

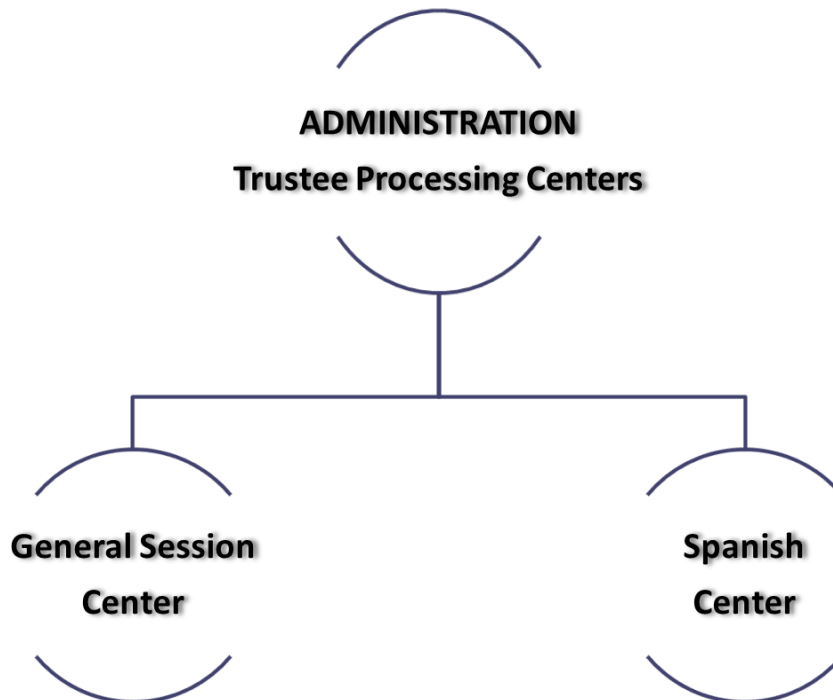


# VICTORY OUTREACH INTERNATIONAL

## WORLD CONFERENCE TRAINING DAY 2017

### TRUSTEE - PROCESSING

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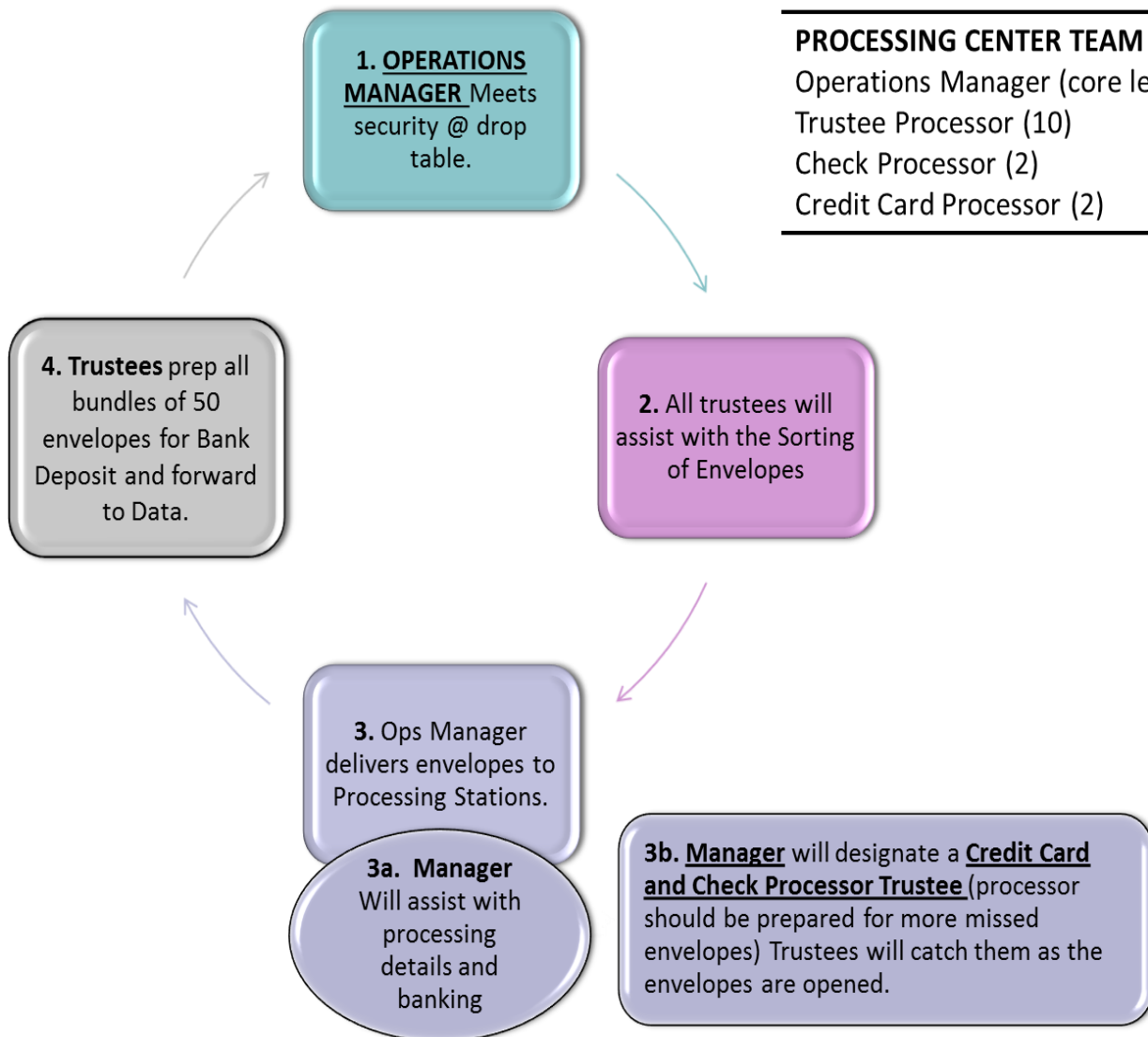
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### TRUSTEE TRAINING GUIDE

## VOI PROCESSING CENTER FLOW CHART

### PROCESSING CENTER TEAM MEMBERS:

Operations Manager (core leader)  
Trustee Processor (10)  
Check Processor (2)  
Credit Card Processor (2)



# WORLD CONFERENCE 2017 - VOI Trustee Processing Procedures

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## SECURITY:

1. Security brings in all the buckets and counts/verifies buckets are accounted for.
  - a. Trustees will support this count. Once the buckets are verified the head security will pray for the offering.

**SORTING CATEGORIES:** BY SERVICE AM/PM: GENERAL/SPANISH/GANG/NEW GEN/ REGISTRATION-(If any) Vision Store, Banquet Tickets

**Sort Process:** Separate Blank, Envelopes with names/UWC #, Credit Card/Direct Debit and Checks Envelopes along with Loose offering (coins and cash). (Direct Debits will not be processed)

## **Opening and Batching Envelopes**

Envelopes are opened with electric opener, with the exception of envelopes with coins (will not go through machine) opened manually. Batch by cash/coins, checks, CC's and foreign currency.

**NOTE:** All checks/credit card/and SPLIT envelopes (example: cash/check etc.) will be processed by their specific **Processing Station**. When these envelopes are identified they will be placed in a basket and collected by the OPS manager and given to the specific station for processing.

\*\*Appeal night, envelopes will be sorted by level or by "Pledge"

**CASH/COIN PROCESSING STATION:** **Equipment:** Currency/Coin counters, electric envelope opener/desktop printer and supplies tape for machines (printing).

## **Processing Individual Batch**

**Step 1** Trustee will pull money from envelope amount and confirm \$ amount with a red sharpie in front of envelope.

**Step 2** Trustee will add up the envelopes and do a breakdown of the cash on the calculator. Once confirmed/balanced the money will be placed in a bin and taken over to the counters (currency and coin)

**Step 3** The counters (currency/coin) will confirm your totals. You will then print a receipt and attach it to the back of the Batch Header along with the receipt from the calculator. Fill in the total count of envelopes and \$ amount on the front of the Batch Header. When finished place batch in designated bin on your station; Floor Manager will collect batches.

## **BANKING:**

1. THE Banker is to fill out one **Deposit Recording Sheet** transferring the totals of all the currency & coin, listed on the Batch Headers. You can start Banking as soon as Batches are being turned into the Banking station.

## **Preparing the Bank Deposit Slip – Money Processing Stations only**

1. The Banker prepares a Bank Deposit slip that has the bank account number that the deposit will be applied to.
2. Use bank bag for deposit.
3. The Banker places all the currency, coin rolls/loose coins and the white copy of the Bank Deposit Slip face up into the bank bag.
4. Before sealing the bank bag, the Banker checks her working area to make sure that there is no currency or coin lying around that is a part of the deposit.
5. The Banker seals the bag and removes the bank strip with the number of the bank bag and staples it to the back of the Deposit Recording Sheet.

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6. The Banker staples the Deposit Slip (yellow/pink copies) to the back of the Deposit Recording Sheet. The Recording Sheet is placed in the in-basket marked "Deposit Recording Sheets" on the designated table. Ops Manager will gather all the deposit recording sheets.
7. Ops manager and or Banker picks up bank bags and drops them into the
- 8.
- 9.
10. safe.
11. Ops manager places data in designated area for data entry processing.

**CREDIT CARD PROCESSING STATION: (2 Credit card Computers)** 2 Person Team-Will process 30 envelopes at a time.

**Equipment: Electric envelope opener.**

**Step 1** Log into Paymentsphere.com

**Step 2** Enter user name and password

**Step 3** Click on where it says VIRTUAL TERMINAL on left side

**Step 4** Then click CREDIT

**Step 5** Then enter CC # manually: Exp. date, CVN #(PIN) and subtotal.

**Step 6** Then scroll to bottom and click PROCESS

**Step 7** Once card is APPROVED, a receipt will pop up on the screen, print 1 for VOI records. With a red sharpie add CC dollar amount to the front of envelope for data purposes.

## Credit Card Sale

Your transaction results are below. [Click here](#) to process another transaction.

[Print Receipt \(Merchant\)](#)

[Print Receipt \(Customer\)](#)

E-Mail Receipt YourEmail@email.com

Date	3/15/2014
Time	1:08 PM PST
Trans Type	Sale
Customer ID	
Register	1
Subtotal	\$2.00
Account	*****4750
Exp Date	****
Issuer	VISA
Name	EPIC FINANCIAL SYSTEMS
Invoice#	
PO#	
Total Amt	\$2.00
Street	
City	
Zip	
Entry Method	Manual
<b>Result</b>	<b>APPROVED</b>
AuthCode	180281
Message	AUTH/TKT 180281
PNRef	45409746
CommercialCard	False
CVResult	
AVSResponse	

**\*\*DECLINED CARDS:** Write Declined on envelope with a red sharpie print the receipt, staple to envelope and GIVE TO Ops Manager.

All declined cards will be forwarded to Tammie Lauterio for further constituent communication.

**Step 8** NEXT transaction repeat process, click VIRTUAL TERMINAL and begin.

**Step 9** One trustee will follow this step after 30 envelopes have been processed.

- Choose End of day folder
- Choose credit
- Choose submit
- Choose Print end of day batch

**\*\*Final Step:** See Banking Step page 3.

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**REMOTE CHECK PROCESSING STATION: (2 Check processing computers)** 2 Person Team-Will process 30 envelopes at a time.

**Step 1** Log on to the internet - Enter Cash Pro Online Website: cashproonline.bankofamerica.com

**Step 2** Make sure the check is **not post-dated**. Check for any discrepancies between the written amount and number amount of the check and the **signature line** for signature. If the check is **not signed** or if there is a discrepancy hand it to the Operations Manager.

## Enter the Log in Info:

**Step 3** Company ID: TBA

**Step 4** User ID: assigned User ID TBA

**Step 5** Password: your password TBA

## Checks remote Deposit Online

- Click Log in:
- (A window will pop up. Choose the digital certificate-your name)
- Click on OK
- Click on RECEIPTS tab and choose Remote Deposit
- Click on **CREATE NEW DEPOSIT**  
(A security information window will pop up, **click on box: Show all content(repeat-Create new deposit)**  
Once in the New Deposit, choose the correct account (most of the times it will be VOI GENERAL unless some finance are requested to be deposited in a different account).
- Enter number of items/checks  
**Note:** always add one more item to the already counted pieces. For example: If you have 11 checks enter 12 items.
- Enter the total \$ amount of checks being deposited  
(Make sure the Scanner is on)
  - Click on **START CAPTURE**
  - Place each check at a time facing to the left of the Scanner.
  - When all the checks have been scanned, the list of all the checks is going to be listed on the screen.
  - One by one (check's amount) will have to be verified with the list on the screen. If the scanner didn't read the amount of the check or if it's not sure about the amount on the check, a yellow sign with an exclamation mark on it will be shown on the row, next to it.
  - Click on the yellow sign and the image of the check will appear on the screen. Type the correct amount on the box provided and click on SAVE.
  - Once the inspection of the checks is done, both **DECLARE AMOUNT** and the **COMPLETE** button should be shown in **green** color.
  - Click on the COMPLETE button.
  - A window will come up. Make sure it's asking you if you want to deposit into the Correct Account - **Choose GENERAL ACCOUNT.**
  - Click on OK
  - Click on the Report View button, print the Report and close the window.
  - Click on Reports tab, scroll down, click on IMAGES arrow and choose BW IMAGES.

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- Click on CREATE REPORT. When the report is created a new row with the date and a pencil/edit will appear at the top.
- Click on the EDIT/Pencil button
- Click on SAVE and just enter the dashes on the date to separate it. Example: 02172011 = 02-17-2011 and save onto desktop.
- Locate file on desktop/create file folder by date and AM or PM
- Double click file to open
- Print out pages with the summary and images only for checks without envelopes
- Checks with no envelopes you will give a copy of the check images to the persons that will enter the data.
- The copy of the Report and the Summary of the checks must be attached to the Remote Deposit Recording Sheet.

**\*\*Final Step:** See Banking Step page 3.

**NOTE: DIRECT DEBIT ENVELOPES** will be sorted and grouped together. These envelopes will be logged in a binder and given to UWC (Moriah Carrillo.) for processing.

## **ACCOUNTING FOR DEPOSITS:**

1 Deposit log will be used for all deposits by category (see "Sorting categories") for banking purposes.

1 Spreadsheet will be used to log all Deposits by category (see "Sorting categories") for reporting purposes.

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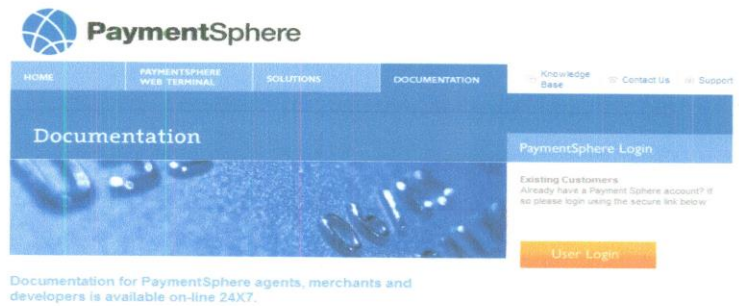


If you have any questions or technical issues regarding your account,

**Please contact your Key Account Manager Frank Perez Direct at (626)586-1351**

## HOW TO USE PAYMENTSPHERE:

### 1. LOG into Paymentsphere.com

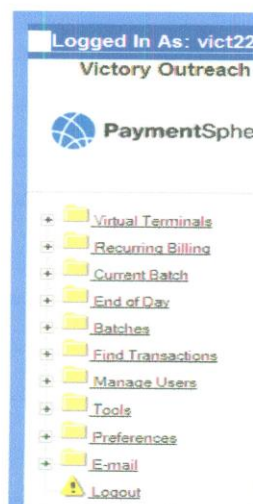


### 2. Enter User Name & Password

Username:

Password:

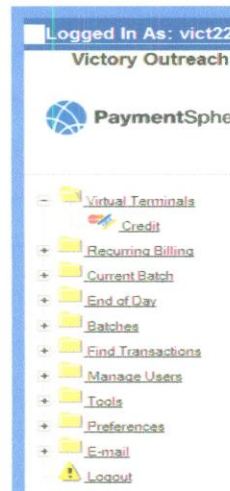
### 3. Click on where it says VIRTUAL TERMINAL on left side.



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## 4. Then Click CREDIT



## 5. Then enter Credit Card through Magnetic Swiper or manually enter in credit card information: Credit Card Number, Expiration Date, and Subtotal. (You do not need anything else to process transaction at this point)



### Credit Card Sale

Sale

Register: 1: 1 ▼

Card Number:

Expiration:

Subtotal:

Total Amount:

Customer ID:

Card Holder:

Street:

City:

Postal/Zip Code:

CV2:

CV Presence: Not Submitted ▼

Invoice #:

PO #:

Force Duplicate

Card Present

Repeat Sale (Installment)





APPLIED MERCHANT



## 6. Then scroll to bottom and press PROCESS

Process Clear

7. Once card is approved, a receipt will pop up on the screen.  
There will be a print option above the receipt press print  
(Print twice one receipt for VOI records and one receipt for customer)



### Credit Card Sale

Your transaction results are below. [Click here](#) to process another transaction.

[Print Receipt \(Merchant\)](#)

[Print Receipt \(Customer\)](#)

E-Mail Receipt YourEmail@email.com

Date	3/15/2014
Time	1:08 PM PST
Trans Type	Sale
Customer ID	
Register	1
Subtotal	\$2.00
Account	*****4750
Exp Date	****
Issuer	VISA
Name	EPIC FINANCIAL SYSTEMS
Invoice#	
PO#	
Total Amt	\$2.00
Street	
City	
Zip	
Entry Method	Manual
Result	APPROVED
AuthCode	180281
Message	AUTH/TKT 180281
PNRef	45409746
CommercialCard	False
CVResult	
AVSResponse	