

Accounts Receivable: Receipting – Student Centre



What is Themis Financials?

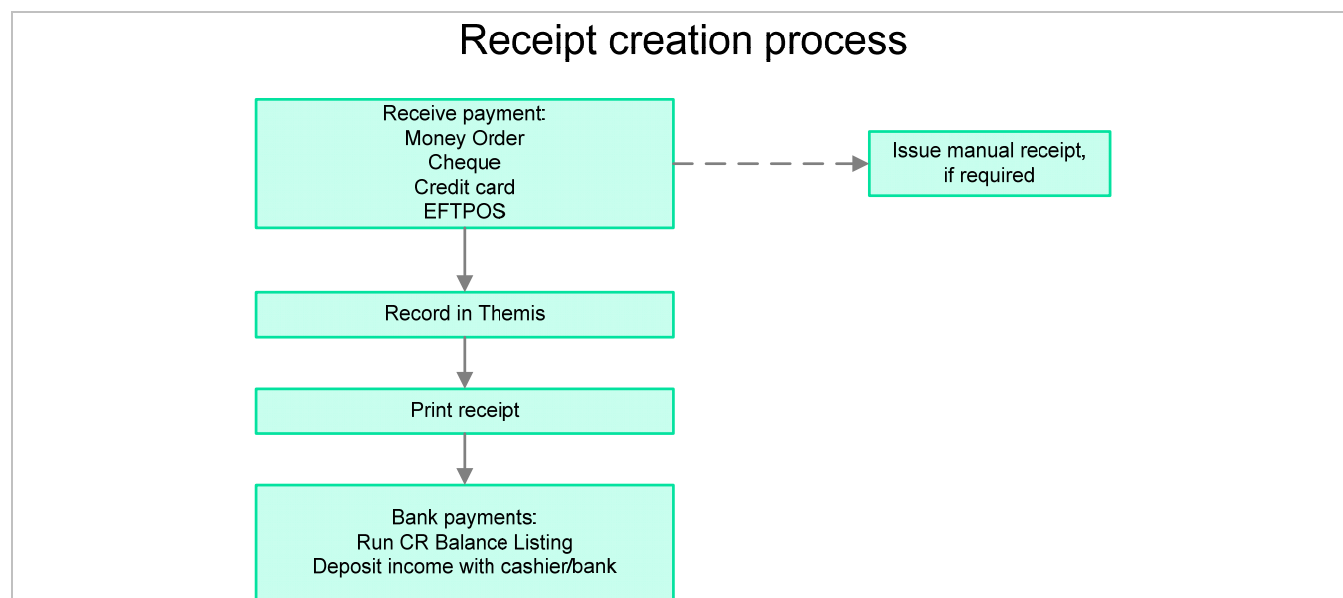
Themis Financials forms part of the integrated administration system used by the University of Melbourne. Themis Financials is comprised of individual modules which interact with the University's General Ledger database to provide accounting, reporting and financial management functions.

Accounts receivable receipting

This information sheet will focus on the Receipting process for Student Centres. For more information on the Receipting process for Departments and Faculties refer to the *Accounts Receivable: Receipting* information sheet.

Create a receipt process overview

The flowchart below outlines the steps required by a Student Centre to process a payment in the Themis Accounts Cash Receipting module.



When do I produce a receipt?

A Receipt must be produced when payment is made to the University for goods or services rendered. This includes all money order, cheque, EFTPOS and credit card transactions. **Note:** student centres should not accept cash payments.

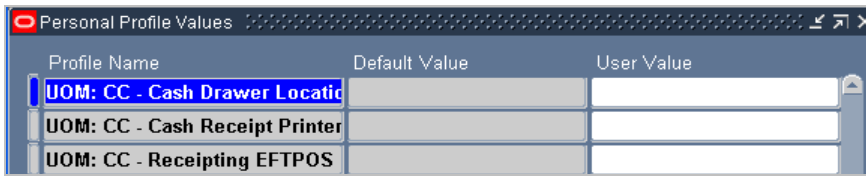
Official donations

Official donations made to the University must be forwarded to the Advancement Office for processing. Departments should not raise receipts in Themis for such gifts or generate invoices soliciting payment of promised donations.

For further information regarding the management of official donations, contact the Advancement Office on 8344 1751, or visit <http://www.unimelb.edu.au/advancement/>.

Setting your user profiles

If you are accepting payments you must set your cash drawer location, receipting EFTPOS and cash receipting printer in your user profile. For detailed instructions refer to the **Setting your user profile** reference card on the Themis website: http://www.themis.unimelb.edu.au/resources/RC_Profile_Setting.pdf.



Profile Name	Default Value	User Value
UOM: CC - Cash Drawer Location		
UOM: CC - Cash Receipt Printer		
UOM: CC - Receipting EFTPOS		

Structure of a receipt in Themis

Receipts in Themis are made up of three main sections:

- **Receipt Details** section - records the details of the payment (i.e.: who is paying and what the payment is for).
- **Transaction Details** section - records the Transaction Type, and the charge account to be credited.
- **Payment Details** section - records the type of payment (EFTPOS, cheque, etc.), along with details of the person making the payment.

Note: do not combine EFTPOS/credit card payments on the same receipt as money orders/cheque payments. The transactions will need to be entered on separate receipts.

Printing a receipt

Once you have completed and saved a receipt, it will print automatically to your default Themis printer (UOM: CC – Cash Receipt Printer) as set up in your User Profiles. Refer to the *Setting your user profiles* reference card for further details http://www.themis.unimelb.edu.au/resources/RC_Profile_Setting.pdf.

If you need to print another copy of the receipt you may do so from the Receipt screen (**note:** the receipt will print with a *COPY* watermark).

Once you have saved (and printed) a receipt, you will not be able to update or make changes to the receipt details.

Cancelling a receipt

If you have incorrectly recorded a receipt in Themis it is possible to cancel it if:

- the receipt is for a money order or cheque transaction (i.e.: you cannot cancel a credit card or EFTPOS payment as the transaction has already been processed),
- the CR Balance Listing by Cash Drawer report has *not* yet been run.

When cancelling a receipt, you must enter the reason for the cancellation in the message field on the receipt entry screen. Once cancelled, the receipt will be recorded in Themis with a status of *cancelled (CANCL)* for monitoring purposes. If you have issued a replacement receipt, you should also enter the receipt number in the message field.

Note: the University Cashier cannot cancel receipts issued by another user. After receipts have been posted to the Accounts Receivable module (i.e.: the Final Deposit Listing Report has been run), only staff in Financial Operations can cancel and reverse the receipt (via the Accounts Receivable module).

Submitting receipts for banking

The Themis Cash Receipting module enables Student Centres to produce a banking summary. The banking summary records the details of the cheques receipted and provides totals for each of the payment methods (money order, cheques, credit card and EFTPOS). Each banking summary is allocated a unique reference number that is used for bank reconciliation purposes.

Money orders and cheques received must be paid to the University Cashier (indirect bankers) or deposited to the bank (direct bankers) at least once a week.

An accumulation of cheques totalling more than \$5,000 must be banked immediately.

The following banking process should be completed at the end of each day that you have received money and receipted it in Themis.

- 1** Run the CR Balance Listing by Cash Drawer report and print 2 copies.
- 2** Run the end of day process for your EFTPOS machine.
- 3** Ensure the report balances with the end of day report from your EFTPOS machine.
- 4** File one copy of the Balance Listing report with your EFTPOS machine printout.
- 5** Send one copy of the Balance Listing report to the Bank Reconciliations Officer in Financial Operations. (email for Bank Reconciliation Officer: finance-bankrec@unimelb.edu.au).

Refer to the *Submitting receipts for banking – Student Centre* reference card for further details
http://www.themis.unimelb.edu.au/resources/RC_Bank_Receipts_Student_Centre.pdf.

Themis receipting rules and troubleshooting

Currency

All receipts must be produced for Australian dollars (AUD). If you receive a payment in foreign currency, forward it to the Cashier, with the charge account code to be credited. The Cashier will convert the payment to AUD and produce the receipt on your behalf.

Payments made by a cheque in AUD but from a foreign bank account can be receipted using a generic BSB (999 999) and generic account number (999999).

Credit Card Transactions

When entering a credit card receipt you may receive a message indicating '*Payment Not Authorised*'. The reason for this message may be that the card holder has insufficient funds for the payment or the card is not valid. You will need to contact the card holder to check their details and if necessary arrange another method of payment.

Another message that you may receive when issuing a credit card receipt is that the bank line is down. This message indicates that the connection between the University and the bank has been temporarily lost. If you receive this message, you should contact Accounts Receivable staff in Financial Operations with the receipt number and they will advise what action you need to take.

Searching for Entered Receipts

If you need to review or update a receipt you have entered, you will need to search for the appropriate receipt. This can be done in Themis via the Receipt Inquiry screen. **Note:** you may only update a receipt prior to running the CR Balance Listing by Cash Drawer report.

You are able to search using a variety of criteria, including receipt number, date of receipt, cashier (staff entering receipt), Department issuing receipt, receipt amount, etc. For further details refer to the *Searching for a receipt* reference card http://www.themis.unimelb.edu.au/resources/RC_Search_for_Receipts.pdf.

Note: you cannot perform any actions within the Receipt Inquiry mode. If you need to cancel or print a receipt you must retrieve the receipts via the Enter Receipt screen.

Correcting errors in a receipt

If you have entered the customer or receipt details incorrectly, you may make corrections as long as you have not saved the receipt. To make changes to the customer name or address, click on the Charge Account field, then click **OK** to progress to the customer screen. To make changes to the payment details, click on the appropriate payment line, then update the details as required.

Once you have saved the receipt, it will print automatically and you will be unable to make any changes. If you have entered details incorrectly, you will need to cancel the receipt and reissue it with the correct details.

Correcting credit card/EFTPOS transaction details

Once you save a credit card or EFTPOS receipt transaction, you will not be able to make any changes or cancel the receipt (as the transaction will be processed as soon as you save the record).

- If you have recorded the receipt as an underpayment (i.e.: the amount entered is less than the actual amount required), you may enter a second credit card/EFTPOS receipt for the difference.
- If you have recorded the receipt as an overpayment (i.e.: the amount entered is greater than the actual amount required), you will need to complete a *Request for Refund* form (available from the Financials Operations Forms website) and submit it to Accounts Receivable for processing.

Official Donations

Official donations made to the University **must** be forwarded to the Advancement Office for processing. Themis should not be used within departments or student centres to raise receipts for gifts/donations. It is important that the Advancement Office manages all donations to ensure that the University acknowledges donations appropriately and reports accurately on gift income.

University of Melbourne Receipting Policy

Refer to the Finance Policy and Procedure guide, section 9. Receipting (9.2 Receipting in Themis) for further details.

An official University receipt must be issued immediately for all amounts received. Department staff or the University Cashier may issue receipts from the University's financial system.

All sales invoices must be issued via the Themis Accounts Receivable System. This is to ensure:

- Revenue earned is reflected within the University's financial system
- The University issues compliant GST invoices
- Unpaid debts can be monitored and follow up action taken.

Sales invoices should not be issued until the goods and services have been supplied and the income earned. Invoices raised prematurely overstate the University's income and distorts financial reporting.

Income is recorded in departmental accounts as the result of the issue of an invoice.

All departments can produce receipts on-line from the University's financial system (Themis) for issue to the customer. A second page is printed for credit card transactions to facilitate the cardholder's authorisation. This page must be retained by the department.

The University of Melbourne, Finance Policy and Procedure can be located at:

<http://www.unimelb.edu.au/FinPPM/FPP0home.htm>

Getting Help

The Themis website (www.themis.unimelb.edu.au) provides written support in a variety of formats:

- Reference cards (step-by-step instructions for specific tasks)
http://www.themis.unimelb.edu.au/support/ref_cards.html
- Information sheets (overview of specific module, function or responsibility)
http://www.themis.unimelb.edu.au/support/documentation/info_sheets.html
- Frequently Asked Questions <http://www.themis.unimelb.edu.au/support/faq.html>

Themis Service Desk

The Themis Service Desk team provides technical assistance from 9am to 5pm, Monday to Friday. You may lodge Themis queries:

- Online: <http://servicedesk.unimelb.edu.au/itsc/themis>
- By email: ea-help@unimelb.edu.au
- By phone: 8344 9500

Accessing Themis

To access the Cash Receipting functionality you will need to submit a Themis Responsibility Application Form (available under the **Getting Started** heading on the Themis website: www.themis.unimelb.edu.au). Complete the form (**UOM Receipting Dept 034** responsibility), have it authorised by your supervisor/Head of Department and return it to the Themis Service Desk (fax: 8344 2885).