**Cash and Check Handling**

**Procedures and Policies**

(Updated August 2023)

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# Introduction

Cash, checks, and credit cards are managed in many departments at UW Oshkosh and cash handling procedures must be followed in the collection, recording, safekeeping, and deposit of university revenue. University revenue is any revenue generated from the use of university resources including but not limited to events, staff, visitors, equipment, real estate, supplies, named intellectual property, and technology. University revenue also includes donations made directly to the University. All University Revenue must be processed through the Cashier’s office into the account designated by the Controller in accordance with [UW System Administrative Policy 310](https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/banking-3/) and [Chapter 34 of the Wisconsin State Statutes](https://docs.legis.wisconsin.gov/statutes/statutes/34). This guide is intended as a general reference for these policies and was developed to assist employees with the proper procedures and compliance of the applicable Wisconsin statutory requirements.

These procedures must be followed to ensure compliance with state law and the safeguarding of university assets, and to protect you and the University from alleged negligence. Departments shall establish internal procedures to ensure compliance. Please visit the [Financial Services Forms webpage](https://uwosh.edu/student-financial-services/forms/) for a departmental internal procedures template.

Employees (permanent, temporary, student-worker) and volunteers in a department responsible for handling cash are required to complete the Canvas course in CASH & CHECK HANDLING PROCEDURES & POLICIES. The training covers the pertinent policies, information, and procedures that need to be followed for handling cash and checks. A downloadable guide of the procedures is available on the [Student Financials website](https://uwosh.edu/student-financial-services/cashier/). Responsibility that the appropriate people are informed and trained begins with those managing the cash/check handling operations and moves in an upward progression through normal administrative organizational lines of responsibility. Supervisors/managers may inquire with the Cashier in the MS Teams Bank Activity Group to learn how employees or volunteers enroll in the training. Anyone who goes through the Canvas training must pass a final quiz to ensure successful completion of the training BEFORE performing any cash handling procedures.

If questions or problems arise regarding cash handling, assistance may be obtained by contacting the University Controller (424-1339), or the University Bursar (424-1336).

(Departments are reminded that the procurement of goods and services from authorized cash collections remain subject to university purchasing procedures. Failure to follow these policies can result in an employee being financially responsible for commitments and could create situations where liability insurance is excluded.)

# Statutory Requirement

The following Wisconsin State Statute relates to the receipt and deposit of money. (<http://docs.legis.wisconsin.gov/1995/statutes/statutes/20/X/906>).  You are reminded that this statute must be followed under penalty of section (4).

* **(1) Frequency of Deposits.** Unless otherwise provided by law, all moneys collected or received by any state agency for or on behalf of the state or which is required by law to be turned into the state treasury shall be deposited in or transmitted to the state treasury at least once a week.
* **(4) Penalties.** If any state agency fails to make such deposits of money, or to make such reports as are required by this section, the department of administration, with the approval of the governor, shall withhold all moneys due such state agency until this section is complied with; and upon such failure to make such deposits of money, the officer or employee so failing shall be liable to the state treasurer for an amount equal to the interest upon the moneys so withheld from deposit at the same rate as that received by the state upon moneys held in the state investment fund, for the period for which such deposit is withheld; and such interest shall be a charge against the officer or employee and shall be deducted from that person’s compensation.

Please note that S.S. 20.906 (1) reads “… at least once a week …” However, to allow adequate time for funds to get to the Wisconsin Department of Administration, deposits need to be made at least **twice per week** by departments and more frequently during peak periods in which larger sums of money are collected.

Additional policy and regulatory considerations relating to revenue are as follows.

* [System Policy 310](https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/banking-3/), Banking
* [Chapter 34](https://docs.legis.wisconsin.gov/statutes/statutes/34) of the Wisconsin State Statute
* Regent Policy [Section 12](https://www.wisconsin.edu/regents/policies/competition-with-the-private-sector/), Competition with the Private Sector
* [PCI](https://uwosh.edu/finance-administration/financial-services/pci/) or Payment Card Industry Standards
* State of Wisconsin Sales & Use Tax, See the [Sales Tax Reporting menu on the Financial Services Controller Forms webpage](https://uwosh.edu/finance-administration/financial-services/forms/)
* Signature Authority, send contracts to contracts@uwosh.edu for review and signature.

# Cash & Check Collection

### Location

Designate an area for money collection and store all cash and checks in a secure location, such as a safe or vault. Cash or checks must never be left unattended or kept in an unlocked moneybox, file cabinet, desk, or cigar box. Always be aware of the amount of funds on hand and what portion is cash and/or checks. Do not hold more than $100 cash overnight unless you have a safe or vault. If there is a large amount of cash, immediate deposits are recommended.

### Receipt Forms

Receipts shall be issued for all money received and can be in the form of a cash register receipt or from a receipt book.

1. Manual Receipt Requirements
	1. “Prenumbered” duplicate-copy receipt books are available from the University Cashier, second floor main hallway of Dempsey.
	2. Record all information requested on receipt.
	3. The original copy of the receipt should be given to the person making payment whenever possible. If this is not possible, it should be left in the receipt book (e.g., voids, mail-ins, etc.).
	4. All duplicate copies of receipts must be left in the receipt book.
	5. If a receipt is made out incorrectly, write, “void” across the face of the receipt and leave both copies in the receipt book.
2. Cash Register Receipt Requirements
	1. Receipt must be made available to customer.
	2. Daily and weekly read-out and audit tapes must be available for the reconciliation of collections.
	3. Register should allow programming to identify different operators, as well as types of different sales transactions where applicable.

### Recordkeeping

Departments collecting money must maintain proper records such as cash register tapes or manual receipts, cash counts and reconciliation forms, deposit slips, and inventories of items for sale.

Reconciliation of the deposit slips to WISER must be done at least monthly. This process will enable your department to verify the amount of their deposits made with the University Cashier.

Source document financial records must be kept for **seven years**.

### Acceptance of Checks

The following procedures must be followed when accepting personal checks from individuals.

1. Require proper identification (i.e., state or military identification card or a driver’s license) for non-students.
	1. The ID information must be recorded on the back of the check along with the initials of the individual accepting the check.
	2. Checks from individuals lacking proper identification must not be accepted.
	3. The Cashier, when accepting student payments, will only require the Student ID number. The student information system has all the needed identifying information.
2. Ensure the check is made payable to the University of Wisconsin Oshkosh. *Do not have checks issued to your program name*.
3. Verify that the check is only for the exact amount of the transaction.
4. Endorse the back of check in the endorsement section when they are accepted with the department’s restrictive endorsement stamp “For Deposit Only UW – Oshkosh (Department/Name).” **Departments receiving checks shall stamp checks “For Deposit Only.”**
5. List all checks on a log if not tracked in a register/P.O.S. system.
6. Cross-reference any receipt number by writing it on the back of the check.
7. Drawn only on an account of the check writer. No third-party checks are to be accepted unless they are scholarship checks. Only the Cashier in Dempsey Hall may receive scholarship checks made payable to the student and the University. The Cashier will contact the student and request they endorse the scholarship check.
8. Follow procedures #2 - #6 when receiving checks in the mail.

Personal checks cannot be exchanged/cashed for cash.

Departments will be charged for any checks returned by the bank. (See [Worthless Checks and Counterfeit Bills](#worthless_checks) section below).

### Separation of Duties

Separation of duties is crucial to the safekeeping and control of cash. Different individuals should be assigned responsibility for the collection and deposit of cash. However, the degree of separation will depend on the number of staff within the operation. The operation supervisor is responsible for verifying the deposit slips to the monthly accounting distribution report, but the supervisor may delegate this duty to another employee who is *not* responsible for the collection and deposit of the money. Questions regarding separation of duties may be directed to the University Controller, (920) 424-1339.

### Change Orders

*(Special Note: Change orders require time to fill. The cash to fill a change order is requested from either Brinks or US Bank and is not on-hand in the Cashier’s Office. These third parties require advance notice, so the Student Financials Office also needs advance notice. Be aware that these third-parties charge fees each time the Cashier’s Office requests change. Please plan change orders carefully. If fees become excessive for the Cashier’s Office, these fees may be billed back to the originating department.)*

If a “change fund” is necessary, a [Change Order Request Form](https://uwosh.edu/student-financial-services/forms/) must be completed and submitted to the University Bursar at least five (5) business days before the change is needed. A change fund is an amount of cash for a cash drawer/till to make change. For example, you may need $50 in various bills and coins for an event for which you are selling tickets. *Cash received by a department or at an event is not to be withheld from deposits to establish “change funds.”*

When the approved period for the change order expires, the cash received for the change order must be returned **immediately** to the University Cashier. *For change orders not returned in a timely fashion, the Cashier’s Office will withdraw the amount of the change order from an appropriate department account.* The change order must be deposited as a separate, individual deposit. Please note “return of change order” on the deposit slip and use the same account string for which the change order was charged. This deposit is *not* to be included with regular deposits of collected revenue.

Change orders and receipts are not to be used for cashing personal checks or for any other non- business purpose, such as IOU’s. All change orders are to be deposited intact and all expenditures must follow state accounting procedures. Book buyback is the exception, and the remaining change order shall be returned with a reconciliation of the book buyback.

# Cash Count and Reconciliation

Internal departmental cash counts are performed to:

1. Ensure the accountability of money on hand.
2. Verify the correctness of daily transactions.
3. Identify cash handling problems.

Departments shall document all cash counts and specify the frequency and format of cash counts in their departmental procedures. A cash count should be done at the start of each day’s activity and at shift changes to verify the correct beginning amount of cash for which an employee is responsible. The cash count and reconciliation should be performed at the end of each day for which there are transactions and reconciled to that day’s cash/receipts. This count and reconciliation should be performed in the presence of two employees when possible.

The administrator or manager who is not directly involved with handling cash/check transactions has the responsibility to regularly:

* review the nature and extent of overages & shortages,
* compare actual recorded deposits with expected cash balances/receipts, and
* review daily and monthly reconciliations.

If someone requests access to records or wants to count and reconcile your receipts in your possession, require proper identification and proof of authorization. It's suggested you contact the Bursar to confirm that any "audit" of your cash is a planned/scheduled activity. These actions should always be done in the presence of the individual responsible for the cash.

# Deposits of Revenue

All revenues (cash/checks) collected because of the sale of university goods or services belong to the University and must be deposited with the University Cashier. University departments are prohibited from having commercial or personal bank accounts. Deposits can be made at the Cashier’s Office during their business hours. For deposits made outside these business hours, a night depository box is located adjacent to the Cashier’s window. The branch campuses, under the direction of the Controller and Bursar, may make deposits directly to US Bank and send deposit slips and data to the Cashier’s Office as instructed. Departments at the branch campuses should comply with the following treating their campus support specialist as a local cashier. A template of the University deposit slip is available on the [Student Financials website](https://uwosh.edu/student-financial-services/forms/). The Controller or Bursar must approve the use of any other deposit slip formats.

## All revenue received must be deposited in full:

1. Refunds should not be made from revenue on hand unless previously approved and then only when properly documented.
2. Retaining revenue to create a change/petty cash fund is not permitted.
3. Invoices for goods or services received are not to be paid directly by departments from revenue on hand. These must be reimbursed through the accounts payable pay voucher process following University Purchasing and Account Payables procedures.
4. IOUs from employees are not to be accepted.

## All revenue deposits must be:

1. Made at least once weekly (twice or more is recommended) under penalty of Wisconsin State Statute 20.906.
2. Made in a locked moneybag. Bags are available for purchase from the University Cashier’s Office at cost.
3. Transported with care in accordance with the section [Transporting Money](#transporting_money).
4. Documented with an appropriate deposit slip completed in **duplicate** as follows:
	1. Provide the department name.
	2. Provide the account description to which the deposit is being made.
	3. Enter the proper University account string. If you are unsure of the proper account string please consult the [UW System Chart of accounts](https://www.wisconsin.edu/financial-administration/accounting-and-budget-control/chart-of-accounts/).
	4. Enter the project number if applicable.
	5. Provide the appropriate travel expense (TE)\_code(s) as applicable for the return of any travel funds. See the [UW System Chart of Accounts](https://www.wisconsin.edu/financial-administration/accounting-and-budget-control/chart-of-accounts/)
	6. Indicate the proper revenue, reduction, or expenditure code.
	7. Indicate the proper cash code. This cash code corresponds to the University account and the Revenue/Expenditure code. If there is no cash code assigned, you should leave it blank. If you will be making frequent deposits to the same account, please request a cash code from the University Cashier.
	8. Enter the receipt numbers or the cash register transaction numbers and/or dates, where applicable, used during the deposit period.
	9. Enter the gross total of receipts on the appropriate line. Identify if the sales are taxable or tax-exempt.
	10. Enter the amount of total receipts.
	11. Enter the deposit detail in the form of coins, currency and/or checks (itemize any lists on the back of the deposit slip or attach adding machine tape). The Total Deposit should equal the total of coins, currency, and/or checks being deposited. If there is a difference it should be shown as an over+/short- amount and explained.
	12. Sign and date by the person who prepared the deposit. The Cashier’s office only issues a deposit receipt if the deposit is processed at the window when the deposit is dropped off.

Attach all cash count and reconciliation forms, along with other backup data to the department-validated copy of the deposit slip and retain this documentation in the department. An employee who does not prepare or make the deposits must perform the reconciliation of the deposit slips to the monthly accounting distribution report to verify deposits have been posted to the proper account(s) and for the correct amounts. Any discrepancies should be reviewed immediately. Deposit slips with attached documentation are to be retained for a period of seven (7) years.

# Transporting Money

Employee safety as well as taking precautions to avoid monetary loss to the University is a top priority when transporting money.

1. AN ESCORT FROM THE UNIVERSITY POLICE IS REQUIRED when transporting $10,000 or more in currency and coins. Plan the transporting of money so that the UP (920) 424-1216 will accompany the person(s) bringing the money to Dempsey Hall.
2. When transporting currency and coins less than $10,000 but greater than $100, the [UW Oshkosh Mobile App may be utilized, specifically the Safewalk feature](https://uwosh.edu/umc/mobile-app/). The app is available to download for both IOS and Android devices. First, use the app to notify police dispatch that cash is being transported. Once that’s done, the staff member should make their way to the Cashier’s Office or other applicable destination. If an emergency arises during the walk, the app can be used to get help from dispatch. The walk should be “completed” in the app, designate the walk as finished once the transport is complete. Additional information about the app is found at [Safewalk Program - UW Oshkosh University Police](https://uwosh.edu/police/services/safetransportation/). Avoid a regular routine or route when transporting a deposit, such as going at the same time, on the same day of the week, or using the same route.
3. A locked moneybag should always be used when transporting money (coins, currency, and checks). This should always be done in an inconspicuous manner such as placing the locked moneybag in another bag or backpack. Contact the University Cashier regarding the purchase of locked moneybags.

# Refunds

Do not issue refunds from cash collected. However, there may be exceptions to this (i.e., Document Services) with pre-approval of the Controller and proper documentation. This documentation must provide the information necessary to determine the validity and detail of the transaction.

# Security and Storage of Undeposited Revenue

Revenue must be deposited at least once weekly (twice or more is recommended) to ensure compliance with state statute (S.S. 20.906). However, it’s advisable to deposit daily during high transaction volume periods.

Cash/checks not yet deposited must be properly secured. One or a combination of the following methods to secure cash/checks must be used.

## During business hours:

1. Secured in a controlled cash register.
2. Kept in a locked cash box/drawer.
3. Monitored closely in an area with limited access during activities with a high volume of cash transactions over a short period of time (i.e. athletic and theatre events). At the conclusion of this type of event, the revenue must be deposited or securely locked away. If this event concludes after business hours the receipts should be deposited in the night depository.

## During non-business hours:

1. Kept in a locked safe or vault when possible. Those departments that do not have a safe or vault should contact the University Cashier for use of the night depository to secure cash overnight.
2. Deposited at the University Cashier either directly or through the night depository.

## Additional points to consider in safeguarding cash:

1. Limit cash collection points to specific areas.
2. Limit the number of individuals who have access to cash storage areas.
3. Establish specific cash collection days for satellite areas such as coin-operated machines and make deposits the same day.

Revenue that is not secured must never be left unattended. Proper security measures must always be used.

Restrict access to or the distribution of keys for locking boxes, registers, safes, and lock combination(s) to only those with responsibilities for cash handling or balancing. Keys left in unlocked desk drawers or labeled/tagged identifying their use are invitations to easy theft. Locks and combinations must be adequately safeguarded and must be changed when personnel changes take place.

# Debit and Credit Card Transactions

To protect the University and credit card holders, staff shall manage all credit cards and credit transactions in a manner that follows PCI Security Standards Council Guidelines. Acceptance of credit cards shall be done only in a manner approved by the University Controller. Please refer to the University’s [PCI policies and procedures](https://uwosh.edu/finance-administration/financial-services/pci/).

# Accounts Receivable

As with the Cash Handling Procedures, proper billing procedures must be followed, and adequate records maintained in accounting for receivables. For those departments involved with accounts receivable, QuickBooks must be used, or another method approved by the University Controller. (Please remember that only a limited number of people on campus have signing authority to enter into agreements or contracts.) Contact Collections at collection@uwosh.edu for more information.

# Worthless Checks and Counterfeit Bills

When the University Cashier is returned a check from the bank due to in- or non-sufficient funds, no account, account closed, etc., the check will be considered worthless. The University Cashier will remove the amount of the check form the department’s account and charge the department for the bank’s NSF/RETURNED ITEM fee (the average fee is $34, [Consumer Financial Protection Bureau](https://www.consumerfinance.gov/about-us/blog/consumers-on-course-to-save-one-billion-in-nsf-fees-annually-but-some-banks-continue-to-charge-them/?_gl=1*1p5h386*_ga*MTc1Mjk4MjM4LjE2ODE4MzA5NDI.*_ga_DBYJL30CHS*MTY4MTgzMDk0Mi4xLjEuMTY4MTgzMDk0OC4wLjAuMA..), April 13, 2022). The amount of the check will be added back to the department’s account only if the check is eventually made good.

If a department knows of or becomes aware that it’s unlikely uncollected check funds will be recovered, notify the University Cashier right away.

Also, it may happen that counterfeit bills circulate the campus. To avoid taking in fake money, use a counterfeit detector pen. These can be ordered through the online Staples purchasing catalog. You merely make a mark on the bill. The pen contains ink that detects whether the bill is counterfeit. A yellow mark indicates a bill is real, a brown/black mark means the bill is counterfeit. Student Accounts recommends checking all $20 bills or higher as you receive them. Should the Cashier’s Office detect counterfeit bills in a deposit, that amount will be reduced from the deposit. If you detect a counterfeit bill, contact the University Police immediately (920-424-1212). “Try to remember the physical characteristics of the person who passed the suspect counterfeit, and if possible, write down the person's license plate number and vehicle description [or other identifying information about the person]. Store the suspect counterfeit in an envelope apart from genuine currency and release it as soon as possible to law enforcement authorities ([Board of Governors of the Federal Reserve System](https://www.federalreserve.gov/faqs/currency_12597.htm)).”

# Burglary and Theft of Assets

If these policies and procedures are followed, the likelihood of burglary, theft, embezzlement, or fraud will be reduced. However, if any of these occur or are suspected, they should be reported immediately to the following University Offices.

1. University Police – 920-424-1212
2. University Controller – 920-424-1339
3. Vice Chancellor, Administrative Services – 920-424-3030
4. UW System Fraud Hotline –855-827-4950

Once a person reports an instance of any of these acts, they should refrain from discussing the matter and be prepared for the appropriate campus and System actions to take place. Policy and procedures regarding Fiscal Misconduct are governed by [UW System Administrative Policy 304](https://www.wisconsin.edu/uw-policies/uw-system-administrative-policies/fiscal-misconduct/) .

# Emergency Operations

In the event of a campus closure**,** it is important to continue to comply with Wisconsin State Statute 20.906 and ensure funds are deposited. Contact the University Cashier at cashier@uwosh.edu to get information on how to deposit cash/checks in emergency or shut down conditions. Areas regularly receiving revenue via mailed checks need to contact Postal Services to arrange to get mail on a regular basis to ensure all checks are deposited in a timely manner. The University Police can also be contacted for assistance in getting access to a locked Dempsey Hall to utilize the night deposit box located on the 2nd floor near the Cashier’s window. Larger departments have keys to the night deposit box for thicker deposits. All other areas can use standard sized business envelopes to make deposits.