

**OHIO BOARD OF PSYCHOLOGY
POLICY AND PROCEDURE MANUAL**

SECTION 10: ADMINISTRATIVE POLICIES AND PROCEDURES

POLICY 10.2: REVENUE ACCOUNTABILITY AND RECONCILIATION

PRIOR DATES EFFECTIVE: JUNE 1, 2018; MAY 2, 2019

EFFECTIVE: JULY 18, 2019



Ronald Ross, Ph.D.
Executive Director

Brad Hedges, Ph.D.
President

POLICY

This policy is written to provide assurance that internal controls are in place to sufficiently address reconciliation of credit card transactions for oversight of revenue detail. This policy is updated to reflect the implementation eLicense Ohio 3.0, and related credit card payments of virtually all fees and services. There is a need for internal controls on the reconciliation of credit card processing to the General Ledger (OAKS).

PROCEDURES

The Board accepts VISA, MasterCard and AMEX only for fees. Payment procedures are governed by DAS, the bank and the processor.

CBOSS automatically emails a receipt to the customer.

Revenue Codes are loaded in eLicense Ohio (Salesforce) and credit card payments are posted in Salesforce after clearing CBOSS and Vantiv (5/3 Bank).

CREDIT CARD REFUNDS

- Follow same procedure as revenue
- Program Administrator records refund in e-License
- Copies of receipt to customer and Program Administrator
- Program Administrator records refund in OAKS

CREDIT CARD REVENUE RECONCILIATION

- 1) Reconciliation of credit card transactions shall be monthly, and quarterly for the license renewal period, July-September of even-numbered years.

- 2) Board staff generates revenue transaction reports in CBOSS for evidence of totals processed by the credit card processor.
- 3) Board staff generates revenue reports from eLicense Ohio for evidence of totals reflected on the licensee/applicant contact.
- 4) Board staff generates “AR - BILLED & MISC NON-BILLED REVENUE DETAIL REPORT” in OAKS-Business Intelligence for evidence of revenues posted to the General Ledger.
- 5) The Executive Assistant or designee of the Executive Director conducts reconciliations among the three reports—CBOSS, eLicense, and OAKS—to confirm the totals are equal and/or to indicate discrepancies on the reports evidenced by initials and date on each report near the total. This is done for segregation of duties.
- 6) An additional report from Vantiv (Bank statement) may be run as needed in the event that the reconciliation does not match up between CBOSS and eLicense, although if the totals between the processor and eLicense are equal, there is no business need for a report that shows the same total.
- 7) Executive Director reviews, initials, and dates reconciliations and calls attention to any monthly transactions that cannot be reconciled between credit card processor and the General Ledger.
- 8) Reports and reconciliations are maintained in electronic spreadsheets and revenue log notebooks maintained in the office of the Executive Assistant.
- 9) Deposit Modifications: eLicense reports display the revenue source account codes associated with each transaction by Board design for tracking the reason for the fee:

<u>Account</u>	<u>Revenue Description</u>	<u>OAKS Speedchart</u>
422011	All License Renewal Fees	RENEWALS
422012	Psychologist Application	PSYCHAPP
422013	School Psychologist Application	SCHOOLAPP
422014	Oral Examination Retake Fee	ORALRETAKE
422019	All Lic Reinst. Penalty Fees	REINSTATE
422020	COBA Application	COBAAPP
422025	License Verification/Public Info	VERIFYINFO
422026	Duplicate License Card	DUPCARDS
422027	Duplicate Wall Certificate	DUPCERTS

Per OBM policy, revenue for late fees and fines/penalties should be charged to a separate account code in OAKS:

450022- Fines & Penalties

450023- Late Fees

Revenue for reinstatement penalties (422019) shall be modified as 450022.

- 10) Due to a limitation in system design in eLicense and the interface between eLicense and OAKS, all revenues are deposited in OAKS under one (1) speedchart—422011—so that the specific source codes to identify the reason for the revenue are lost before being posted to OAKS. Therefore, to clarify the reason for the fees, a monthly modification in OAKS shall be completed by the Executive Assistant or Executive Director. This is accomplished by totaling monthly revenues by Account from the eLicense report and correcting the total OAKS by specifying the amount of revenue by code that is incorrectly grouped together in the 422011

code. This is what was anticipated to occur automatically based on eLicense design, although is done manually so that OAKS shows the source of the revenues as reflected in eLicense.

- 11) Monthly deposit modifications are scheduled to begin in June 2018, for the month of May.

REVENUE RECEIVED BY CASH OR CHECK

PROCEDURES

- 1) The Administrative Professional 2 (AP2) or other individual accepting revenue, as directed by the Executive Director, will date and time stamp all materials accompanying checks and money orders received (the rare receipt of cash in person is subsume under “checks and money orders”). When a person presents in the Board office with cash, a receipt is prepared and signed by the AP2 or Program Administrator 1, whoever receives the revenue. A copy of the receipt will be made for Board files. All copies of cash receipts will be given to the PA1 for assignment and recording of a revenue receipt number. The receipt copy will be filed with the division providing the service, either licensing or enforcement. Revenue, including but limited to cash, shall be secured in an envelope or other suitable container and stored in a locked cabinet until processed.
- 2) The AP2 or assigned individual will record and maintain all revenue receipts on the Board of Psychology’s Microsoft Excel *Revenue Receipts Log*. The amount of revenue, the source, the revenue receipt number, and the date received will be recorded on the log. The log affords a running YTD total of all revenues by check or money order.
- 3) The AP2 will review all revenue received after it has been recorded on the *Revenue Receipts Log*. Each deposit will then be totaled, dated and assigned an “agency file number.” Each deposit will be entered into OAKS by the AP2, and the associated print out will be prepared with agency file number, which shall be initialed by the Executive Director or designee. The AP2 will total checks and cash, if any, separately on an adding machine tape and will record the Board’s name, the date and the agency file number on the tape. The AP2 shall enter the deposit into OAKS Financials according to established procedures.
- 4) Director Approval of Deposits. After the deposit is entered into OAKS, the AP2 gives the revenue and adding machine tape to the Executive Director (or designee when the Director is out of office), who compares those materials to the entries in OAKS Financials, including amounts of each item, revenue codes, and deposit number. After approving the deposit in OAKS Financials (or sending back to the AP2 for corrections before approving the deposit), the Executive Director (or designee) seals the revenue and tape in the envelope, signs the OAKS revenue page, and returns the materials to the AP2 for placement in a plastic deposit bag labeled with the Board’s identifying information. Revenue received for Psychology Board services that is incorrect

in amount or made payable to any source other than “Treasurer of State” or “Board of Psychology” or otherwise unacceptable will be returned to the sending source. The AP2 will record on the *Revenue Receipts Log* the date the revenue was returned, as warranted, for tracking and accountability.

- 5) Deposit handling. The AP2 delivers each deposit bag to the 16th floor of the Riffe Center, where deposits are collected by the Central Services Agency (CSA) for regular delivery to the Office of the Treasurer of State (TOS), bundled with revenue from other CSA-served agencies.
- 6) Deposit verification and reconciliation. The TOS processes and approves each deposit in OAKS and returns to the Board office a receipt evidencing the amount and date of the deposit. The Program Administrator 1 (PA1) reviews the TOS’ receipt against the Board-entered amount in the Revenue Receipt Log and on the OAKS deposit sheet, which is hole-punched and filed chronologically in a binder. If the amount is correct, the PA1 indicates reconciliation on the Log and attaches the receipt to the photocopy of the OAKS deposit sheet previously signed by the Executive Director of designee. If incorrect, the AA3 shall notify the Executive Director and the TOS to review any errors for correction. Revenue deposits are therefore reconciled individually by the PA1, as evidenced by a running reconciliation in the binder. The PA1 shall also conduct a monthly review of all deposits with the Executive Director’s review, during which the Director conducts a reconciliation of all revenue deposited and approved by the TOS against the internal Excel Revenue Log. Any errors found during the reconciliation process are immediately identified and corrected by the Executive Director or the PA1.
- 7) Reports to the Board. The PA1 shall compile a quarterly revenue report for the Executive Director to present at the following meeting of the Board. The report will detail revenue received by sub-revenue description.