

REGULATION 12: INCOME COLLECTION AND BANKING

Income is collected by the Crematorium in relation to:

- Cremation Fees
- Ashes
- Use of Organ
- Book of Remembrance
- Memorial Card
- Donation to Garden Improvement Fund

All income collection processes must be handled with care to avoid loss or theft.

12.1 OVERVIEW

12.1.1 **Fees and Charges:** Officers must keep under review the level of fees and charges and any other levies made for services under their control.

Together with the Treasurer to the Joint Committee they shall report to the Joint Committee at least annually on the need to vary existing charges and introduce new charges.

12.1.2 **Credit Agreements:** Any agreement which allows the extension of credit payment facilities must be agreed in advance with the Treasurer to the Joint Committee.

12.1.3 **VAT on Income:** Officers must ensure that all employees collecting income establish the appropriate tax treatment on each transaction they deal with.

12.1.4 **Responsibility for Income Collection:** All arrangements for the collection of income are subject to the approval of the Treasurer to the Joint Committee. Officers are responsible for ensuring that all income due is brought into account.

12.1.5 **Timing of Collection:** Income due to the Crematorium shall be recovered by collection at the point of service or in advance, wherever possible.

12.1.6 **Collection Methods:** The income collection methods employed should ensure the efficient and prompt collection of income due.

12.1.7 **Controlled Stationery:** All receipting devices, debtor accounts, forms and other documents of a like nature shall be ordered and controlled by the Manager and Registrar.

12.2 INCOME COLLECTION

12.2.1 **Counterfeit Notes:** Any bank notes received in person should be checked to ensure they are genuine before they are accepted.

- 12.2.2 **Records of Income Collection:** Appropriate records must be maintained of all payments received through the post or in person; these should be updated at the time of collection. This will usually be by means of issuing till receipts or completing official receipts; however, in some cases the use of registers or logs may be more appropriate.
- 12.2.3 All payments received via electronic transfer, direct debit, BACS, cheque or some other non-cash method do not require a formal receipt unless requested by the payer.
- 12.2.4 **Personal Cheques:** Personal cheques or other such payments must not be cashed out of monies held on behalf of the Crematorium.
- 12.2.5 **Security:** Appropriate arrangements must be made for all income collected to safeguard against loss or theft.
- 12.2.6 **Direct to Bank Collections:** Income, which is collected directly to the Crematorium bank account, must be processed **promptly** into the Crematorium's financial accounting systems and in accordance with credit card procedures.

12.3 TRANSFER AND BANKING

- 12.3.1 **Timing of Banking:** Cash and cheque receipts by the Crematorium shall be passed to the Crematorium's bank within a maximum period of **5 working days**.
- 12.3.2 **Total Income Banked:** No deduction shall be made from income collected, unless written approval has been given by the Treasurer to the Joint Committee.
- 12.3.3 **Banking of Cheques:** Every Officer of the Crematorium who pays money into the banking account of the Crematorium, shall ensure that the following particulars of each cheque paid in are recorded:
- a) the amount of the cheque;
 - b) a reference (such as the number of the receipt given or the name of the debtor), which will connect the cheque with the debt or debts in discharge or partial discharge of which it is received.

Exemption from this rule is allowed if it can be demonstrated that this information is held securely on a Crematorium system, which provides a clear audit trail to the cheque transactions, included in a banking transaction.

- 12.3.4 **Reconciliation of Ledger Transactions:** Cash and cheque transfers prepared for banking must be regularly reconciled to income posted to the Crematorium's accounting system. These reconciliations should be reviewed by managers.

12.3.5 **Reconciliation of Bank Statements:** All income prepared for banking must be regularly reconciled weekly to the Crematorium's bank account statements.

12.4 RECOVERY AND WRITE-OFFS

12.4.1 **Recovery Procedures:** Directors and Chief Officers must establish and initiate appropriate recovery procedures, including legal action where necessary, for debts that are not paid promptly.

12.4.2 **Write-Off Authorisation:** Debts due to the Crematorium may only be written off:-

- a) by the Treasurer to the Joint Committee where the amount for any one debtor is less than **£5,000**.
- b) in all other cases by the Joint Committee.

12.4.3 **Case Details:** Authorisation for write-off will only be given on receipt of debt particulars (debtor, amount and nature of debt) plus a summary of recovery action taken.

12.4.4 **Records:** A record must be kept of all write-offs authorised and actioned which is totalled at the end of each financial year.