

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

**SECTION 10: ADMINISTRATIVE POLICIES AND PROCEDURES**

**POLICY 10.2 (C) REVENUE—CREDIT CARD RECONCILIATION**

**PRIOR DATES EFFECTIVE: NOVEMBER 14, 2014; APRIL 14, 2016**

**EFFECTIVE: DECEMBER 1, 2017**

REVIEWED AND APPROVED:



Executive Director 12/1/2017

Reference: Auditor of State Management Letter September 2014; email from DAS OIT re: move to CBOSS as of October 2014

**POLICY**

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

**PROCEDURES**

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

CBOSS automatically emails a receipt to the customer.

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

**Credit Card Refunds**

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

**Credit Card Reconciliation**

- Reconciliation of credit card transactions shall be monthly, and quarterly for the license renewal period, July-September of even-numbered years.
- Program Administrator generates reports in CBOSS
- Program Administrator and/or Executive Director reconciles CBOSS to OAKS reports (General Ledger) with a review conducted for segregation of duties
- Reports and reconciliations are maintained in spreadsheets and revenue log notebooks
- Executive Director reviews, initials, and dates reconciliations and calls attention to any monthly transactions that cannot be reconciled between credit card processor and the General Ledger.