

# RECEIVING

All receiving processes for forms, cash and cheques for data entry and processing are completed in our PCI compliant database area which is under 24 hour video surveillance. Our entire facility in Toronto is protected by card lock access and there is a separate level of protection for our PCI compliant area making it accessible only to employees who have been cleared to work in the department.

All documents, cash and cheques whether they arrive by Canada Post or by other means are received in our warehouse/mailroom and immediately delivered, unopened to our PCI compliant facility where the receiving process begins.



## Receiving Procedures for Direct Mail

- ✓ Mail is delivered by courier from the Postal Station on West Mall in Toronto and received into the PCI compliant room
- ✓ Mail is separated by client, counted & logged into an online spreadsheet. Each client has a spreadsheet that they can access on-line to track volume.
- ✓ Mail is opened electronically
- ✓ Each client is processed and separated by Appeal Code
- ✓ Each Appeal Code is then separated by Payment Type
- ✓ A strict 5-point check is done for each cheque received (Date, Cheque endorsement, Amount spelled out and Amount written in box matches, and signature present)
- ✓ The Banking Deposit Slip is manually filled out to reflect the total count & total deposit for each Payment Type batch (only for cheques & cash)
- ✓ The Batch Summary Sheet is filled out which reflects the date, Minerva Batch #, number of items and the total amount – batches cannot be closed until the data entry totals match to the manual batch total

## Receiving Procedures other than Direct Mail (e.g. pledge forms)

- ✓ Shipments are delivered to our warehouse and received into the PCI compliant room
- ✓ Boxes, envelopes and bags are kept separate by client and opened in the PCI compliant area.
- ✓ The documents for data entry as well as cash and cheques are kept separate by client and separated into categories if required, counted & logged into an online spreadsheet. Each client has a spreadsheet that they can access on-line to track volume.
- ✓ Each client is processed and separated by Appeal Code
- ✓ Each Appeal Code is then separated by Payment Type
- ✓ Pledge forms with multiple donors and donation amounts are reconciled. In instances where the total of the pledge form doesn't match with the amount of accompanying cash, cheques and money orders the payments are tagged and stored in a safe in our secure safe room and the pledge form is pulled from the receiving process until the exception can be cleared with the client.
- ✓ A strict 5-point check is done for each cheque received (Date, Cheque endorsement, Amount spelled out and Amount written in box matches, and signature present)
- ✓ The Banking Deposit Slip is manually filled out to reflect the total count & total deposit for each Payment Type batch (only for cheques & cash)
- ✓ The Batch Summary Sheet is filled out which reflects the date, Minerva Batch #, number of items and the total amount