

**CITY OF BEAUMONT
POLICIES AND PROCEDURES MANUAL**

Policy Number: 6.2

Subject: Central Collection and Cashier

Effective Date: 12-02-13

Approved by: Kyle Hayes | 05/01/2021
City Manager | Date

Todd Simoneaux | 05/01/2021
Chief Finance Officer | Date

I. POLICY:

The policy of the City of Beaumont is to provide centralized billings, collections and cashiering functions to the City.

II. PURPOSE:

The purpose of this policy is to assure consistency, accuracy, and accountability in the central collections, centralized billing and collection activities of the City in compliance with existing laws, regulations and ordinances.

III. DEFINITIONS:

A. **Negotiable Instruments** - The following items will be accepted for payment and should be made payable to the City of Beaumont:

1. Personal and Travelers checks with proper I.D.
2. Company checks
3. Cashier's checks
4. Money Orders

B. **Electronic Payments** - The following types of electronic transactions deposited directly at the City's primary depository shall be accepted as payment.

1. Electronic funds transfers
2. Automated Clearing House (ACH) payments

C. **Endorsements** - A legal and binding statement usually in the form of "For deposit only, the City of Beaumont." All checks shall be endorsed immediately upon receipt.

IV. GENERAL PROCEDURES:

A. Payments for Water Utility bills, Ambulance Service (EMS), Landfill, Demolition charges and all other amounts due the City may be made at the Central Cashier payment windows.

B. Deposits from all City departments shall be made at the Central Cashier payment windows.

C. Petty Cash reimbursements shall be received at the Central Cashier payment windows.

- D. The Central Cashier and Collections office shall be open from 8:00 a.m. to 5:00 p.m., Monday through Friday. A night depository shall be available to accept payments outside of working hours.
- E. All cash or checks presented by a customer will be verified in full view of same. Monies shall be counted before looking at the amount shown on the bill or cash receipt.
- F. All checks received shall be examined for:
 - 1. Date - The current date
 - 2. Payee - Payment to the order of the City of Beaumont
 - 3. Amount - Agreement between the amount written in script and the amount shown in numbers
 - 4. Driver's License Number - Valid driver's license number of the person writing the check when practical (does not apply to mail payments)
- G. Checks greater than the amount of the bill can only be accepted for payment if the payment overage is credited to the customer's account. No change shall be returned to the customer.
- H. Travelers Checks are accepted as currency; therefore, if the check received is greater than the amount of the bill, the overage is credited to the customer's account or may be returned to the customer upon the customer's request.
- I. Two party checks will not be accepted for payment except in the case of a check made payable to the City of Beaumont and an individual (such as an insurance check) and the check is for payment of a city service.
- J. City accounts payable checks made payable to the City of Beaumont, a specific department or person within the department will be cashed for purposes of replenishing petty cash funds, making change, or other reasons deemed necessary to carry on city business.
- K. No refunds are permitted after a transaction is completed and the money is in the register.
- L. Proper receipts must be given to the customer for each transaction.
- M. All funds received by the Central Cashier shall be deposited daily at the City's primary depository.

V. EMPLOYEE CHECK CASHING PROCEDURES:

- A. Checks written on a City of Beaumont bank account may be cashed for City employees. Payroll, health insurance claims, travel advance or refund checks will be cashed at the Central Cashier office upon request when presented in person with a valid driver's license or other identification.
- B. Personal checks will be received on payment for city services or expenses under the same general procedures outlined in this policy.

- C. Personal checks made payable to the City of Beaumont may be cashed at the Central Cashier office for City employees when presented in person with a valid driver's license and with the following restrictions:
 - 1. A personal check of up to \$200.00 maximum per day will be accepted.
 - 2. Cash advance, reimbursement, and petty cash checks will also be accepted.
 - 3. No third party checks will be accepted.

VI. RETURNED CHECK PROCEDURES:

This section of the policy applies to all City of Beaumont employees.

- A. There will be a twenty-five (\$25.00) dollar customer service charge on all returned/dishonored checks.
- B. A returned/dishonored check must be paid within 24-hrs of notification.
- C. The employee will be notified by phone of the returned/dishonored check.
- D. A payroll deduction form may be authorized and signed by the employee if unable to pay in full within 24-hrs.
- E. An employee who fails to respond to the notice of a returned/dishonored check will be brought to the attention of his/her supervisor. The employee will be subject to disciplinary action up to and including termination.
- F. If a second check is returned, then check cashing privileges are suspended.
- G. If a returned check is the result of a bank error, then a letter must be received from the financial institution stating the reason for the error. The letter will be reviewed by management to determine whether check cashing privileges will be reinstated.

VII. EXCEPTIONS:

Exceptions to the above listed procedures must be approved by the Chief Financial Officer or City Manager.