

How to Process and Complete Basic Financial Procedures Staff of the Accommodation Office

Document Control:

For Use In:	Norfolk and Norwich University Hospital Foundation Trust (NNUHFT)		
	Residences		
Search Keywords	Accommodation, Residences, Finance, Cash Sheet, Direct Payers		
Document Author:	Anne Collins		
Document Owner:	Accommodation Finance Officer, Residencies		
Approved By:	Estates and Facilities Committee Group		
Ratified By:	N/A		
Approval Date:	23/05/2023	Date to be reviewed by: This document remains current after this date but will be under review	23/05/2026
Implementation Date:			
Reference Number:			

Version History:

Version	Date	Author	Reason/Change
V1.0	July 2022	Accommodation Finance Officer	To update originate document
V2.0			
V3.0			

Previous Titles for this Document:

Previous Title/Amalgamated Titles	Date Revised
None	Not applicable

Distribution Control

Printed copies of this document should be considered out of date. The most up to date version is available from the Trust Intranet.

Author: Elizabeth Collins Finance Officer

Approval Date: Month year (in YYYY format)

Ref:

Next Review: Month year (in YYYY format)

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Consultation

The following were consulted during the development of this document:

- Accommodation Manager – Manager of NNUHT Residencies
- Assistant Accommodation Manager – Assistant to Manager of NNUHT Residencies
- Finance Officer – responsible for financial procedures between residents and NNUHFT

Monitoring and Review of Procedural Document

The document owner is responsible for monitoring and reviewing the effectiveness of this Procedural Document. This review is continuous, however as a minimum will be achieved at the point if this procedural document requires a review e.g., changes in legislation, findings from incidents or document expiry.

Relationship of this document to other procedural documents

This document is a standard operating procedure (SOP) applicable to the NNUHFT Residencies.

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1. Introduction

1.1. Rationale

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUHFT) Residences provides accommodation for its medical/administrative staff, NICU (Neonatal Intensive Care Unit) parents, visiting scientist/research fellows and visitors. The accommodation is provided either on a short term (nightly) or long term (stays over 28 days) basis. The Accommodation Finance Officer is required to maintain and record all financial information between residents and the Trust, whilst adhering to any relevant legal and legislative requirements.

This document sets out a step-by-step guide of basic finance procedures, using Res Manager - IT booking system, for the Accommodation Office staff to follow in the absence of the Finance Officer.

1.2. Objective

The aim of this SOP (Standard Operating Procedure) is to provide appropriate detailed procedures which correctly records all financial transactions between the NNUH Residences and tenants staying in the accommodation:

- Take tenants rental payments and record appropriately
- Keep tenants accounts up to date
- Produce monthly cash sheets for banking
- Produce monthly internal invoice report to be sent to Finance Department
- Follow arrears procedures for late rental payments

This document applies to the named staff group working in the Accommodation Office, whose role is to maintain and record, in the correct format, tenants' financial transactions whilst staying at the NNUH Residences.

1.3. Glossary

The following terms and abbreviations have been used within this document:

Term	Definition
Res Manager	Accommodation electronic booking system
NNUHFT	Norfolk and Norwich University Hospitals NHS Foundation Trust
Tenant/Resident	An individual staying in NNUHFT Residences
NNUH Residences	3 Accommodation blocks owned by NNUHFT
PDQ Machine	ATM Card Machine

2. Responsibilities

- Accommodation Manager – To ensure all financial procedures, as with this document are followed in line with this document

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- Accommodation Finance Officer – To ensure all financial procedures with regards to the taking and recording of tenants' rental payments are followed in line with this document
- Assistant Admin Manager - To ensure all financial procedures, as with this document are followed in line with document
- Office staff - To ensure all financial procedures with regards to the taking and recording of tenants' rental payments are followed in line with this document

3. Processes to be followed

Below details the financial procedures to be followed in order to correctly record all financial transactions between the NNUH Residences and tenants staying in the accommodation.

3.1. Direct Payers Procedures:

- On 1st of the month (or nearest working day) take rent payments by PDQ (Card Machine) from Tenants who have signed relevant authority.
- To find out how much rent is due go to Res Manager Dashboard- Resident List, Name, click on name, click on Resident Details, click on account and at bottom of page you will find the balance due.
- Go to Office Share, Finance File, Residents Card Payment Details, Open Spreadsheet of Card Payment Details for Tenants Card Details.
- Take relevant payment using Spreadsheet Details with the PDQ card machine.
- Fill in the details on Spreadsheet
- Write a receipt
- Put receipt in envelope to be delivered to Tenant
- Finally enter all Transactions taken to Office Share – Cash Sheets – NNUH Cash Sheet for relevant year – complete relevant information.

3.2. Refunds

- To find out how much rent is due back go to Res Manager Dashboard- Resident List, name, click on name, click on resident details, click on account and at bottom of page you will find the balance owed.
- Refund relevant payment using this information.
- Tenants' card details are required, record on the Cash sheet in red as a minus figure
- Write a receipt – hand to tenant or scan and email.

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3.3. Tenants who call or come in to pay same procedure

- To find out how much rent is due go to Res Manager Dashboard- Resident List, Name, click on name, click on Resident Details, click on account and at bottom of page you will find the balance due.
- Take relevant payment using these details.
- Write a receipt – hand to Tenant or deliver if payment made by phone call.
- Finally enter all Transactions taken to Office Share – Cash Sheets – NNUH Cash Sheet for relevant year – complete relevant information.

3.4. Cash Payments

- Tenants paying rent by cash this must be counted and checked by a second office staff member
- Put in Office Safe
- Write a Receipt
- Enter onto Cash Sheet
- Cash in safe must be checked and banked weekly at the hospital Cash Office

3.5. Applying Tenants Payments to Accounts

Procedure to apply payments to Tenant accounts from information on the NNUH Cash Sheet, this should be done at least twice weekly.

- Go to Resident List
- Select Resident
- Select Res Details
- Select Account
- Add new Transaction
- Select correct Date
- Input Amount
- Select Transaction Type - Drop down Box – Rent receipt
- Payment Method - Drop Down Box – PDQ or Cash description and apply

Take care with this process as wrong entries make the monthly balancing procedure complicated.

3.6. Monthly Cash Sheet Balance Procedure

To be completed in the first week of month for the previous month

- First week of month in column J of cash sheet (PDQ and cash) insert each day's total.

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- This is for preceding month.
- Total full month.
- Print both cash and PDQ sheets

3.7. Res Manager

Go to Menu

- Transactions
- First column, change from all charges to receipt
- All pay methods
- Change to PDQ
- Dates from and to (previous month)
- Search
- Print
- Do same as above for cash
- Print – top RH corner of screen 3 dots - print

Totals for Res Man Transaction List and Cash Sheet should balance.
Enter totals onto Rental Takings Spreadsheet this to be found

- Office Share
- Finance File
- Rental takings
- Rental takings - current

4. Training & Competencies

In house training is provided by Finance Officer for new office staff or temporary Bank Staff who are required to work in the Accommodation Office.

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5. Audit of the service to be delivered

Compliance with the process will be monitored through the following:

Key elements	Process for Monitoring	By Whom (Individual / group /committee)	Responsible Governance Committee /dept	Frequency of monitoring
Is this step-by-step guide still relevant and current?	Carry out sample testing, 3 samples per member of office staff.	Accommodation Finance Officer	Estates and Facilities	6 months before renewal date

The audit results are to be discussed at the Estates and Facilities Governance Group meeting when required to review the results and recommendations for further action.

6. Appendices

There are no appendices for this document.

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7. Equality Impact Assessment (EIA)

Type of function or policy	New			
Division	Estates and Facilities	Department	Accommodation	
Name of person completing form	Anne Collins	Date	23/05/2023	
Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age			No	No
Marriage & Civil Partnership			No	No
EDS2 – How does this change impact the Equality and Diversity Strategic plan (contact HR (Human Resources) or see EDS2 plan)?				
<ul style="list-style-type: none"> • A full assessment will only be required if: The impact is potentially discriminatory under the general equality duty • Any groups of patients/staff/visitors or communities could be potentially disadvantaged by the policy or function/service • The policy or function/service is assessed to be of high significance 				
IF IN DOUBT A FULL IMPACT ASSESSMENT FORM IS REQUIRED				
The review of the existing policy re-affirms the rights of all groups and clarifies the individual, managerial and organisational responsibilities in line with statutory and best practice guidance.				