

## Banking Changes Year-End Workshop

Jointly Presented by the Offices of the Controller and Treasurer

July 24 and 29, 2014

### FREQUENTLY ASKED QUESTIONS

I. **New Bank General Ledger Accounts (see draft of TTX Departmental Guidelines #2014-2 that were provided to each department during the roll out meetings for more information).**

1. **Why did our department's bank GL account number change?**

The Office of the Treasurer and Tax Collector (TTX) modified the City's GL bank account structure in FAMIS in March 2014. Although the bank accounts at Bank of America did not change, those bank accounts are now attached to new bank account GLs numbers in FAMIS (see Screen 6400 under Fund Type 99, Fund 999 and Subfund 999). TTX modified the bank account GL numbering scheme for ease in creating and summarizing EIS bank account reports, and to provide departments with easily recognizable numbers.

All bank account GL numbers now follow the 14DDXN format.

14 = bank account

DD = two-digit department number

X = type of bank account, e.g., "D" for depository and "C" for credit card

N = number of bank account of the account type owned by the department

For example, 1440D1 is the SFPUC's first depository account. It replaced the prior FAMIS GL 1129, but still reflects the same bank account at Bank of America.

2. **Our department was given a new bank GL account in April 2014, but FAMIS still shows an outstanding balance in our old bank GL account. Which account should we be using?**

Please use your new bank account GL account (starts with "14"). Unfortunately, it was necessary for the Treasurer's Office to post all zero balance account (ZBA) entries (the BTIT entries using TC 519) in FAMIS at one time in March, while departments phased in the usage of their new bank account GLs during the month of April. This caused some discrepancies between the deposits recorded by

departments and the bank transfers recorded by the Treasurer's Office in the old and new bank GLs. The Controller's Cash Reconciliation Unit is reviewing all old bank GL accounts to identify discrepancies and will work with departments to record transactions in the correct account. For the review period (March-June 2014), the Controller's Office may ask departments to make adjusting entries for other reconciling items as well. The goal is to reconcile all old bank GL accounts with zero balances and prevent further access to them .

**3. We have always used TC 701 to record our cash receipts. Why are we being told to use TC703 now?**

Certain bank accounts were previously linked to a bank activity file to aid departments with bank reconciliations. Now that all bank statements and receipt activity are easily accessed by departments through Bank of America's online portal – CashPro, these bank activity files are no longer necessary and the City no longer receives them. Since TC 701 was used exclusively for bank accounts with bank activity updates, it is no longer needed and should not be used. The Controller's Office will arrange to prevent access to this transaction code as soon as all old accounts are reconciled.

Please refrain from using TC 701 and use TC 703 instead to record ALL cash receipts.

**4. We did not receive a new depository account. Did this change in bank GL accounts affect our department?**

Yes, your department was affected whether it was given a new depository account or is still using the old account. All FAMIS bank GL numbers now have new FAMIS GL numbers. Although the old bank account numbers in the bank's system have not changed (for example: XXXXX-80051 is still the same), their corresponding GL numbers have changed. The same depository account XXXXX-80051 that used to have a FAMIS bank GL number of 1051 is now 1408D2. So, even if your department continues to deposit receipts into the Treasurer's main account (previously GL 1051), all deposits are now made to the new bank account GL **1408D2**.

All departments were contacted by the Treasurer's Office to attend a department training session in April 2014 where they were given instructions, a list of bank accounts and their respective FAMIS numbers (old and new), and new deposit slips and deposit stamps (after surrendering their old slips and stamps). The new deposit slips have the department's two-digit ID as the first two digits of the deposit slip's reference number for ease in identification and reconciliation. The reference number is important for processing the CR entry into FAMIS. See TTX Departmental Guidelines #2014-2 for more information.

**5. How can we order deposit slips?**

Deposit slips (and other supplies) must be ordered through the Treasurer's Office to maintain control of the reference sequential numbering. Your request must include a copy of your last deposit slip to ensure the correct sequence numbering of your order. Please send an email to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) to submit your request.

**6. We need to open a new bank account or close an existing bank account or request a new credit card terminal. Who should we contact?**

Supervisors or managers can send an email to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) to request a bank account closure or new bank account or credit card terminal set up. There is a template (under Helpful Tips at the end of this document) that the requestor will need to complete to ensure that everything is set up properly.

**II. Non-Sufficient Fund (NSF) Items (see TTX Departmental Guidelines #2014-1, Attachment 2 for more information)**

**7. How do we know if we are supposed to record our own NSF items now?**

Upon implementation of the new bank GL accounts in April 2014, the Treasurer's Office now requires that all departments with their own unique depository accounts, *regardless of whether the depository accounts are new or old*, record their own NSF returned items and adjustments in FAMIS **effective May 1, 2014**. As of that date, NSF items appeared in departments' own unique depository accounts on daily online bank reports (CashPro Online) and departments are able to retrieve the check images on their own.

Exceptions to this rule are departments which continue to deposit to the Treasurer's main account (previously GL 1051, now 1408D2). The Treasurer will continue to process NSF items on their behalf.

**8. Where can we obtain security access to record NSF (TC 702) transactions?**

Since only the Treasurer had prior access to record NSF transactions, your department must now contact the Controller's Office FAMIS Security ([FAMIS.system.security@sfgov.org](mailto:FAMIS.system.security@sfgov.org) and [diane.mai-tran@sfgov.org](mailto:diane.mai-tran@sfgov.org)) to request NS document type access for the individual(s) to whom your department's CFO designates authority. The CFO should also ensure that the designated individual

(or individuals) to record TC 702 transactions has access to do so, and if not, request access at that time.

**9. Why don't we see the bank charges for NSF checks on our online bank statement? Shouldn't we also record those fees?**

Bank charges for NSF checks are not on your bank statements. The fees associated with NSF checks are part of the general bank fees (maintenance fees, fraud prevention service fees, transaction fees, etc.) that the Treasurer's Office compiles from the banks' Account Analysis Statements. The Treasurer's Office provides this information to the Controller's Office, which distributes those charges to departments through a journal entry on a periodic basis (semi-annually in FY 14). Prior to FY 14, those bank fees were netted against the department's interest earnings but now, those actual fees are directly charged to departments as expenditures.

**10. Is it at the department's discretion to collect \$50 for an NSF check?**

The \$50 fee levied by the City is authorized by San Francisco Administrative Code, section 10.13-1. Departments should collect this amount and are responsible for documenting how they will implement the assessment of this fee. Although the actual NSF bank fee is lower than \$50, the additional amount is meant to recover your department's cost of processing the returned check and collection efforts associated with replacing the returned check. This is considered revenue to your department and may be recorded in whichever index code is appropriate for your department when you collect it.

Even if the amount of the written check was for a small amount such as \$5, \$10, or anything less than \$50, the department should still collect the \$50 NSF fee from the customer.

**11. How long should our department wait for the customer to send us the replacement check with the \$50 NSF fee?**

It is the department's responsibility to establish its own policy on the waiting period for the replacement check. It can be as short as 5 days or 10 days. What is important is for the department to demand that the customer pay for the total amount either by cash, credit or debit card, (replacement) check, money order, or cashier's check. However, due to limited City resources it may be difficult to determine if the replacement check, money order or cashier's check is valid. Departments should include in their policy whether they are willing to accept checks from customers who previously bounced a check.

**12. Our department’s bank statement includes NSF items. How do we record these NSF transactions?**

First, determine whether the NSF check is tied to an Accounts Receivable transaction in your department. For example, a returned check for a property tax payment affects the property tax bill sent out by TTX (TTX receivable). This would involve reinstating the receivable. NSF checks not tied to receivables do not require that extra step.

**A) FOR NSF’S WITH ACCOUNTS RECEIVABLE TRANSACTION:**

- 1) When the check is returned:** First, using TC 702, record the returned item in your department’s NSF index code (XXXNSF) (subobject 78902 is embedded) with NS document type. While recording the transaction in FAMIS, for the Bank Number, use the bank GL account, and for the Treasury Number, use the date that the bank posted the returned item. The notepad should include the details of the check: payee, date, check number, amount, invoice/permit # and any other information you need to track. Then, using TC 408, reverse the NSF in your department’s NSF index code and reinstate the receivable by using TC 423 (for accounts with subsidiaries) in the appropriate index code.

Example for Transaction 1:

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
NSFC14000XXX 01 10 2014 APR 2014 04/01/2014
-----
TRANS CODE    : 702    RECORD NSF CHECKS
DOCUMENT REF  : CRFC14000001                NOTEPAD : N
TRANS DESC.   : NSF CK# 051821
AMOUNT       :           1,000.00 DUE DATE   :           SINGLE CHECK :
VENDOR NUMBER :
INDEX CODE    : FIRNSF                    NSF CHECKS
SUB-OBJECT    : 78902                    NSF CHECKS
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    :                          END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID : 1431D1                1431D1 FIRE DEPOSITORY
TREAS NUM     : 04012014
CURRENCY CODE :          CONV DATE :          FRGN CURR AMT:
```

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**NSFC14000XXX 02** 10 2014 APR 2014 04/01/2014

**TRANS CODE : 408 ADJUSTMENT TO INCREASE REVENUE ACCOUNT**  
DOCUMENT REF : CRFC14000001 NOTEPAD : N  
TRANS DESC. : TO CLEAR NSF IN I/C FIRNSF  
**AMOUNT : 1,000.00 DUE DATE :** SINGLE CHECK :  
VENDOR NUMBER :  
**INDEX CODE : FIRNSF NSF CHECKS**  
**SUB-OBJECT : 78902 NSF CHECKS**  
USER CD :  
GRANT / GR DTL :  
PROJ / PJDTL :  
START DATE : END DATE :  
G/L / SUBSID :  
BANK NO/ SUBSID :  
TREAS NUM :  
CURRENCY CODE : CONV DATE : FRGN CURR AMT:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**NSFC14000XXX 03** 10 2014 APR 2014 04/01/2014

**TRANS CODE : 423 ADJUSTMENT TO INCREASE RECEIVABLES WITH SUBSIDIARY**  
DOCUMENT REF : CRFC14000001 NOTEPAD : N  
TRANS DESC. : TO REINSTATE AMB. BILLING RECEIVABLE DUE TO NSF  
**AMOUNT : 1000.00 DUE DATE :** SINGLE CHECK :  
VENDOR NUMBER :  
**INDEX CODE : 315014 GENERAL FIREFIGHTING, GEN**  
SUB-OBJECT :  
USER CD :  
GRANT / GR DTL :  
PROJ / PJDTL :  
START DATE : END DATE :  
**G/L / SUBSID : 125 FIRPAR PATIENT RECEIVABLES - PARAMEDICS**  
BANK NO/ SUBSID :  
TREAS NUM :  
CURRENCY CODE : CONV DATE : FRGN CURR AMT:

**2. When the replacement check is collected:**

Using TC 703, record the total deposit (including the \$50 NSF fee) in the appropriate index code. Use TC 714 to clear the receivable, and TC 718 to record the additional miscellaneous revenue in whichever index code is appropriate for your department.

Example for Transaction 2:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 01** 10 2014 APR 2014 04/14/2014

-----  
**TRANS CODE : 703 CASH RECEIPTS DEP THRU THE TREASURER OR BANK ACCOUNTS**  
DOCUMENT REF : NSFC14000001 NOTEPAD : N  
TRANS DESC. : PAYMENT FOR AMB. BILLING  
**AMOUNT : 1,050.00 DUE DATE : SINGLE CHECK :**  
VENDOR NUMBER :  
INDEX CODE : 99999 TREASURER'S ACCOUNT INDEX CODE  
SUB-OBJECT :  
USER CD :  
GRANT / GR DTL :  
PROJ / PJDTL :  
START DATE : END DATE :  
G/L / SUBSID :  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
CURRENCY CODE : CONV DATE : FRGN CURR AMT:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 02** 10 2014 APR 2014 04/14/2014

-----  
**TRANS CODE : 714 RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY**  
DOCUMENT REF : NSFC14000001 NOTEPAD : N  
TRANS DESC. : PAYMENT FOR AMB. BILLING  
**AMOUNT : 1,000.00 DUE DATE : SINGLE CHECK :**  
VENDOR NUMBER :  
**INDEX CODE : 315014 GENERAL FIREFIGHTING, GEN**  
SUB-OBJECT :  
USER CD :  
GRANT / GR DTL :  
PROJ / PJDTL :  
START DATE : END DATE :  
**G/L / SUBSID : 125 FIRPAR PATIENT RECEIVABLES - PARAMEDICS**  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
CURRENCY CODE : CONV DATE : FRGN CURR AMT:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 03** 10 2014 APR 2014 04/14/2014

-----  
**TRANS CODE : 718 RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY**  
DOCUMENT REF : NSFC14000001 NOTEPAD : N  
TRANS DESC. : NSF FEE FOR AMB. BILLING NSF CHECK  
**AMOUNT : 50.00 DUE DATE : SINGLE CHECK :**  
VENDOR NUMBER :  
**INDEX CODE : 315014 GENERAL FIREFIGHTING, GEN**  
**SUB-OBJECT : 65916 AMBULANCE BILLINGS**  
USER CD :  
GRANT / GR DTL :  
PROJ / PJDTL :  
START DATE : END DATE :  
G/L / SUBSID :  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
CURRENCY CODE : CONV DATE : FRGN CURR AMT:

**B) FOR NSF'S WITHOUT ACCOUNTS RECEIVABLE TRANSACTION:**

- 1) **When the check is returned:** Using TC 702, record the returned item in your department's NSF index code (subobject 78902 is embedded in this code) with NS document type. While recording the transaction in FAMIS, for the Bank Number use the bank GL account, and for the Treasury Number, use the date that the bank posted the returned item. The notepad should include the details of the check: payee, date, check number, amount, invoice/permit # and any other information you need to track.

Example for Transaction 1:

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
NSFC14000XXX 01 10 2014 APR  2014 04/01/2014
-----
TRANS CODE    : 702    RECORD NSF CHECKS
DOCUMENT REF  : CRFC14000001                                NOTEPAD : N
TRANS DESC.   : NSF CK# 051821
AMOUNT       :          1,000.00 DUE DATE   :          SINGLE CHECK :
VENDOR NUMBER :
INDEX CODE    : FIRNSF          NSF CHECKS
SUB-OBJECT   : 78902          NSF CHECKS
USER CD      :
GRANT / GR DTL :
PROJ / PJDTL :
START DATE   :          END DATE   :
G/L / SUBSID :
BANK NO/ SUBSID : 1431D1          1431D1 FIRE DEPOSITORY
TREAS NUM    : 04012014
CURRENCY CODE :          CONV DATE :          FRGN CURR AMT:
```

- 2) **When the replacement check is collected:** Do not reverse the NSF transaction described in step 1) above until you receive the replacement check. The NSF serves as a reminder that a replacement check is outstanding.

When you receive the replacement check and the \$50 NSF fee, use TC 703 to record the total deposit, TC 718 to reverse the NSF in the NSF index code with CR document type, and TC 718 to record the additional miscellaneous revenue in whichever index code is appropriate for your department.

Example for Transaction 2:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 01** 10 2014 APR 2014 04/14/2014

**TRANS CODE : 703 CASH RECEIPTS DEP THRU THE TREASURER OR BANK ACCOUNTS**  
 DOCUMENT REF : NSFC14000001 NOTEPAD : N  
 TRANS DESC. : PAYMENT FOR AMB. BILLING  
**AMOUNT : 1,050.00 DUE DATE : SINGLE CHECK :**  
 VENDOR NUMBER :  
 INDEX CODE : 99999 TREASURER'S ACCOUNT INDEX CODE  
 SUB-OBJECT :  
 USER CD :  
 GRANT / GR DTL :  
 PROJ / PJDTL :  
 START DATE : END DATE :  
 G/L / SUBSID :  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
 CURRENCY CODE : CONV DATE : FRGN CURR AMT:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 02** 10 2014 APR 2014 04/14/2014

**TRANS CODE : 718 RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY**  
 DOCUMENT REF : NSFC14000001 NOTEPAD : N  
 TRANS DESC. : PAYMENT FOR AMB. BILLING  
**AMOUNT : 1,000.00 DUE DATE : SINGLE CHECK :**  
 VENDOR NUMBER :  
**INDEX CODE : FIRNSF NSF CHECKS**  
**SUB-OBJECT : 78902 NSF CHECKS**  
 USER CD :  
 GRANT / GR DTL :  
 PROJ / PJDTL :  
 START DATE : END DATE :  
 G/L / SUBSID :  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
 CURRENCY CODE : CONV DATE : FRGN CURR AMT:

DOCUMENT -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT  
**CRFC14000XXX 03** 10 2014 APR 2014 04/14/2014

**TRANS CODE : 718 RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY**  
 DOCUMENT REF : NSFC14000001 NOTEPAD : N  
 TRANS DESC. : NSF FEE FOR AMB. BILLING NSF CHECK  
**AMOUNT : 50.00 DUE DATE : SINGLE CHECK :**  
 VENDOR NUMBER :  
**INDEX CODE : 315014 GENERAL FIREFIGHTING, GEN**  
**SUB-OBJECT : 65916 AMBULANCE BILLINGS**  
 USER CD :  
 GRANT / GR DTL :  
 PROJ / PJDTL :  
 START DATE : END DATE :  
 G/L / SUBSID :  
**BANK NO/ SUBSID : 1431D1 1431D1 FIRE DEPOSITORY**  
**TREAS NUM : 31000010**  
 CURRENCY CODE : CONV DATE : FRGN CURR AMT:

- 3) **If the replacement check is determined to be uncollectible:** The department must reverse the reduction of revenue from the NSF index code and apply it to the original transaction.
- a) If the original receipt transaction was an increase to revenue, clear the NSF index code by using TC408 and then clear the original revenue transaction by using TC 407 in the index code used for the original receipt transaction.
  - b) If the original receipt transaction was an abatement of expenditure, clear the NSF index code by using TC408 and then clear the original expenditure abatement transaction by using TC 405 in the index code used for the original receipt transaction.

Example for Transaction 3a:

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
RAFC14000XXX 01 10 2014 APR   2014 04/30/2014
-----
TRANS CODE      : 408      ADJUSTMENT TO INCREASE REVENUE ACCOUNT
DOCUMENT REF    : NSFC14000001                                NOTEPAD : N
TRANS DESC.    : TO CLEAR NSF IN I/C FIRNSF
AMOUNT         :           1,000.00 DUE DATE      :           SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : FIRNSF           NSF CHECKS
SUB-OBJECT    : 78902           NSF CHECKS
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    :           END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID :
TREAS NUM    :
CURRENCY CODE :           CONV DATE :           FRGN CURR AMT:
```

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
RAFC14000XXX 02 10 2014 APR   2014 04/30/2014
-----
TRANS CODE      : 407      ADJUSTMENT TO DECREASE REVENUE ACCOUNT
DOCUMENT REF    : NSFC14000001                                NOTEPAD : N
TRANS DESC.    : TO DECREASE AMB REVENUE DUE TO UNCOLLECTIBLE NSF
AMOUNT         :           1000.00 DUE DATE      :           SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 315014         GENERAL FIREFIGHTING, GEN
SUB-OBJECT    : 65916         AMBULANCE BILLINGS
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    :           END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID :
TREAS NUM    :
CURRENCY CODE :           CONV DATE :           FRGN CURR AMT:
```

Example for Transaction 3b:

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
RAFC14000XXX 01 10 2014 APR  2014 04/30/2014
-----
TRANS CODE      : 408  ADJUSTMENT TO INCREASE REVENUE ACCOUNT
DOCUMENT REF    : NSFC14000001                                NOTEPAD : N
TRANS DESC.    : TO CLEAR NSF IN I/C FIRNSF
AMOUNT          : 1,000.00 DUE DATE      : SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : FIRNSF                NSF CHECKS
SUB-OBJECT    : 78902                NSF CHECKS
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    : END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID :
TREAS NUM    :
CURRENCY CODE : CONV DATE : FRGN CURR AMT:
```

```
DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
RAFC14000XXX 02 10 2014 APR  2014 04/30/2014
-----
TRANS CODE      : 405  ADJUSTMENT TO INCREASE EXPENDITURE ACCOUNT
DOCUMENT REF    : NSFC14000001                                NOTEPAD : N
TRANS DESC.    : TO INCREASE SERVICE EXP DUE TO UNCOLLECTIBLE NSF
AMOUNT          : 1000.00 DUE DATE      : SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 315014              GENERAL FIREFIGHTING, GEN
SUB-OBJECT    : 02786              UC MEDICAL SERVICES
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    : END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID :
TREAS NUM    :
CURRENCY CODE : CONV DATE : FRGN CURR AMT:
```

**III. Bank Fees and Credit Card Fees (see TTX Departmental Guidelines #2014-1, Attachment 3 for more information)**

**13. Are we supposed to record bank fees and/or credit card fees and where can we find them?**

**Bank Fees:** No. TTX coordinates with the Controller’s Office to periodically charge individual departments for their specific bank fees. Prior to FY 2014, those fees were charged as a reduction to interest income revenue whereas now, actual bank fees are directly charged to departments as expenditures. TTX receives and pays those bank fees (which include account maintenance fees, fraud prevention service fees, transaction fees including NSF, etc.) before it charges departments. If necessary, departments may request a breakdown by bank account from TTX.

All fees associated with each bank account are reported on the monthly analysis statements. Examples of these fees include monthly maintenance account, stop payment fees, per item deposit or withdrawal charge, ACH blocks and filters, paper bank statement, online services and reporting, and many others.

**Credit Card (Merchant) Fees:** Yes. Beginning in October 2014, Bank of America Merchant Services (BAMS) moved to a different credit card platform. In the new platform, departments with credit card accounts may now access their own merchant statement through BAMS' ClientLine portal. This statement lists your credit and debit card transactions and your monthly fees which you now need to record in FAMIS. However, please note on your statement that on the day the monthly fees are assessed, those fees may be netted against any revenue received on that day. You must record the total fees and, separately, the gross revenue for that day – DO NOT NET THESE AMOUNTS.

If there were no revenues received for the day that the fees were assessed, a negative amount will show for that day and that amount will represent the fees for the prior month and/or chargebacks claimed by the customers, if any. In this situation, you will have to record the fees as instructed above and record the chargeback separately by reversing the revenue(s) that was recorded upon the sale. Refer to Section IV for more details.

All fees associated with each merchant account are reported on the monthly merchant account statement. These fees include interchange fees, discount fees, and equipment purchases. Equipment purchases do not have to be capitalized since costs are minor.

**14. Should we accrue credit card fees at fiscal year-end since June fees are charged in July?**

No. You do not have to accrue credit card fees as they are not material. As for every month, record credit card fees as an expense in the month that they were charged on your merchant statements. June charges would be recorded in July.

**15. How do we record the credit card fees on our merchant statement?**

Use TC 321 to record the credit card fees as expenditures (sub-object 03595 Credit Card Processing Fees) in an appropriate index code for your department. Record the fee in the same bank GL account (Bank Number) which was charged the fee. This is important and necessary for you to reconcile your credit card bank GL account in FAMIS. To record your transaction:

- a) Use document type CR (**JE is no longer necessary**)
- b) Use Vendor Number 02827 suffix 10 (Bank of America)
- c) For Treasury Number, use the statement date that the fees were assessed.
- d) Add month that fees were assessed to the transaction description and/or to Notepad.
- e) You may leave document reference blank.

Example

```

DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
CRFC14000XXX 01 10 2014 APR  2014 04/03/2014
-----
TRANS CODE    : 321  RECORD CREDIT CARD FEE CHARGE DIRECTLY THRU BANK ACCOUN
DOCUMENT REF  :                                         NOTEPAD : N
TRANS DESC.   : SERVICE CHARGES FOR MAR 2014 BY BOA CREDIT CARD
AMOUNT        :          500.00   DUE DATE   :          SINGLE CHECK :
VENDOR NUMBER : 02827      10      BANK OF AMERICA NA
INDEX CODE    : 315014      GENERAL FIREFIGHTING, GEN
SUB-OBJECT    : 03595      CREDIT CARD PROCESSING FEES
USER CD       :
GRANT / GR DTL :
PROJ / PJDTL  :
START DATE    :          END DATE :
G/L / SUBSID  :
BANK NO/ SUBSID : 1431D1      1431D1 FIRE DEPOSITORY
TREAS NUM     : 04022014
CURRENCY CODE :          CONV DATE :          FRGN CURR AMT:
    
```

**IV. Chargebacks and Merchant Activity Reconciliation**

A chargeback (also known as a reversal) represents the amount of the original transaction that the credit card network debited from your merchant statement based on an item that was successfully disputed by the customer on his or her credit card statement.

**16. Can we charge a fee to our customers for chargebacks just like we do for NSF's?**

No. A chargeback fee cannot be imposed by a merchant upon a customer or cardholder. Even though the customer loses the claim, the Credit Card network does not allow fees to be imposed upon a customer for disputing a charge that appeared on his or her credit card statement.

**17. If a chargeback or reversal shows up on our merchant statement, do we have to record it accordingly or should we wait for the final decision from BAMS before we record it?**

If you see a chargeback or reversal in your merchant statement, your department will have to record it accordingly by reducing your revenue.

Even though you, the merchant, are given some time to retrieve the documentation related to the charge, BAMS will debit your merchant account right away upon their receipt of the disputed charge from the credit card network. If the claim turns out to be in your favor, a credit will appear in your merchant statement and at that time, you can record the revenue again.

**18. How will we know if we have a chargeback claim?**

If you are a department which processes credit and debit card transactions, you have been assigned a Merchant Identification Number (MID) that has been set up in BAMS' ClientLine portal. You can access your MID and set up notification alerts so that it is not necessary for you to access ClientLine on a daily basis if you are monitoring your chargeback items. The notification alert setting will prompt you to look at an incoming chargeback item so that you can process it timely.

**19. How many days do we have before we need to respond to BAMS' retrieval request or submit the required documentation related to the claim?**

You only have 20 calendar days to provide the required documentation for a disputed charge. It is critical that you stay current on all your chargeback items. If you do not provide the required documentation within this timeframe, you will lose the claim. In very rare cases where you can foresee that you will not be able to submit everything within 20 days, make sure you contact BAMS to ask for a special extension. There is no guarantee that BAMS will provide an extension, but it is important to communicate with them.

**20. How do we respond to BAMS' retrieval request or close a chargeback claim?**

You can manage your chargeback items and send the required documentation electronically through the Dispute Manager task bar within BAMS' ClientLine portal. You can also write your notes about the claim on the notepad.

If, after your research, you agree that the charge is in error and would like to accept the claim, instead of ignoring it or letting the 20 days expire, you should also access the specific item within the Dispute Manager and accept it. This is important so that the chargeback reports will only highlight the outstanding claims.

**21. We want to reconcile our daily credit and debit card sales to our deposit before we process our CRs in FAMIS. How can we do that?**

Before recording your department's CRs in FAMIS, you want to ensure that your CRs will reflect the correct amount of revenues that were collected through debit or credit cards. In doing so, you should access ClientLine and look for your MID's total transactions that were processed for the day and compare the totals with your settlement or depository account's Previous Day Report (PDR). This PDR can be retrieved through BofA's CashPro online.

If there are discrepancies in the amounts, look at ClientLine's merchant transaction detail and look for any possible errors in any of the transactions or for chargebacks or fees that were debited from your merchant account. If, after further research, you cannot determine the difference, call BAMS' help desk and ask for assistance.

**V. Cash Differences (Overages and Shortages) - see Controller's Departmental Guideline No. 005-14, dated 3/14/14 for more information**

**22. Do cash differences affect our department?**

If your department collects revenues, you need to record your cash differences. A cash difference occurs when you count your daily cash collection and it doesn't match your point of sale system.

**23. Is there a new cash difference policy? When was it effective?**

In 2011, the San Francisco Administrative Code changed to shift responsibility for cash differences and overages from the Treasurer to the Controller. The Controller's Office now requires a new sub-object code (78905) to record cash differences and overages. Similar to TTX, the Controller's Office also requires departments to complete cash difference/overage reports to document instances of shortages and overages and will review those reports on a periodic basis.

This policy is effective for fiscal year 2014. At year-end, the Controller's Office will report to the Board of Supervisors on the total cash difference and overages for departments.

**24. How do we record cash differences?**

**Cash Shortage:** A cash shortage occurs when your department's actual daily cash collection proceeds are less than your department's point of sale system. First, use TC 703 to record the actual deposit (net of shortage). Then use TC 718 to record the revenue in the amount that should have been collected. Use 718R to record the shortage in the appropriate department index code with sub-object 78905. Please do not use sub-object 78901 (bank adjustments) for cash shortages.

Example:

```
DOCUMENT      -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT
CRED14000XXX 01 10 2014 APR  2014 04/13/2014
-----
TRANS CODE      : 703    CASH RECEIPTS DEP THRU THE TREASURER OR BANK ACCOUNTS
DOCUMENT REF    :                                           NOTEPAD : Y
TRANS DESC.    : CHECKS RECEIVED FOR EMT CERT
AMOUNT          :           1,950.00 DUE DATE      : 04/11/2014 SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 99999          TREASURER'S ACCOUNT INDEX CODE
SUB-OBJECT     :
USER CD        :
GRANT / GR DTL :
PROJ / PJDTL   :
START DATE     :                END DATE :
G/L / SUBSID   :
BANK NO/ SUBSID : 1051          BOA - MAIN DEPOSITORY ACCOUNT
TREAS NUM       : 00771118
CURRENCY CODE  :                CONV DATE :                FRGN CURR AMT:
```

```
DOCUMENT      -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT
CRED14000XXX 02 10 2014 APR  2014 04/13/2014
-----
TRANS CODE      : 718    RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY
DOCUMENT REF    :                                           NOTEPAD : y
TRANS DESC.    : EMT PARAMEDIC FEE
AMOUNT          :           2,000.00 DUE DATE      :                SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 770022          DEM EMERGENCY SERVICES
SUB-OBJECT     : 60901          EMT CERTIFICATE/ACCREDITATION FEE
USER CD        :
GRANT / GR DTL :
PROJ / PJDTL   :
START DATE     :                END DATE :
G/L / SUBSID   :
BANK NO/ SUBSID : 1051          BOA MAIN DEPOSITORY ACCOUNT
TREAS NUM       : 00771118
CURRENCY CODE  :                CONV DATE :                FRGN CURR AMT:
```

```
DOCUMENT      -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT
CRED14000XXX 03 10 2014 APR  2014 04/13/2014
-----
TRANS CODE      : 718R   RECEIPTS INCREASING REVENUES
DOCUMENT REF    :                                           NOTEPAD : Y
TRANS DESC.    : SHORTAGE: DEP AMOUNT LESS THAN COLLECTION REPORT
AMOUNT          :           -50.00 DUE DATE      :                SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 770022          DEM EMERGENCY SERVICES
SUB-OBJECT     : 78905          OVER/SHORT CASH REPORT TO BOARD OF SUPVS
USER CD        :
GRANT / GR DTL :
PROJ / PJDTL   :
START DATE     :                END DATE :
G/L / SUBSID   :
BANK NO/ SUBSID : 1051          BOA-MAIN DEPOSITORY ACCOUNT
TREAS NUM       : 00771118
CURRENCY CODE  :                CONV DATE :                FRGN CURR AMT:
```

**Cash Overage:** A cash overage occurs when your department's actual daily cash collection proceeds are more than your department's point of sale system. First, use TC 703 to record the actual deposit, including overage. Then use TC 718 to record the revenue in the amount that should have been collected. Use 718 to record the overage in the department index code with sub-object 78905. Please do not use sub-object 78901 (bank adjustments) for cash overages.

Example:

```
DOCUMENT      -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT
CRED14000XXX 01 10 2014 APR 2014 04/13/2014
-----
TRANS CODE      : 703  CASH RECEIPTS DEP THRU THE TREASURER OR BANK ACCOUNTS
DOCUMENT REF    :                               NOTEPAD : Y
TRANS DESC.    : CHECKS RECEIVED FOR EMT CERT
AMOUNT         : 2,100.00 DUE DATE      : 04/11/2014 SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 99999                      TREASURER'S ACCOUNT INDEX CODE
SUB-OBJECT     :
USER CD        :
GRANT / GR DTL :
PROJ / PJDTL   :
START DATE     :                          END DATE :
G/L / SUBSID   :
BANK NO/ SUBSID : 1051                      BOA - MAIN DEPOSITORY ACCOUNT
TREAS NUM      : 00771118
CURRENCY CODE  :          CONV DATE :          FRGN CURR AMT:
```

```
DOCUMENT      -- POST PERIOD -- POST DATE ----- POSTED BY ----- UNIT
CRED14000XXX 02 10 2014 APR 2014 04/13/2014
-----
TRANS CODE      : 718  RECEIPTS APPLIED TO RECEIVABLES WITH SUBSIDIARY
DOCUMENT REF    :                               NOTEPAD : y
TRANS DESC.    : EMT PARAMEDIC FEE
AMOUNT         : 2,000.00 DUE DATE      :          SINGLE CHECK :
VENDOR NUMBER  :
INDEX CODE     : 770022                      DEM EMERGENCY SERVICES
SUB-OBJECT     : 60901                      EMT CERTIFICATE/ACCREDITATION FEE
USER CD        :
GRANT / GR DTL :
PROJ / PJDTL   :
START DATE     :                          END DATE :
G/L / SUBSID   :
BANK NO/ SUBSID : 1051                      BOA MAIN DEPOSITORY ACCOUNT
TREAS NUM      : 00771118
CURRENCY CODE  :          CONV DATE :          FRGN CURR AMT:
```

```

DOCUMENT      -- POST PERIOD -- POST DATE  ----- POSTED BY ----- UNIT
CRED14000XXX 03 10 2014 APR 2014 04/13/2014
-----
TRANS CODE    : 718    RECEIPTS INCREASING REVENUES
DOCUMENT REF  :                               NOTEPAD : Y
TRANS DESC.   : OVERAGE: DEP AMOUNT GREATER THAN COLLECTION REPORT
AMOUNT       :          100.00  DUE DATE   :          SINGLE CHECK :
VENDOR NUMBER :
INDEX CODE    : 770022                DEM EMERGENCY SERVICES
SUB-OBJECT   : 78905                OVER/SHORT CASH REPORT TO BOARD OF SUPVS
USER CD      :
GRANT / GR DTL :
PROJ / PJDTL :
START DATE   :                      END DATE   :
G/L / SUBSID :
BANK NO/ SUBSID : 1051                BOA-MAIN DEPOSITORY ACCOUNT
TREAS NUM    : 00771118
CURRENCY CODE :          CONV DATE :          FRGN CURR AMT:
    
```

**25. Aren't cash differences the same as bank adjustments that TTX tells us to fix?**

No. A bank adjustment is the difference between the amount reported to the bank and the actual amount received by the bank. A cash difference occurs when you count your daily cash collection and it does not match your point of sale system.

If you are a department that deposits to TTX's main bank account (1408D2), then TTX advises you when you have a bank adjustment that you need to correct in FAMIS. However, if you have your own depository account (whether new or old), you need to handle your own bank adjustments. You will discover these as you reconcile your bank account and they should be processed at that time.

**26. How do we process bank adjustments (other than NSF's)?**

**Department Deposits to TTX Main Account (1408D2):** TTX will forward the bank adjustment notices related to your department's deposits but it is your department's responsibility to make the appropriate entry in FAMIS as follows:

**Department Has Own Depository Account:**

- a) You will find your own bank adjustments in CashPro Online. If the cash receipts recorded in FAMIS are more than what the bank shows, use TC 703R to reduce the initial deposit and adjust in the appropriate index code using:
  - TC 718R if the original deposit was to increase revenue
  - TC 714R if the original deposit was to clear receivable
  - TC 716R if the original deposit was to abate expenditure

- b) If the cash receipts recorded in FAMIS are less than what the bank shows, use TC 703 to increase the initial deposit and adjust in the appropriate index code using:
- TC 718 if the original deposit was to increase revenue
  - TC 714 if the original deposit was to clear receivable
  - TC 716 if the original deposit was to abate expenditure

## **VI. Reconciliations and Other (see TTX's Departmental Guidelines #2014-1)**

### **27. How do we reconcile our new depository account?**

There is no difference in the way you would reconcile the new bank GL accounts from the old bank accounts. Basically, you reconcile your book (FAMIS) balance to your bank balance (CashPro Online's PDR).

All cash receipts (CR) with transaction code 703 going into the account should reconcile to the bank sweeping entries (for zero balance accounts) coming out of the account with transaction code 519 with the document number starting with BTIT in FAMIS and in CashPro Online on a daily and monthly basis. If your department records its cash receipts and all adjustments (i.e., bank fees for credit card accounts, NSF checks, bank adjustments) correctly, the deposit total, net of adjustments, should equal the amount of sweeping entries with transaction code 519.

If there is any discrepancy between the cash receipts (TC 703) net of adjustments and bank sweeping entries with transaction code 519, you need to do some research. You should run an EIS report to get a list of transactions with TC 519 for a specific month and compare to the corresponding bank sweeping entries on the bank report (CashPro Online). If there are any TC 519 entries missing comparing to the bank report, please contact the Treasurer's Office to confirm.

In addition, you should run an EIS report to get a list of all transactions with TC 703, 321, and 702. You should be able to reconcile the total daily deposits net of bank adjustments to the TC 519 entries with the same date or amount. If there is a variance, you should compare its TC 703 transactions to the bank report for any missing cash receipts or other bank activity. In most cases, the following scenarios may cause the variance:

1. Your department recorded a deposit using TC 703 in the current month, and the bank recorded it in the following month, causing a timing issue. The Controller's Office highly recommends that departments record its deposits to align with deposits in the bank report.
2. Your department didn't book bank adjustments (bank record greater than FAMIS amount or vice versa) using TC 703 or 703R  
For Depository accounts:
3. Your department didn't record an NSF check using TC 702.  
For Credit Card Settlement accounts:
4. Your department didn't book its bank fees using TC 321.

After all the necessary entries are posted, the balance for each bank GL account in FAMIS should be zero. As noted in TTX's Departmental Guidelines #2014-1, all bank account reconciliations should be forwarded to the Cash Reconciliation Unit of the Controller's Office by the 10<sup>th</sup> day of the following month.

**28. If our bank accounts are zero balance accounts, where does the money go and how? If they are zero balance accounts, why do we need to reconcile them?**

In FAMIS, you will see a daily bank sweep using TC 519 which moves your deposits out of your account. This transfers the money from your depository (or credit card) account to your summary account (if you have one) and then to the City's main concentration account. If the bank sweep amount matches the deposit amount, then your account will show a zero balance and you have a reconciled account. However, your bank sweep amount may not match the deposit amount because:

1. The bank posted credit card fees to your account which were deducted from your sweep amount (and you have not recorded the fees in FAMIS using TC 321).
2. The bank returned NSF checks which it deducted from your sweep amount (and you have not recorded the amounts in FAMIS using TC 702).
3. The bank posted adjustments (and you have not recorded them in FAMIS using TC 703 or 703R)
4. The bank posted a receipt in a different period than you recorded the receipt in FAMIS, i.e., a timing difference (and the Controller recommends that you record the receipt in the same period that the bank records the receipt. This is important for year-end transactions.)

Then, in each of these situations, your deposit transaction will not match the bank sweep (transfer) that is recorded in FAMIS and you will have an outstanding balance in FAMIS. You will need to reconcile (find) the difference and correct it. It is not enough to just identify the difference as a reconciling item— you must record entries in FAMIS to correct all errors unless they are simply timing differences (#4 above, but not year-end).

Thus, "zero balance account" refers only to the bank account itself. You must record all bank activity in FAMIS in order to reconcile your FAMIS account. According to the Treasurer's Departmental Guidelines #2014-1, departments are required to reconcile their bank accounts on a monthly basis.

**29. Is there a standard reconciliation template we can use to perform our monthly bank account reconciliations?**

There is no standard template; however, if you would like a template used by the Controller's Office, please send an email to [Cash.Reconciliation@sfgov.org](mailto:Cash.Reconciliation@sfgov.org) with a copy to Kim-Lien Nguyen.

**30. Is there a new process in replenishing our department's revolving fund account?**

Yes, the process for submitting replenishments for your department's revolving fund account has changed. In the past, replenishment requests were paid by checks generated by the Controller's Office which were made payable to the Department Heads. Now, replenishment requests are paid through ACH transfers to your department's revolving fund account.

To make this happen, the department will need to do the following steps. Note that these steps are only required once for vendor ID setup. If your department has more than one revolving fund account, you will have to create a unique vendor ID for each of your revolving fund accounts.

- a. Department will need to contact the Controller's Office at [Vendorfile.Support@sfgov.org](mailto:Vendorfile.Support@sfgov.org) to ask for a vendor ID for their department.
- b. Once vendor ID is available, department will need to contact the Treasurer's Office at [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) to set up their department as an ACH Paymode vendor.

Once steps (a) and (b) are performed, the department can start processing its replenishment requests through FAMIS as in the past. However, now the new department's vendor ID will be used.

**31. Do stop payments happen instantaneously when requested from the bank? Also, what is the price of a stop payment?**

When stop payments are placed on checks issued by the City, that control is in effect after a confirmation is received from the bank.

All stop payments for major disbursing accounts are managed and accessed by the Controller's staff. For other accounts such as revolving fund accounts or other minor disbursing accounts, departments must request a stop-payment through Bank of America. In that situation, you will need to contact Bank of America's customer service by sending an email to [dedicated\\_wgovone@bankofamerica.com](mailto:dedicated_wgovone@bankofamerica.com) with a copy to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org).

Currently, the City's cost for each stop payment is \$10.00.

**32. We have a desktop remote deposit service (RDS). How long should we store the physical checks that were already scanned and submitted to the bank for deposit?**

Your department should keep and store the physical checks that were already scanned, imaged, and processed in a safe and secured place for at least 30 days. After that time, the checks can be shredded.

**33. How long should we keep our credit or debit card sales receipts?**

BAMS requires that CCSF merchants keep their credit or debit cards sales receipts for a minimum of thirteen (13) months. During that time, make sure they are stored in a safe and secured place to ensure compliance with PCI requirements.

**VI. Online Banking**

**34. We need a new User Set Up in CashPro or ClientLine. Where should we request that access?**

Supervisors or managers can send an email to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) to request a new user set up. There is a template that the requestor will need to complete to ensure that the access is properly in place.

**35. We need access in CashPro Online for current day report (or other bank account access not currently held).**

You would need to provide the reason for requesting a current day report (CDR). Some of the CDR transactions are ‘fluid’ (i.e., ACH transactions) and may include transactions that do not settle by the end of the day. If the intent is to use it for reconciliation purposes, PDR (prior day report) balances (with detail reporting) are much more reliable, since they include amounts that have already settled the previous day. Also, bank statements can be generated from CashPro at the end of each month.

CDR entitlement is an additional fee per month, per account. If you would like to have this feature activated, please send your request to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) and include in your email the accounts that you wish to have CDR access and this will be forwarded to Bank of America for processing.

**36. We need access in CashPro Online for our revolving fund account.**

CashPro Online does not have revolving fund account data because minimal transaction activity does not justify the additional cost of making it available. In addition, maintenance charges apply for each account setup in CashPro. However, if your department has a revolving fund account with many transactions and it is something that you would like to reconcile frequently, you can ask for online reporting by sending your request to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org).

**37. What other CashPro reports or information are available?**

There are standard reports and/or information that are available thru CashPro based on the set up of the users accessing the account and account service entitlements. Examples of these standard information and reports are the PDR, images of deposits, adjustments, images of returned items, and online bank statements. You can also explore CashPro University to see how you can maximize your online reporting access.

**38. Where do we access the NSF information in CashPro Online?**

- a. Log into CashPro Online and click on the Reporting tab. On the dropdown menu, select Information Reporting.

The screenshot shows the CashPro Online interface. At the top left is the Bank of America Merrill Lynch logo. The main header is 'CashPro Online'. Below this is a navigation bar with tabs: REPORTING, PAYMENTS, RECEIPTS, NOTIFICATIONS, ADMIN, and SUPPORT. Under the REPORTING tab, there is a sub-menu with 'Information Reporting' selected, leading to a 'Dashboard'. Below the dashboard are buttons for 'Dashboard', 'Reports', 'Research', and 'Statements'. A 'Preferences' link is visible on the right. On the left side, there is a 'My Reports' sidebar. The main content area is titled 'Balances' and shows a table of account balances. The table has columns for 'As of Date', 'Account #', 'Account Name', 'Bank ID', 'Amount', and 'Currency'. The data is filtered for 'Previous Day' and 'Current Day'. The table lists several accounts with their respective balances as of 07/08/2014. The total balance is 206,264,814.28 USD.

As of Date	Account #	Account Name	Bank ID	Amount	Currency
-	0066000065	Community Health SFGI	121000358	-	USD
07/08/2014	0066130050	CCSF General	121000358	0.00	USD
-	0066130116	CCSF Payroll Manual	121000358	-	USD
07/08/2014	0066200088	Retirement Payroll Reg	121000358	0.00	USD
07/08/2014	0066200101	SFMTA CSC Credit Card	121000358	0.00	USD
07/08/2014	0066200149	CCSF	121000358	204,738,355.89	USD
-	0066300059	CCSF Treasurers Depo	121000358	-	USD
07/08/2014	0066300007	Public Health Credit Card	121000358	0.00	USD
<b>Total:</b>				<b>206,264,814.28</b>	<b>USD</b>

b. Choose Research Tab.

Bank of America Merrill Lynch | CashPro® Online

REPORTING | PAYMENTS | RECEIPTS | NOTIFICATIONS | ADMIN | SUPPORT

Information Reporting > Research

Dashboard | Reports | **Research** | Statements

Search

Transactions | Images | Completed Images

**Search Criteria**

**Date Range**

Value Date Range

**Amount:**  to

**Text Field**  
[Enter text to search]

**Check #(s)**  
Equals

**Lockbox #(s)**  
Equals

**Payment Reference**  
Equals  (80)

**Customer Reference**  
Equals  (80)

**Bank Reference**  
Equals  (80)

**Transaction Set**  
None  
(ACH)Automated Clearing House Trans  
(CKPD)Checks Paid Transactions  
(DEP)Deposits  
(DTC)Depository Transfer Credit

**BAIZ Code**  
Equals

Include Summary and Balance Results

Include Detail Results

Include Forecast Items

c. Select Images Tab and Returns from the dropdown memo for Type in the Search Cri

Bank of America Merrill Lynch | CashPro® Online

REPORTING | PAYMENTS | RECEIPTS | NOTIFICATIONS | ADMIN | SUPPORT

Information Reporting > Research

Dashboard | Reports | **Research** | Statements

Search

Transactions | **Images** | Completed Images

**Search Criteria**

\* Required fields to complete search

**Date Range**  
Previous Day

**From:**  **To:**

**Type \***  
Returns

**Amount**  
Equals

**Check Number**  
Equals

Accounts Clear Filters Options

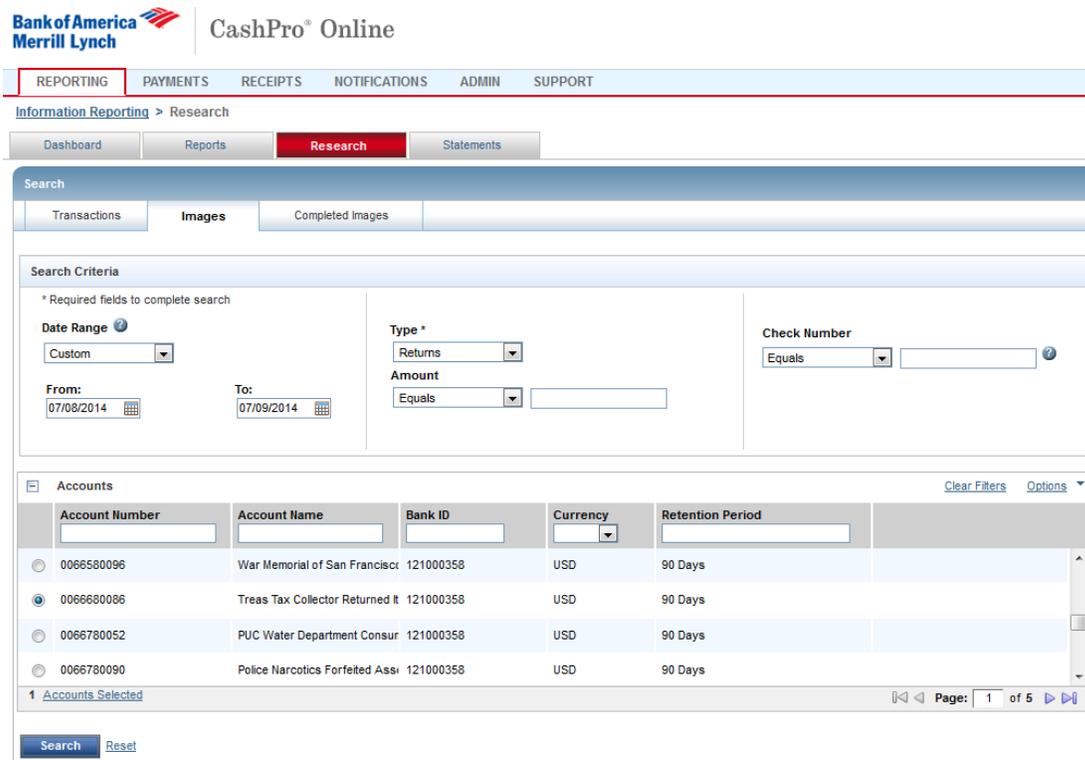
Account Number	Account Name	Bank ID	Currency	Retention Period
0066480100	PUC Water Department Revolvi	121000358	USD	90 Days
0066580053	Human Services Welfare Chec	121000358	USD	90 Days
0066580058	Treas Tax Coll Forgery Accour	121000358	USD	90 Days
0066580096	War Memorial of San Francisct	121000358	USD	90 Days

1 Accounts Selected Page: 1 of 5

**Search** [Reset](#)

C.

- d. Enter Date Range, Select Account and click on Search button.



**IMPORTANT Image Access changes:** Images currently accessed through “Image Access” will be moving to the Research tab in Cashpro Information Reporting starting **on August 18, 2014**. For any technical issues, please check CashPro’s online help.

## VII. FIS Applications

### 39. What is FIS? How are those transactions processed within FIS related to BAMS transactions? Are chargebacks and NSFs arising from FIS transactions processed the same way as those processed through Bank of America and/or BAMS?

FIS (formerly Link2gov) is the City’s contracted vendor for online and phone payments. There are currently about 20 departments using the services of FIS. The newly signed contract extension with FIS expires in October 2016.

Each department which has an application with FIS should have an assigned Settlement Code (equivalent to MID with BAMS) that is only used within FIS and not BAMS. By using the assigned Settlement Code, each department can access their FIS transactions through FIS’ online portal which is called DataPoint. In DataPoint, departments can retrieve their daily sales transaction reports, e-

check returns, and chargeback items. Just like credit card sales and chargebacks through BAMS and NSF items from Bank of America, sales transactions through the FIS applications should be recorded as receipts using a CR document and NSFs and chargeback items should be processed by each department in FAMIS. Refer to Sections II and IV (NSF and Chargeback sections) for instructions on recording these adjustments.

**40. How shall we pay for our department's outstanding FIS invoices? Are they processed the same way as the bank and credit card fees?**

*Note: This instruction only affects those departments that are on FIS' Agency absorbed pricing model. This means that a department does not impose a convenience fee to their customers for payments made through FIS online or phone applications. If you are on a convenience fee pricing model, you do not have to worry about paying FIS invoices since there is no invoice.*

The process in paying FIS invoices is different from the process involved in recording Bank of America's bank fees and BAMS' merchant fees. There are no invoices presented to the departments for those BAMS merchant fees and there are no payment documents that are prepared for those payments. (See Section III, Bank and Credit Card Fees for more details).

Below are the detailed instructions in paying for FIS invoices and the reasoning behind them:

1. Use FIS' vendor #76414 to pay for FIS invoices.
2. For each invoice, 2 documents are required:
  - a. For the portion of the invoice that is pertaining to interchange fees (AMEX, Discover, Visa, and MasterCard), process the document in FAMIS Purchasing by using a DV document type, TC 200, and using Sub Object 03595, Credit Card Processing Fees.
  - b. For the portion that is related to FIS' service, process it in FAMIS Purchasing by using the IV/VC process, TC 205 and Sub Object 02722, Financial Services.

It is **very important** for departments to adhere to the above instructions in paying FIS invoices. The contract amount and the associated purchase order (PO) for FIS only represent the estimated fees that truly belong to FIS. The interchange fees are pass-through fees that are paid to the credit card network and were never estimated to be part of the PO. If you mistakenly use the PO for both interchange fees and FIS fees, your allocated portion of the PO will easily run out and it may be difficult for you to pay for your FIS invoice. To prevent over-usage of the PO and to ensure that the invoices are properly paid using the above instructions, the Treasurer's Office is working on some security controls where its approval will be required to approve all FIS payments.

Below is an example of an FIS invoice. This invoice includes all merchant related processing fees plus FIS' service fees for maintaining the applications. To determine the fees that should be charged using TC 200/SO 03595 versus TC 205/SO 02722:

1. Add the total amount for each credit card type under the category Interchange Fees (AMEX, Discover, MasterCard, and Visa). Process the payment document in FAMIS Purchasing using TC 200 and SO 03595.
2. Subtract the total of #1 above from the total invoice price and the remaining should represent FIS service fees. Process the payment document in FAMIS Purchasing using TC 205 and SO 02722.

In this sample of FIS invoice, the total amount to be paid to FIS is \$210.71. Of that amount, \$185.29 should be charged to SO 03595 and \$25.42 should be charged to SO 02722.

FIS  
5430 Dana Court, Suite 100  
Ann Arbor, MI 48108



Invoice Number: 34243883  
Page: 1 of 2  
Invoice Date: 01/09/2014  
Services for the month of December 2013

**INVOICE**

San Francisco Animal Care & Control  
1200 15th St  
San Francisco, CA 94103  
ATTN: Darrell Ascano

Account Number: 601031  
Account Executive:  
Territory:  
Terms: Due On Receipt

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
<b>INTERCHANGE FEES</b>						
<b>Amex</b>						
34	A00	AmEx Transaction	\$1,330.00	2.2500%		\$29.93
<b>Discover</b>						
3	D00	Discover Transaction	\$126.00	1.8900%		\$2.37
<b>MasterCard</b>						
1	MCSB	MC Commercial Data Rate II Non T&E Business Spend Level	\$42.00	2.4300%	\$0.1185	\$1.14
1	MEM1	MC Emerging Market Prepaid	\$67.00	0.9100%	\$0.2685	\$0.88
2	MEMD	MC Emerging Market Debit	\$76.00	0.9100%	\$0.2685	\$1.23
4	MRKA	MC Public Sector Enhanced Credit	\$182.00	1.6600%	\$0.1235	\$3.52
7	MRPF	MC Debit Regulated Fraud Adj	\$265.00	0.1600%	\$0.2385	\$2.09
1	MUC2	MC Commercial Data Rate II Non T&E Business	\$42.00	2.3100%	\$0.1185	\$1.09
3	MUPS	MC Public Sector Credit Core	\$129.00	1.6600%	\$0.1185	\$2.50
5	MWEP	MC Public Sector World Elite Credit	\$178.00	1.6600%	\$0.1235	\$3.57
13	MWUP	MC Public Sector World Credit	\$693.00	1.6600%	\$0.1185	\$13.04
<b>Visa</b>						
1	IC	Visa Fixed Acquirer Network Fe December			\$0.7600	\$0.76
29	V242	Visa Signature Preferred Card Not Present Non T&E/B2B	\$1,231.00	2.5100%	\$0.1195	\$34.36
3	V315	Visa CPS Retail 2 Select Emerging Market Prepaid Exempt	\$130.00	0.7600%	\$0.1695	\$1.50
51	V338	Visa CPS Qualified Consumer/Commercial Debit Prepaid Reg	\$2,174.00	0.1600%	\$0.2395	\$15.89
1	V390	Visa Commercial Card Not Present Non T&E Business Signal	\$31.00	2.7100%	\$0.2195	\$1.06
89	VCR2	Visa CPS Retail 2 Select Emerging Market Credit	\$3,973.00	1.5400%	\$0.0695	\$67.37
7	VR2D	Visa CPS Retail 2 Select Emerging Market Debit	\$263.00	0.7600%	\$0.1695	\$3.19
<b>Link2Gov Fees</b>						
34	ATFEE1	Amex Transaction Fee			\$0.0700	\$2.38
	AVFEE1	Amex Volume Fee	\$1,330.00	0.0700%		\$0.93
3	DTFEE1	Discover Transaction Fee			\$0.0700	\$0.21
	DVFEE1	Discover Volume Fee	\$126.00	0.0700%		\$0.09
37	MTFEE1	MasterCard Transaction Fee			\$0.0700	\$2.59
	MVFEE1	MasterCard Volume Fee	\$1,674.00	0.0700%		\$1.17
180	VTFEE1	Visa Transaction Fee			\$0.0700	\$12.60

*Interchange Fees 185.29*

Please remit to:  
Accounting Department  
FIS  
PO Box 4535  
Carol Stream, IL 60197-4535

IF YOU HAVE ANY QUESTIONS REGARDING THIS INVOICE, PLEASE CONTACT:  
FIS BILLING AT [FISBILLING@FISGLOBAL.COM](mailto:FISBILLING@FISGLOBAL.COM) OR 1-866-275-8868, OPTION 7-2.

FIS  
5436 Data Court, Suite 100  
Ann Arbor, MI 48106



Invoice Number: 34243883  
Page: 2 of 2  
Invoice Date: 01/09/2014  
Services for the month of December 2013

**INVOICE**

San Francisco Animal Care & Control  
1200 15th St  
San Francisco, CA 94103  
ATTN: Darrell Ascano

Account Number: 601031  
Account Executive:  
Territory:  
Terms: Due On Receipt

12-30

QTY	Code	Description	Volume	Markup		Total
				Per Volume	Per Item	
	VVFE1	Visa Volume Fee	\$7,802.00	0.0700%		<.01> \$5.46
Total Amount Due:						\$210.71

Link 2 gov FIS fees \$25.42

Total Invoice: \$ 210.71  
Interchange Fee \$ 185.29  
FIS/L2gov fee \$ 25.42

Jan 4/15/14  
Dan on 4/15/14

4/17/13

Please remit to:  
Accounting Department  
FIS  
PO Box 4535  
Carol Stream, IL 60197-4535

IF YOU HAVE ANY QUESTIONS REGARDING THIS INVOICE, PLEASE CONTACT:  
FIS BILLING AT [FISBILLING@FISGLOBAL.COM](mailto:FISBILLING@FISGLOBAL.COM) OR  
1-866-275-6868, OPTION 7-2.

## Helpful Tips

# NEW USER SETUP – B of A ACCOUNTS

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CashPro® Online

### **PROVIDE THE FOLLOWING:**

- Employee's Name
- Work Address (incl. ZIP)
- Phone
- Email
- Bank Accounts User need access to *OR*,
- Existing dept. user's access to copy from

## Helpful Tips

# B of A CashPro Online Technical Support

**Bank of America**  
**Merrill Lynch**

CashPro® Online Help ×

[Help](#)

**Contact Us**

For technical support, please refer to the contact information for your region.

For Audit Confirmation or Foreign Account CPA Contacts, see the Bank of America Merrill Lynch Certified Public Accountant Contact Lists.

**United States & Canada**

Monday - Friday 7:00 AM to 9:00 PM Eastern  
Email: [cashpro@bankofamerica.com](mailto:cashpro@bankofamerica.com)  
Phone: (888) 589-3473

## Helpful Tips

# B of A CashPro Online Help / Training

The screenshot displays the Bank of America CashPro Online dashboard. At the top left, the Bank of America Merrill Lynch logo is visible next to the 'CashPro® Online' text. A navigation bar includes links for REPORTING, PAYMENTS, RECEIPTS, NOTIFICATIONS, ADMIN, and SUPPORT. Below this is a 'Customize Dashboard' button and a 'Home' button with an 'Edit' option. The dashboard is divided into several widgets: 'Balances', 'Bank Resources' (with links like Bank of America, Brazil Boleto Collections, etc.), 'Important System Messages' (showing 0 unread messages), 'Other Resources' (with links like Bloomberg, CNN, etc.), 'In the Spotlight' (featuring a news item about EuroMoney awards), and three promotional widgets: 'Evolving Technology', 'CashPro University' (highlighted by a large black arrow), and 'Experience CashPro® Mobile'.

## Helpful Tips

# B of A CashPro Online Help / Training



CashPro<sup>®</sup> University

REPORTING LIQUIDITY PAYMENTS TRADE RECEIPTS NOTIFICATIONS SERVICE CENTER ADMIN SUPPORT

Search Our Site



- Training Center**
- Training Webinars
  - Frequently Asked Questions
  - New Administrators Guide
  - New Users Guide

- How To Videos**
- Activate Your Token
  - Create an Inbound Wire Alert
  - Install Your Digital Certificate
  - Log In to CashPro Online
  - Manage Your Dashboard
  - Navigate CashPro Online
  - Reset Your Password

- Technical Resources**
- Bank of America BAI Codes
  - Bank of America BTRS Codes
  - CashPro Requirements
  - Currency Codes by Country
  - Data Retention
  - Data Transmission
  - Download Software
  - File Formats
  - IBAN Validator
  - Payment Cutoff Times
  - Security Features
  - Worldwide Bank Calendar
  - Contact Us

### Welcome to CashPro University!

CashPro University is your centralized source for educational resources. You can select from a variety of training tools to best match your individual learning style. Whether you are a new or current user, maximize your CashPro Online experience with CashPro University.

### Exploring CashPro Online Video Series

View a series of videos that demonstrate tips and tricks to enhance your CashPro Online experience. Click [Exploring CashPro Online Video Series](#) to learn more.

### CashPro Online Enhancements

CashPro Online was recently enhanced to include these new features and functions:

- Reporting enhancements include more value with two years of data retention, easier access to service requests, and more options for managing reports
- Enjoy easier navigation and a simplified experience with the integration of Image Access directly into Information Reporting
- Manage the elements of your check services with the new, simplified check management application
- Expanded global capabilities include a variety of enhancements designed for specific regions

To learn more about these and other enhancements, visit the [CashPro Online Enhancements website](#).

- Additional Services**
- CashPro Mobile
  - China Online BOP Declaration
  - Electronic Account Management
  - Issuing and Paying Agent Services
  - SEPA Mandate Manager
  - Treasury Workstation
  - TrustView Express

**Best Treasury Analytics Provider**  
- Global Finance, March 2013

**CashPro Accelerate<sup>®</sup>**

- Know your daily cash position with the click of a button
- Free up time to manage your liquidity

[Learn More ▶](#)

### Available Training

Register for a training session led by a Client Education consultant. These interactive training sessions will teach you how to use key functions of your CashPro Online service.

### Administration Training

Administrators Only; Learn how to set up and entitle users to your company's CashPro Online services. To enroll, contact Client Education at 866.355.9388 or send an inquiry to [gcsclienteducation@bankofamerica.com](mailto:gcsclienteducation@bankofamerica.com).

### Webinars

Learn alongside other users of the same service by joining one of our virtual sessions. For available webinars and details, go to [Training Webinars](#).

### Learning Resources

Select the desired Category and Service (Example: Reporting > Information Reporting) from the above menu to access available learning resources. Options may include:

### User Guides

Comprehensive manuals detailing the features and functionality of your service.

### Reference Documents

Reference materials containing quick and efficient steps for completing common tasks.

### Simulation Videos

Interactive simulations demonstrating how to perform a task and then providing you the opportunity to practice that task in a simulated environment.

## Helpful Tips

### NEW USER SETUP: BAMS MERCHANT ACCTS.

#### PROVIDE THE FOLLOWING:



ClientLine®

- Employee's Name
- Work Address (incl. ZIP)
- Phone
- Email
- Merchant Accounts (MID)  
requesting access to OR,
- Existing dept. user's access to  
copy from

## Helpful Tips

### BAMS ClientLine Help / Training

- Technical Terminal Support and Supplies

**1-800-430-7161\***

\*Provides general customer service support, technical support and ordering of all merchant related supplies (Have Merchant ID Number available)

- Password Reset

**1-800-285-3978\*\***

*(Monday-Friday from 8AM EST-10PM EST)*

\*\*If your password expired due to inactivity (you have not logged into ClientLine within the last 60 days), ClientLine will need to create a **new** User ID for you.

Send email to [TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org) for assistance.

## Helpful Tips

**FIS** Online or Web Transactions Support

For Operational or Product Support, please contact:

- [Link2Gov/PayDirect Users](#)

**1- 877-513-5465**

(Option 2 for POS, Option 3 for Non-POS) or

[clientsupport@fisgov.com](mailto:clientsupport@fisgov.com)

- Demetria S Mallett, Client Service Manager, FIS [PayDirect Solutions](#)
  - **Mobile: 615-364-3827**
  - **Office: 615-665-6770**

## Helpful Tips

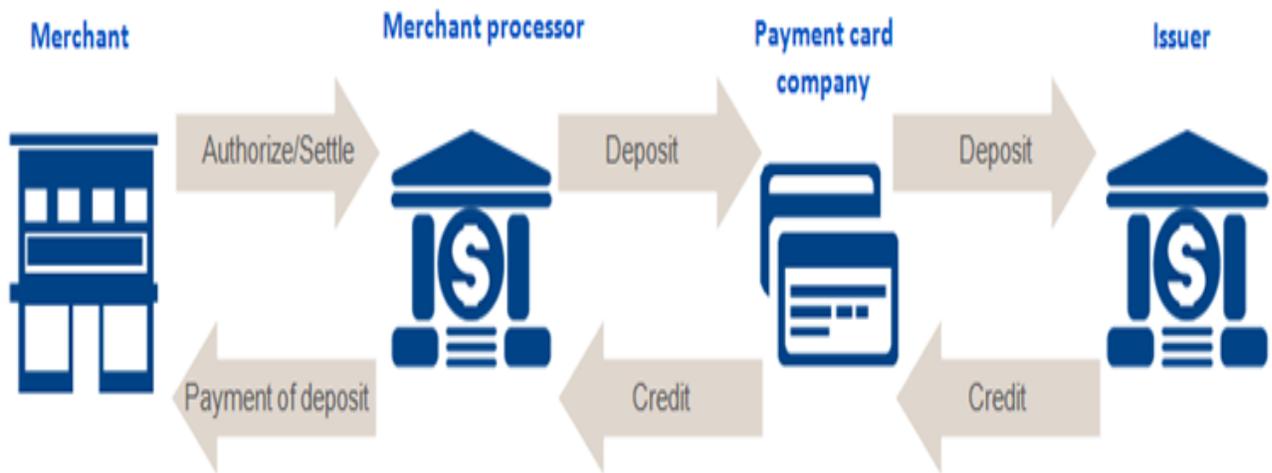
# CREDIT CARD ACCEPTANCE BASICS

Every card transaction involves multiple parties. The following definitions will give you a good understanding of who's who in the transaction process for both Visa and MasterCard transactions.

- **Cardholder:** An authorized card user.
- **Issuer:** A financial institution that issues payment cards and maintains a contract with cardholders for repayment.
- **Merchant:** An authorized acceptor of payment cards for the payment of goods and services.
- **Acquirer:** The acquirer (financial institution or merchant bank) that contracts with the merchant for payment card acceptance and enables card payments from customers.
- **Payment Card Company:** The consumer payment system, whose members are the financial institutions that issue payment cards and/or sign merchants to accept.

## Helpful Tips

# Transaction life cycle



## Helpful Tips

# Credit card types – what’s the difference?

### Credit card

- A credit card is a small plastic card issued to users as a system of payment. It allows its holder to buy goods and services based on the holder's promise to pay for these goods and services. The issuer of the card creates a revolving account and grants a line of credit to the consumer (or the user) from which the user can borrow money for payment to a merchant or as a cash advance to the user.

### Unembossed card

- An unembossed card may be a credit card, pre-paid card, or debit card. These cards can be used in a card-present and card-not-present environment. In a face-to-face environment, if the card cannot be swiped, the merchant should ask for another form of payment.

### Pre-paid (Gift Card)

- Similar function of a credit card, except that the initial value is set by the person purchasing the card. It can be used anywhere a payment card brand card is used. Most pre-paid cards do not have a PIN number, so the card must be used as credit. Each time it is used, the amount of the purchase is deducted from the card balance. The card does not offer a line of credit. It may be re-loadable.

### Signature Debit (check card)

- Similar to a credit card, the Signature Debit card has no line of credit, and funds are deducted directly from a checking account or other DDA. The cardholder receives similar protections as they do with credit cards.

## Helpful Tips

### Payment processing – two part process

Processing a payment card transaction involves two stages:

**Authorization** An electronic request that is sent through various parties to either approve or decline the transaction

**Clearing** The movement of data from the acquirer to the Payment Card Company (MasterCard or Visa) and from the Payment Card Company to the Issuer

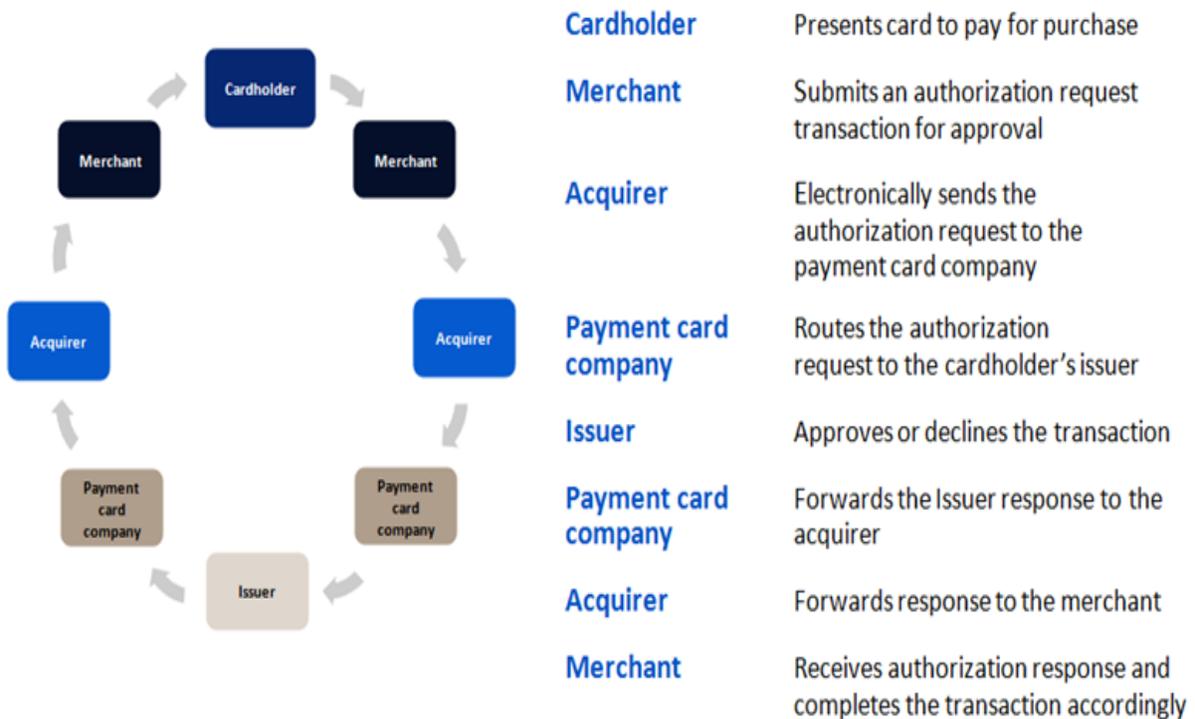
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**Settlement** The process used to exchange funds between members for the value of the monetary transactions cleared for that processing day

**Interchange** The exchange of transaction data between members

## Helpful Tips

# Authorization



Authorization process allows the card issuer to approve or decline a transaction based on verification that the cardholder's account is in good standing with funds available at the time of the request.

## Helpful Tips

### Common authorization responses

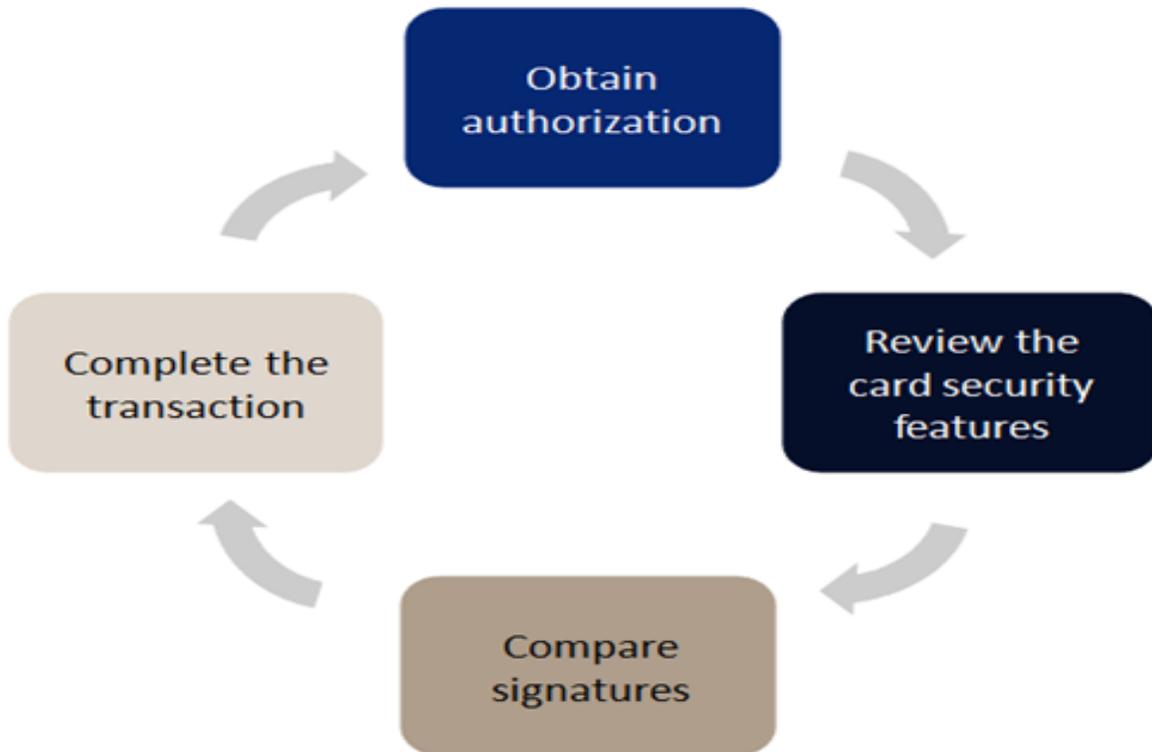
Response	What does it mean?
<b>Approved</b>	The Card Issuer approved the transaction.
<b>Declined</b>	The Card Issuer does not approve the transaction and the transaction should not be completed. (The merchant should get another form of payment.)
<b>Referral/Call Center</b>	The Card Issuer needs additional information before approving the sale. Contact Bank of America Merchant Services' authorization center for assistance.
<b>Pick up</b>	The Card Issuer wants to recover the card. Do not process the transaction. Follow your internal procedures for card recovery.

#### Partial authorization

Partial authorizations may be granted by an issuer when the cardholder's account is in good standing; however, the cardholder does not have enough credit/available funds for the full amount of the purchase. When partial authorizations are received, you may only process the transaction for the amount that was partially authorized.

## Helpful Tips

### Processing the transaction



## Helpful Tips

### CLIENTLINE REPORTING SAMPLE

- Revenue Transactions, Chargeback, & Fees

AMOUNTS FUNDED BY BATCH								
Date Submitted	Batch Number	Submitted Amount	Third Party Transactions	Chargebacks/ Reversals	Adjustments	Fees Charged*	Date Funded	Funded Amount
05/01/14		\$2,082.00	0.00	0.00	0.00	0.00		\$2,082.00
05/02/14		\$1,009.00	0.00	0.00	0.00	-\$713.59		\$295.41
05/03/14		\$1,964.00	0.00	0.00	0.00	0.00		\$1,964.00
05/06/14		\$1,501.00	0.00	-\$50.00	0.00	0.00		\$1,451.00
05/07/14		\$1,643.00	0.00	0.00	0.00	0.00		\$1,643.00
05/08/14		\$2,919.00	0.00	0.00	0.00	0.00		\$2,919.00
05/09/14		\$1,246.00	0.00	0.00	0.00	0.00		\$1,246.00
05/10/14		\$1,858.00	0.00	0.00	0.00	0.00		\$1,858.00
05/13/14		\$2,691.00	0.00	0.00	0.00	0.00		\$2,691.00
05/14/14		\$1,105.00	0.00	0.00	0.00	0.00		\$1,105.00
05/15/14		\$1,368.00	0.00	0.00	0.00	0.00		\$1,368.00
05/16/14		\$1,714.00	0.00	0.00	0.00	0.00		\$1,714.00
05/17/14		\$2,827.00	0.00	0.00	0.00	0.00		\$2,827.00
05/20/14		\$2,043.00	0.00	0.00	0.00	0.00		\$2,043.00
05/21/14		\$1,882.00	0.00	0.00	0.00	0.00		\$1,882.00
05/22/14		\$1,698.00	0.00	0.00	0.00	0.00		\$1,698.00
05/23/14		\$1,768.00	0.00	0.00	0.00	0.00		\$1,768.00
05/24/14		\$1,314.00	0.00	0.00	0.00	0.00		\$1,314.00
05/28/14		\$1,735.00	0.00	0.00	0.00	0.00		\$1,735.00
05/29/14		\$1,949.00	0.00	0.00	0.00	0.00		\$1,949.00
05/30/14		\$2,876.00	0.00	0.00	0.00	0.00		\$2,876.00
05/31/14		\$2,307.00	0.00	0.00	0.00	0.00		\$2,307.00
<b>Total</b>		<b>\$41,499.00</b>	<b>0.00</b>	<b>-\$50.00</b>	<b>0.00</b>	<b>-\$713.59</b>		<b>\$40,735.41</b>



\*Certain fees and charges may relate to a prior period

## Helpful Tips

### CLIENTLINE REPORTING SAMPLE

- Fees Only – No Revenue Transactions

AMOUNTS FUNDED BY BATCH								
Date Submitted	Batch Number	Submitted Amount	Third Party Transactions	Chargebacks/ Reversals	Adjustments	Fees Charged*	Date Funded	Funded Amount
05/02/14		0.00	0.00	0.00	0.00	-\$377.07		-\$377.07
<b>Total</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-\$377.07</b>		<b>-\$377.07</b>

\*Certain fees and charges may relate to a prior period



## Helpful Tips

# CREDIT CARD MERCHANT APPLICATION

CCSF Treasurer & Tax Collector's Office						
CREDIT CARD PAYMENT ACCEPTANCE APPLICATION						
REQUESTOR INFORMATION						
REQUESTING DEPARTMENT:					DEPT NO.:	
Department Address:					ZIP :	
Department Contact:			Phone:	(XXX) 000-0000		
Job Title:			Email:			
Address Where Service is Requested (if different from above):						
<input type="checkbox"/> New Service?	<input type="checkbox"/> Add to Existing?	If Add to Existing, check if		<input type="checkbox"/> Online	<input type="checkbox"/> Over-The-Counter (OTC)	
Payment Acceptance Service Requested (Please check):	<input type="checkbox"/> Over-The-Counter (OTC) Credit Card (In-Person)		<input type="checkbox"/> Online Credit Card			
	<input type="checkbox"/> Both OTC and Online		<input type="checkbox"/> Not Sure			
DEPARTMENT BACKGROUND INFORMATION						
Brief Description of Department's Plans on Accepting Credit Cards:						
Average Number of Transactions/Mo. (est. ok):						
Average Cash Value of Transactions/Mo. (est. ok):						
Average \$ Amount per Transaction/Ticket:						
Transaction Type to Be Conducted: (Select one)			Method of Payment To Be Accepted: (Select All That Apply)			
<input type="checkbox"/> In-Person (OTC) Only		<input type="checkbox"/> Online (Gateway only)	<input type="checkbox"/> VISA	<input type="checkbox"/> Discover	<input type="checkbox"/> E-Checks	
<input type="checkbox"/> Both In-Person and Online		<input type="checkbox"/> Not Sure	<input type="checkbox"/> Mastercard	<input type="checkbox"/> AMEX (Online Only)	<input type="checkbox"/> Debit Card	
Department Has Existing Settlement Account? (ex.: C1, C2, C3, etc)			<input type="checkbox"/> YES	If YES, Please Provide Account Number(s):		
			<input type="checkbox"/> NO	GL #		
<b>FOR OVER-THE-COUNTER (IN-PERSON) CARD REQUESTS ONLY</b>						
Dedicated Phone Line Installed?	<input type="checkbox"/> YES	If YES, provide location (i.e. counter accessible to dept staff, customer area, etc.):				
	<input type="checkbox"/> NO	If NO, provide timeframe for installation				
If Add To Existing, provide:	MID:		DDA:			
Number of Terminals Requested:		Terminal Location:				
CONTACT INFORMATION						
Primary Contact:			Phone:	(XXX) 000-0000		
Job Title:			Email:			
Secondary Contact:			Phone:	(XXX) 000-0000		
Job Title:			Email:			
TREASURY BANKING SERVICES USE ONLY						
Routing and Transit Number:	121-000-358	DDA Account Number:		Bank:		
Account Name:			FAMIS Treas. No.			
Reviewed By:			Date:			

## Treasury Accounting and Banking Services Contacts

### Banking Related Issues:



[TTX.Bankwires@sfgov.org](mailto:TTX.Bankwires@sfgov.org)

- Eric Gatchalian 415.554.5205  
[eric.gatchalian@sfgov.org](mailto:eric.gatchalian@sfgov.org)
- Ricardo Cordero 415.554.4509  
[ricardo.cordero@sfgov.org](mailto:ricardo.cordero@sfgov.org)

### Accounting Issues on Banking Related Services:

- Arnold Mallari 415.554.4480  
[arnold.mallari@sfgov.org](mailto:arnold.mallari@sfgov.org)

### Manager:

- Janet Tolenada, CPA 415.554.5263  
[janet.tolenada@sfgov.org](mailto:janet.tolenada@sfgov.org)

## Office of the Controller (AOSD) Cash Reconciliation Unit

### Cash Reconciliation Email:



[Cash.reconciliation@sfgov.org](mailto:Cash.reconciliation@sfgov.org)

- Jimmy Huang 415.554.7417  
[jimmy.huang@sfgov.org](mailto:jimmy.huang@sfgov.org)
- Kim-Lien Nguyen 415.554.7504  
[kim-lien.nguyen@sfgov.org](mailto:kim-lien.nguyen@sfgov.org)
- Ed Chun 415.554.4025  
[edward.chun@sfgov.org](mailto:edward.chun@sfgov.org)
- Elisa Sullivan (Acctg. Issues) 415.554.7654  
[elisa.sullivan@sfgov.org](mailto:elisa.sullivan@sfgov.org)

### Manager:

- Carmen [LeFranc](#) 415.554.7645  
[carmen.lefranc@sfgov.org](mailto:carmen.lefranc@sfgov.org)