 	

PURPOSE:

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

GENERAL GUIDELINES

University Advancement has Development Associates that are located in 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 development office to provide the Development Associate 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 in the college or department. Additional university employees that handle cash for University Advancement are (decentralized units - this is for cash only that is to be deposited with the Philanthropic Foundation):

- Alicia Trujillo - Development – 000110174
- Ginger Hartman – Development – 004207371
- Latia Harris – Development – 001844569
- Audrie Gastelum – Development – 002936335
- Kevin Shaw – Development – 004596708
- Michelle Newman – PDC – 005784944
- Annette Hollimon – Athletics – 005116211
- Stephanie Maclean – Development – 003169776
- Dahyri Gonzalez-Luque -- Development – 006188763
- Adriana Kazanjian – College of JHB Business & Public Administration – 003971356
- Lory Lewis – Athletics – 000009970

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

- EOP
- WRI
- RAFFMA
- Dreamers Center
- Library
- Community Engagement
- SAIL
- Undergraduate Studies

Student Clubs (do not have endorsement stamps):

- Coyote Nurses Club
- Delta Sigma Phi
- Dream Team
- Coyotes for Recovery

DESCRIBE SECURITY ARRANGEMENTS FOR CASH COLLECTION POINT:

Cash is received at the main office AD-104 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-104. The monies are locked in a money bag in the decentralized location and is unlocked by the gift processor in AD-104. Monies are then secured in an AMSEC American Security safe. Three people in the division have access to the safe: Monica Alejandre, Director of Advancement Services, Julie Bullock, Gift Processor, Michelle Cazares, Confidential Aide to the Vice President.

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 cell phones have been locked down by Mike Fredette in 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>

If the mobile devices are not able to connect to the internet, a credit card imprint machine has been historically used as a back-up processing device.

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 attached to the cash to indicate where funds should be deposited. Cash is locked in a cash bag and delivered to AD-104.
- b) Cash bags are unlocked by the gift processor.
- c) The Gift Processor gives the cash to the Administrative Support Coordinator to log.
- d) Checks are logged in an electronic check log document.
- e) Actual cash received from departments is logged by the Administrative Support Coordinator in the VP's 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 processor along with the cash.
- f) Checks are then given back to the Gift Processor to post in the Advance database. The gift processor posts and batches the gifts in Advance.
- g) Deposits with cash only are delivered with dual custody to the Bursar's office with a transmittal for deposit. Frequency-weekly or whenever collections exceed \$500 in cash.
- h) All checks are delivered with dual custody to auxiliary accounting in a locked bag for deposit. Check deposit amounts range from \$10 - \$100,000. Frequency-daily deposits to Auxiliary Accounting.
- i) Advancement Services posts the gift to the donor's record and issues a valid gift receipt to the donor. If the donor is unknown, the gift is posted to a record type of "Miscellaneous Donor".

2) Transaction Flow {Mail}:

- a) University Advancement student assistants open all mail coming delivered to Advancement Services.
- b) All checks are given to the Administrative Support Coordinator to log and endorse. Checks are logged in an electronic check log document.
- c) Checks are then given back to the Gift Processor to post in the Advance database. The gift processor posts and batches the gifts in Advance.
- d) All checks are delivered with dual custody to auxiliary accounting in a locked bag for deposit. Check deposit amounts range from \$10 - \$100,000. Frequency- daily deposits to Auxiliary Accounting.
- e) Advancement Services posts the gift to the donor's record and issues a valid gift receipt to the donor. If the donor is unknown, the gift is posted to a record type of "Miscellaneous Donor".

3) Transaction Flow (Events):

- a) University Advancement staff that receive cash at fundraising events provide a receipt to the donor for actual cash. Donors are informed they will receive a tax receipt once a check has been deposited.
- b) Cash is placed in a locked cash bag.
- c) Two employees return to campus after the event and place the locked cash bag in the safe.
- d) An event spreadsheet is provided to the Gift Processor for posting to the donor's record.
- e) Cash is then delivered to the Bursar's Office with a transmittal form for deposit.

DAILY PROCEDURES (CREDIT CARD):

Online Transactions: Authorize.Net is used by the University Advancement Division to receive and process gifts to the university through the website's online giving feature and through CampusCall- the campus' automated calling system utilized by the Annual Fund. Transactions take place via a 3rd party service provider-Authorize.Net. The service provider website URL for the University Advancement webpage link is: <https://secure.authorize.net/gateway/transact.dll> . The service provider website URL for the CampusCall link is: <https://secure.authorize.net/gateway/transact.dll>

1) Transaction Flow:

- a) Credit cards charged via Authorize.Net via online giving and CampusCall.
- b) Authorize.Net sends email notifications that an online gift has been made.
- c) No credit card numbers are present on Authorize.Net reports which are used for posting by Advancement Services.
- d) Advancement Services forwards a copy of the Authorize.Net notification to the Foundation for processing/reconciling with their bank statements.
- e) No credit card information is retained by Advancement Services or the Annual Fund. Annual Fund paperwork, once processed by Advancement Services is stored in a filing cabinet in the Annual Giving Director's office. Advancement Services paperwork is put in a locked cabinet.*

2) Encompass by iModules

The leading SaaS Constituent Engagement Management provider for educational institutions. iModules transforms constituent experiences and achieves fundraising success through web content management, marketing communications, online giving, event management, e-commerce, and social media integration. They integrate data, content, and strategy to drive participation and financial growth, while increasing operational efficiency. The iModules online giving transactions

will all use the Authorize.Net portal.

PHONE TRANSACTIONS (CREDIT CARD)

Credit card gifts and pledge payments are accepted over the phone either by Annual Giving or Advancement Services staff.

1) Transaction Flow:

- a) Advancement Services credit card form for Discover, VISA, MasterCard, AMEX is completed with donor credit card number and expiration date provided via phone call.
- b) Once the charge has been processed, the Advancement Services copy of the credit card form is shredded.
- c) Annual Fund may also accept phone transactions outside of the CampusCall automated calling system (see Online Transactions).
- d) All donors are directed first to the University Advancement website's on line giving component.
- e) However, if the donor wants to complete the transaction over the phone, the Director of Annual Giving or the Annual Fund Operations Manager completes an Annual Fund credit card form for Discover, VISA, MasterCard, AMEX (attached) with donor name, card number, and expiration date as well as information needed for gift designation.
- f) The credit card form is forwarded to Advancement Services for processing.
- g) Advancement Services logs into iTerminal which is the payment gateway for credit card authorizations and runs the credit card. Gift is then posted into the donor database and the credit card form is shredded via a personal shredder in the Advancement Services office.

IN PERSON, MALL, GIFT TRANSMITTALS, WRITTEN FORMS TRANSACTIONS

Credit card gifts and pledge payments are accepted in person, via the mail (written form in terms of pledge cards or pledge forms) or via a Gift Transmittal Form through a Director of Development within one of the colleges. Also accepted are event transactions/payments via credit card listed on an event spreadsheet.

1) Transaction Flow:

- a) Advancement Services processes credit card gifts and pledge payments made in person, those sent through the US Postal Service or via a Gift Transmittal Form in the same process as phone transactions.
- b) Event transactions via an event spreadsheet for a large amount of credit card gifts received via a college/dept event are processed in the same fashion as phone transactions. Advancement

Services logs into iTerminal which is the payment gateway for credit card authorizations and runs the credit card. Gift is then posted into the donor database and the credit card form is shredded via a personal shredder in the Advancement Services office.

DAILY CLOSING PROCEDURE

All gifts are posted the day they are received 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 or Auxiliary Accounting are secured in an AMSEC safe and only three individuals in the division have access to the code.

1) Transaction Flow:

- a) Approved University Advancement staff 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 sign the charge on the phone and a receipt is sent to their cell phone. Once the event is over, staff log into the Clover Go website and pull a list of transactions on the specific event date, print receipts for reconciliation and they are provided to the gift processor on an event spreadsheet for posting.

Mobile Point of Sale Transactions - Squares: Mobile Point of Sale Credit Card transactions are made at fundraising events to process gifts at events. Handheld Terminals

1) Transaction Flow:

- a) Approved University Advancement staff process credit card payments at fundraising events using hand held terminals purchased and/or rented through Citizens Business Bank. The terminals are enabled with satellite connectivity.
- b) Credit card transactions are processed and a receipt is printed for the donor at the event to sign and a copy is printed for event reconciliation.
- c) Once the event is over, receipts are provided to the gift processor on an event spreadsheet for posting.