



# College of Veterinary Medicine Policies and Procedures

COLLEGE OF  
VETERINARY MEDICINE

Subject: **Receipting, Recording and  
Depositing of Payments**

Section: AHC Client Accounts/Admissions  
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## RECEIPTING, RECORDING AND DEPOSITING OF PAYMENTS

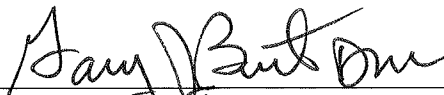
During normal business hours monies are collected at the Client Accounts discharge desk. Between the hours of 5:40 p.m. and 11 :00 p.m. on weekdays, after-hours Admissions Staff are available to collect payments. The after-hours Admissions Staff are also available 7:00 a.m. to 11 :00 p.m. on weekends and holidays. Monies collected after 11 :00 p.m. are deposited in the Small Animal Internal Medicine and Equine lock boxes. Mail in payments are received in the AHC Administration Office and processed through Client Accounts.

**Client Accounts Discharge Desk** - Client Accounts staff members utilize the Electronic Medical Record (EMR) system and a credit card terminal to process monies received from clients. Each client is issued an EMR-generated receipt for monies paid at the discharge desk. If a credit card is tendered as payment, the client is also issued a copy of the credit card receipt.

**Checks Received in the Mail** - Mail in payments are received daily in the AHC Administration Office and delivered to Client Accounts for posting.

**After-Hours/ Weekend/ Holiday Collections** - Veterinary students and clinicians are provided envelopes for after-hours collections. Check and credit card information collected at the time of admission or discharge is placed in the after-hours envelope, the information on the envelope completed, and the after-hours envelope deposited in a lock box in Small Animal Internal Medicine or Equine. Only Client Accounts staff members have keys to the lock boxes. If a client uses a credit card after-hours, on the weekend or on a holiday, Client Accounts staff members will enter that information into the credit card terminal on the next business day. Client Accounts staff members will check the lock boxes each business day, post any payments found to the mail-in register and the total amount is entered onto the daily cash reconciliation form. Patients are matched to deposits or payments and those payments are posted accordingly.

**At the End of Each Business Day** - The credit card total is verified with the ledger registers and lock box totals. The checks and cash are verified with the ledger register, placed in an envelope and delivered to CVM Accounting the next business morning. CVM Accounting completes the deposit slip after verifying the deposits and returns the deposit to Client Accounts staff to make the deposit.

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