

4.4 Business Operations GovQA Processing Payments Procedure

Purpose

This Procedure defines the financial role and outlines the steps for Business Operations staff to process the credit card and Automatic Clearing House (ACH) payments for City public records requests made via the GovQA online system.

Definition

The City manages public records requests through the GovQA system. Customers order requests in GovQA and have the option to pay via check, cash, credit cards or ACH. Payments made via credit card and ACH are processed through NIC, a payment portal linked to GovQA. Business Operations acts as the financial administrator by allocating the credit card and ACH revenue and fees of credit card transactions to all City bureaus; with the exception of Portland Police Bureau (PPB) and Bureau of Emergency Communications (BOEC) who manage their own transactions. Individual bureaus will manage their own check and cash processing.

Business Operations Role

Business Operations recognizes and allocates deposits and fees received of credit card and ACH transactions from public records requests for City bureaus, not including PPB and BOEC. Business Operations staff enters a journal entry to recognize deposits and allocate revenue and credit card fees to the City bureaus using a single cost center designated by the Bureau financial staff.

Process

1. Business Operations staff regularly logs in to NIC to view recent transactions and compares them to the bank statement in SAP to match transactions to the correct City bureau.
2. Business Operations staff enters a journal entry to receive the revenue and credit card fees and allocate them to the City bureaus using the bureau's previously designated cost center.
 - a. When allocating revenue, the journal entry note will include the GovQA transaction numbers and amounts being allocated.
 - b. Credit card fees will be allocated to bureaus based on the number of transactions per bureau in the prior month. When allocating fees, the journal entry will include the bureau, the

number of transactions, and the portion of the fee allocated to the bureau.

3. Business Operations staff will contact bureau financial staff annually to validate the cost center.

Date Created: February 2, 2016

Date of Last Revision: