



THE ELECTRONIC FUNDS TRANSFER (EFT)
FINANCIAL INSTRUCTIONS
FOR PUBLIC MONEYS COLLECTED VIA
THE CREDIT CARD ONLINE SOLUTION, 2020

February 11, 2020

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**THE ELECTRONIC FUNDS TRANSFER (EFT) FINANCIAL INSTRUCTIONS FOR
PUBLIC MONEYS COLLECTED VIA THE CREDIT CARD ONLINE SOLUTION, 2020**

**ISSUED BY THE TREASURY UNDER REGULATION 31
OF THE EXCHEQUER AND AUDIT
(ELECTRONIC FUNDS TRANSFER) REGULATIONS, 2015**

1. These Instructions may be cited as the Electronic Funds Transfer (EFT) Financial Instructions for Public Moneys collected via the Credit Card Online Solution, 2020. This is in alignment with Legal Notice No. 68 of 2015, The Exchequer and Audit (Electronic Funds Transfer) Regulations 2015.

PART I

**Definitions of Terms and Concepts Associated with the Receipt of Public Moneys via the
Credit Card Online Solution**

2. In these Instructions-

“Account” means the account to which public moneys collected by a Department are to be credited pursuant to the Agreement with a Financial Institution

“Authorization” means the services provided by the Financial Institution confirming whether a transaction initiated by the use of a Credit Card is approved or declined. Authorization indicates only the availability of the Cardholder’s credit limit at the time the Authorization is requested and is not a guarantee that a Transaction is valid.

“Agreement” means the document inclusive of the terms and conditions associated with the Credit Card Online contractual arrangement and bank accounts to be signed between an Accounting Officer and the authorized representative from the Financial Institution.

“Card” means a valid Credit Card and/or Debit Card, whether or not of a proprietary nature, and includes Credit or Debit Cards in the form issued under licence by the Card Associations and any other valid credit or debit card accepted by the Receivers of Revenue and agreed to by the Treasury.

“Cardholder” means the person who is lawfully in possession of a Card and the Personal Identification Number (PIN) for the Card;

“Capture” refers to the request generated by the Receiver of Revenue’s computer system or manually for Settlement of a Transaction, once it has received confirmation that payment for the Transaction has been authorised.

“Chargeback” means the procedure by which a sales draft or other indicia of a transaction is denied by the Issuing Bank and is returned to the Financial Institution and/or to a Receiver of

Revenue after it was entered into the appropriate settlement network for payment, for failing to comply with the Rules or as a result of a Cardholder dispute, the liability of which is the responsibility of the Department.

“Client” means a person who conducts business with a Department or any other person who is entitled to make payments to such a Department.

“Credit Card” means a valid credit card (whether of a proprietary nature or with an international affiliation), issued by the Bank or any other local or international Issuing Bank, and which entitles such Cardholder to charge it with the purchase of Products, before the expiry date embossed on the front side thereof.

“Credit Card Online Solution” means a Receiver of Revenue’s system that will be utilised by Agents or Clients, providing them with a web application to receive online payments using credit/debit cards via a payment platform to obtain goods and services offered by Departments or for any other moneys owed to government.

“Credit Record” means all documents of the Electronic Record of such documents used to evidence any refund or price adjustment given by the Department to a Cardholder for a previous sale Transaction.

“CVV2 and CVC2” means card verification value and card verification code, respectively, which represent a three (3) digit code on the back of a Credit Card which is used to validate that a genuine card is being used in conducting a transaction.

Debit Card” means a valid Debit Card (whether of a proprietary nature or with an international affiliation) and includes Debit Cards in the form issued by the Issuing Bank and any other valid card approved by the Receiver of Revenue and approved by the Treasury.

“Department” means –

- (a) A Ministry, Parliament, a Joint Select Committee of Parliament or a Committee of either House of Parliament;
- (b) The Court of Appeal, the High Court, the Industrial Court, the Tax Appeal Board or any court of summary jurisdiction; and
- (c) A Department of Government not under ministerial control.

“Direct integration” means the process by which the website of the Department is directly connected to transact through the Services.

“Electronic Funds Transfer or EFT” means the transfer of funds via Credit Card Online that is initiated by a client to pay for a product offered by a Department thereby authorising the debit of the client’s account held with a Financial Institution.

"Electronic Record" means an electronic transaction record which includes data about the purchase. This includes: transaction amount, transaction number, transaction date and time, transaction type (credit and debit adjustments, purchase or refund), type of account being debited or credited, card number, identity of the card acceptor (Department/address) as well as the identity of the Department transcribed in a form acceptable to the Financial Institution and suitable for electronic processing.

“Financial Institution” means a financial institution as defined by section 2 of the Financial Institutions Act.

Integrated Financial Management Information System” or IFMIS means an automated system that is used for public financial management that interlinks planning, budgeting, expenditure management, control, accounting, audit and reporting and includes the integrated Receipting System.

“Issuing Bank” or “Issuer” means the Cardholder’s Financial Institution, or the Financial Institution which has issued a Card to an individual.

“Payment Card Industry – Data Security Standard” or “PCI – DSS” means a set of security standards developed by the Payment Card Industry Security Standards Council (PCI SSC), which aims to secure credit and debit card transactions against data theft and fraud.

“Portal” means an interface whereby citizens and businesses are able to access Government services available on the internet in a secure and integrated manner.

“Products” means goods or services supplied by a Department to the public.

“Settlement or settled” means the payment of amounts to be paid by the Financial Institution to the Department or by the Department to the Financial Institution pursuant to an Agreement.

"Service" refers to the services provided by the Financial Institution to the Department via the Electronic Commerce Solution for on line Authorization, processing and settlement of Transactions and includes the collective activities undertaken by the Bank, the Payment Gateway Provider, as well as the card processors.

“Services Fee” means the monthly fee charged to the Department pursuant to the Agreement with a Financial Institution

“Transaction” means a supply of Products by the Department utilizing the online solution, the purchase for which is initiated or effected by the use of a Credit or Debit Card;

"Transaction Fee" means the cost charged to the Department on a per Transaction basis by the Financial Institution.

"Transaction Invoice" means the form of electronic record authorised by the Financial Institution as evidence that a Cardholder has performed a Transaction.

"Transaction Record" means all documents or the Electronic Record of such documents used to evidence the supply of Products through the use of Cards, the format of each such document having been approved by the Bank, and includes an invoice

"Transaction Refund" means the return of funds to a Cardholder via the account after the Transaction has been captured and settled.

Trinidad and Tobago Computer Security Incident Response Team" or "TTCSIRT" means the unit within the Ministry of National Security which provides computer security incident response services to any government agency or organisation. The TTCSIRT also provides Incident Handling Risk Analysis, Security Audits and Assessments, Vulnerability Handling, Awareness Building, Cyber Alerts and Warnings to GoRTT agencies.

PART II General Instructions

Treasury Approval for Online Transactions

3. For the implementation of Online Credit Card Transactions in a Department, an Accounting Officer, who is a Receiver of Revenue must apply for the approval of the Treasury to:
 - (a) Utilize Online Credit card as a payment method by clients; and
 - (b) Open a separate bank account at a Financial Institution to collect public moneys via the Credit Card Online Solution.
4. Where the Accounting Officer has one or more Receivers of Revenue under his/her purview, the Accounting Officer must apply to the Treasury on behalf of each Receiver of Revenue, to utilize Online Credit Card as a payment method and for the authority to open a bank account for each Receiver of Revenue to collect public moneys.
5. In order to secure the approvals to conduct online transactions, at least three (3) months before the proposed implementation date, the Accounting Officer must submit with the application:
 - (a) A description of the Department's internal business system to be integrated with the Online Solution along with documentation of the process flows;
 - (b) Definition of the requirements of the Online Solution for integration with its business system; and

- (c) A business case supporting the implementation/integration of the Online Solution, which will include a Feasibility Report providing justification that the Solution will provide value for money.
6. The Department must engage the TTCSIRT for assessment of its systems for security compliance with the applicable standards, which will include but is not limited to relevant Data Protection Privacy, Cyber Security, Risk and IT General Controls within the Department's environment.
 7. A statement of compliance from the TTCSIRT must be provided to the Treasury for consideration in granting its approval.
 8. The Department must also submit sample copies of relevant outputs from the business system, i.e. Acknowledgement of Payment, Receipt, Transaction Report, Electronic Cash Book Report for approval.
 9. The terms and conditions for the online solution and bank account, which shall clearly outline the associated liabilities and responsibilities of all parties concerned, are subject to review and approval by the Treasury.
 10. With respect to the approval of the bank account, the Accounting Officer shall state the following in the application:
 - (a) His official designation and where applicable the official designation of the Receiver of Revenue on whose behalf the application is made;
 - (b) The estimated monthly cash turn-over for the account to be opened;
 - (c) The necessity and rationale for opening the account;
 - (d) The proposed title of the account, which must be specified as follows:

“Ministry Name and the relevant Division if applicable – Online Transactions Settlement Account”;
 - (e) The Bank proposed and its address;
 - (f) The terms and conditions on which the bank is willing to open and keep the account;
 - (g) The proposed date of opening of the bank account;
 - (h) At least two (2) authorized signatories, including the Accounting Officer and Receiver of Revenue, if different, and
 - (i) Specimen signatures of the authorized signatories.

Contractual Arrangements

11. Once the approval of the Treasury is obtained, the Accounting Officer shall sign the contractual arrangements with the authorized representative of the Financial Institution.
12. The Accounting Officer shall also enter into an Agreement with the Financial Institution for the provision of an online banking facility to monitor transactions conducted on the bank account on a real time basis, which will assist with the daily reconciliation process.
13. No variations shall be made to the contractual arrangements with the Financial Institution without the written approval of the Treasury.
14. All Agreements signed with the Financial Institution must be securely stored for the records of the Department and a copy forwarded to the Treasury and relevant Receiver of Revenue as applicable.
15. The Accounting Officer must promptly advise the Financial Institution, copying the Treasury, of any changes to:
 - (a) the signatories on the Account;
 - (b) the business of the Department, including collection of monies on behalf of another Receiver of Revenue;
 - (c) the name of a Department or Division.
16. An Accounting Officer must monitor the termination date of the contractual arrangements with the Financial Institution to ensure continuity of service.
17. Where the Agreements with the Financial Institution have expired and the terms and conditions in the Agreement have not changed, the Accounting Officer shall on renewal, forward a copy of the signed Agreement, to the Treasury for its records.
18. Where the Agreements with the Financial Institution have expired and the terms and conditions in the Agreement have changed, the Accounting Officer shall re-apply to the Treasury for approval to enter into the new Agreement.
19. In instances of realignment of Departments, where there is the dissolution of a Department, the Treasury shall inform the Financial Institution in writing, to transfer the balances to government's account at the Central Bank and to terminate the Agreements accordingly.

Duties of the Accounting Officer and Receiver of Revenue

20. The Accounting Officer is charged with the responsibility for:

- (a) Ensuring that the Bank is instructed to transfer all moneys deposited in the commercial bank account to government's account at the Central Bank daily in accordance with the applicable clearance period;
- (b) The reviewing and monitoring of the operation of the system and of the bank account by ensuring that it is included in the Internal Auditor's Annual Work Programme;

21. A Receiver of Revenue shall:

- (a) Ensure that internal controls and measures are in place for processing and recording of all transactions done and all moneys received electronically;
- (b) Exercise strict supervision over all officers under his authority, entrusted with receiving public moneys electronically, and implement efficient checks and balances to prevent against negligence and fraud as well as to mitigate the occurrence of refunds/chargebacks and potential complaints by clients;
- (c) Ensure proper supervision over the receipt of public funds via Credit Card Online transactions and bring promptly to account under the appropriate Chart of Account classifications for the respective service item, all public money so received;
- (d) Ensure that the Cash Books generated by the system, are checked and reconciled on a daily basis;
- (e) Ensure that all records are correctly posted and maintained on a timely basis and that such reports and compliance statements as are required by these Instructions are promptly prepared;
- (f) Ensure the efficient operation, as well as prompt, daily and monthly reconciliation of the bank accounts opened for deposit of all moneys collected;
- (g) Ensure adequate training of officers in the processes and procedures to operate the online solution;

- (h) Ensure that an IT Governance and Management Framework is created and implemented to ensure that technical issues, business risks, and control requirements are effectively addressed and to guarantee preservation of the integrity of the information system;
- (i) Ensure proper IT controls for the operations of the system and the retention of transactions and receipt records;
- (j) Maintain a policy that addresses information security;
- (k) Ensure that the system provides an audit trail of operations performed;
- (l) Ensure the conduct of periodic audits of the general IT controls specified in (h) above;
- (m) Establish access to its system to facilitate viewing of transactions by authorised personnel, including those delegated by the Accounting Officer. Alternatively, an electronic or hard copy of the Cash Book must be provided to the Accounting Officer on a daily basis to facilitate oversight of the activities in the bank account.
- (n) Ensure that data pertaining to all transactions: Credit/Debit card/LINX debit card, cash and cheques, are accurately recorded in the Bank Statements and updated in the system and Cash Book;
- (o) Ensure that a Business Continuity Plan is developed and implemented to allow for continued operations in the event of a system failure.
- (p) Ensure that in the event of a compromise to the online solution, a report is made to the relevant authorities (Police Service, TTCSIRT, Bank, Accounting Officer and Treasury) within 24 hours of becoming aware of the event.

22. Accounting Officers and Receivers of Revenue:

- (a) must comply with the provisions of all related Agreements signed with the Bank and other third parties as approved by the Treasury and within the timeframes for required action to mitigate penalties, charges and premature termination of the Agreement with the Financial Institution. See Appendix IV;
- (b) must comply with these Instructions for the conduct of Credit Card Online Transactions.

23. A Collector of Revenue who has collected public moneys on behalf of a Receiver of Revenue via the Credit Card Online Solution and other approved revenue collection options, must report such revenue to the Receiver on a monthly basis.

PART III

Procedures for Accepting and Recording Public Moneys received via the -Online Solution

Online Operations

24. The Department must implement a Terms and Conditions Agreement for the client's acceptance on its website that includes, but is not limited to:
- (a) any fees payable by the client;
 - (b) reference to the following policies:
 - i. Chargeback/Refund
 - ii. Returns/Cancellation ;
 - iii. Consumer Data Privacy; and
 - iv. Delivery
 - (c) reference to the applicable uses of customer data and the policy for storage and access in relation to the Data Protection Act 2011 and General Data Protection Regulation (GDPR).
25. A Receiver of Revenue must ensure that the web Portal to facilitate the initiation of a transaction by a client:
- (a) Adheres to PCI – DSS compliance standards;
 - (b) Has end to end encryption of all data used to facilitate transactions;
 - (c) Can save and store the Reference Number related to the service but shall not save or store the clients' personal Credit Card details such as PIN and CVV2 / CVC2 numbers;
 - (d) Can generate Transaction receipts and associated reports, and
 - (c) Can generate prescribed reports for all transactions.
26. A Transaction must be captured automatically or manually by the Department within the timeframe stated in the Agreement in order to be submitted for settlement to government's account and prevent loss of government revenue.
27. The Department's business system must:

- (a) be configured to include the Chart of Accounts Classification for all transactions to be conducted by the Department including transactions conducted as a Collector of Revenue on behalf of other Receivers of Revenue;
- (b) be configured to generate an Electronic Cash Book Report;
- (c) be able to process refund transactions in the period it was paid making reference to the original transaction in the Electronic Cash Book.
- (d) have the ability to sort data by various parameters, including, but not limited to:
 - (i) Chart of Accounts Classification;
 - (ii) Status;
 - (iii) Payment Method;
 - (iv) Transaction Type i.e. Receipts, Refunds;
 - (v) Cashier; and
 - (vi) Period
- (e) be capable of generating data to be uploaded to the government's IFMIS.

Issue of Acknowledgement of Payment – Form EFT02

- 28. After the successful completion of a Credit Card Online transaction, the system shall generate an Acknowledgement of Payment as specified in Form EFT02, to the client together with a notification that an Official Receipt will be subsequently issued.
- 29. Form EFT02 shall be issued in numerical sequence or alpha-numeric values to form a sequential receipt for each financial year.
- 30. The Electronic Cash Book must be promptly updated with the Acknowledgement of Payment information.

Issue of Official Receipt

- 31. Upon verification that the funds have been received in the bank account, the Receiver of Revenue shall issue an official receipt to the client without delay.
- 32. The system shall generate an Official Receipt as specified in Form EFT03 in numerical or alpha-numeric sequence.
- 33. The Official Receipt shall contain the following information:
 - (a) The amount of the transaction;
 - (b) The date and time of the transaction;

- (c) The Type of Transaction;
 - (d) The name of the client and description of the transaction;
 - (e) The Receipt Number;
 - (f) A Unique Transaction Identification Number generated by the business system that will facilitate reconciliation.
34. There shall be no alteration or amendment to the amount of a receipt shown in words or figures.
35. When an official electronic receipt has been generated with incorrect or incomplete information, it shall *cancelled* so as not to alter the system's numerical sequence and reflected in the Electronic Cash Book for the associated transaction.
36. In no circumstances shall an official receipt be deleted from the system.

Updating of Accounting Books and Records

Electronic Cash Book

37. A Receiver of Revenue conducting EFT is required to maintain accounting books and records for all methods of payments in an electronic format. For this purpose an Electronic Cash Book must be maintained. See specimen at **Appendix 1)**
38. The Electronic Cash Book must comply with the following requirements:
- (a) All transactions, whether payments are made by Cash, Cheque, LINX or Online Credit Card should be processed by the business system, which will generate an electronic Cash Book.
 - (b) A summary of each day's transactions must also be provided showing aggregated totals grouped according to the fields stated in Paragraph 27.
39. The configuration of the Electronic Cash Book must be assessed by the Treasury to convey the necessary approval to use the Electronic Cash Book.
40. The Electronic Cash Book must be printed, checked, balanced and certified daily or at the end of every shift.

41. The Electronic Cash Book must be submitted to the Treasury on a daily basis in excel format via secure File Transfer Protocol (FTP).

Checking Officer

42. A senior officer shall be delegated by the Receiver of Revenue to ensure that for each day:
 - (a) The particulars of the Acknowledgement of Payment, the Department's Official Receipt and the Comptroller of Accounts Receipt for moneys brought to account at the Treasury are recorded in the Electronic Cash Book;
 - (b) All transactions are under the correct Chart of Accounts classification and the monetary value are accurately captured in the Acknowledgement of Payment;
 - (c) All transactions for each payment method are accurately recorded in the Electronic Cash Book using the bank's Daily Transaction Report;
 - (d) Notifications of Credit from the Treasury for refunds paid, are promptly entered in the Electronic Cash Book. A narrative on the reason for the refund must also be included.
 - (e) The Electronic Cash Book must be printed, checked, balanced and certified daily or at the end of every shift. A specimen of the certification to be done by the Checking Officer is represented in **Appendix I**.
 - (f) The fees invoiced by the bank are correct by verifying the number of online credit card transactions on the invoice against the Daily Transaction Report.

PART IV

Processing the Collection of Public Moneys via Credit Card Online Transactions

On-line Banking Access

43. Accounting Officers must ensure the installation of appropriate information technological infrastructure for access by authorized personnel to the online banking facility made available by the Financial Institution to facilitate monitoring of the Bank account/s and access to records, reports and statements.

Bringing to Account in the Books of the Treasury

- 50. On receipt of Credit Advices for each day’s transfer of the moneys collected to government’s account, the Treasury Division shall forward electronic copies of the Credit Advices to the Receiver of Revenue to start preparation of Deposit Vouchers for each Credit Advice. The original Credit Advices will then be promptly dispatched.

- 51. A Receiver of Revenue shall:
 - (a) Maintain a Register for all original Credit Advices received from the Treasury;
 - (b) On receipt of all Credit Advices pertaining to a day’s takings via each payment method, a Deposit Voucher shall then be completed to bring the moneys to account at the Pay Branch Unit of the Treasury Division. A Comptroller of Accounts Receipt will be issued for recording in the Cash Book.

- 52. A Receiver of Revenue shall ensure that the Comptroller of Accounts Receipt Numbers are entered against the relevant transaction in the Cash Book to show that the moneys so collected were brought to account.

**PART V
Bank Reconciliation and Reporting**

- 53. Bank Reconciliations must be prepared each month within seven days after the end of the month using the Merchant Statements, Electronic Cash Book, Credit Advices and the Bank Statements from the online banking facility.

- 54. A senior Officer must certify correct the Bank Statement as follows:

I confirm that the Bank Statement/s submitted by the
..... agrees/agree with the entries
(Insert name of Bank)
Merchant Statements and the Electronic Cash Book for
.....
(Insert Month and Year)
.....
Name of Senior Officer Position Date

55. The Head of the Accounting/Revenue Unit must review the Bank Reconciliation Statement and ensure that all discrepancies are immediately reported to the bank for investigation and resolution.
56. Bank Statements must be securely stored and filed in date order together with Merchant Statements and Credit Advices.

Monthly Reporting

57. A Receiver of Revenue shall submit:
 - (a) The Monthly Return of Revenue to the Budget Division and a copy to the Comptroller of Accounts. The Monthly Return will show a breakdown of moneys collected by the various methods of payment;
 - (b) The Monthly Bank Reconciliation Statement to the Accounting Officer and a copy to the Comptroller of Accounts.
58. On a quarterly basis, the Accounting/Revenue Unit must reconcile its records to the Treasury's records.

PART VI Provision for Complaint Resolution

59. The Receiver of Revenue shall notify clients on its website, of their duty to check all entries on bank statements and to report promptly any apparent error or possible unauthorized transaction.
60. A client may dispute a transaction where:
 - (a) The product was not received;
 - (b) Duplicate processing of the transaction occurs;
 - (c) A Refund due was not processed; and
 - (d) There is fraud.
61. The Receiver of Revenue shall maintain a database in a secure environment, with data from the key fields on a receipt, such as name, date and Transaction Receipt number, to facilitate any search for the resolution of complaints by clients.

62. Credit Card Online Transaction Receipts and other records/details must be retained in accordance with the Financial Regulations to provide evidence in the resolution of clients' complaints.
63. The Bank is responsible for responding to the client's complaint on behalf of the Department. The Receiver of Revenue must therefore, respond to enquiries from the bank and provide supporting documentary evidence within the timeframe stated in the Agreement, in order to prevent loss of government funds.
64. Where the outcome of the enquiry results in a refund/chargeback, the Bank will so inform the Department to arrange payment.

Refund/Chargeback Process

65. The Receiver of Revenue shall ascertain if the public moneys to be refunded, was brought to account at the Treasury in the previous financial year or current financial year.
66. An "OTHER CHARGES – Payment Voucher" in favour of the Comptroller of Accounts must be completed under Head 18- Ministry of Finance, in the case of a previous financial year or under Head 228- Advances from Advances Fund, in the case of the current year. Specimens of completed vouchers are at **Appendices 2 and 3**.
67. The Accounting Officer and Receiver of Revenue shall ensure that:
 - (a) The Payment Voucher together with copies of the following supporting documentation are delivered to the Treasury **within two (2) business days** of notice of the Chargeback from the bank:
 - (i) Deposit Voucher;
 - (ii) Comptroller of Accounts Receipt;
 - (iii) Official Receipt (certified correct; and
 - (iv) Other documentation associated with the transaction.
 - (b) There is no delay in the refund process to prevent accrued charges by the Bank.
68. The Treasury will be responsible for payment of the refund into the client's account and a "Notification of Credit" will be forwarded to the Department for updating of its books.

PART VII
Treatment of Fees

69. At no time should the fees associated with Online Credit Card transactions be offset by the bank against the receipts collected since gross revenue must be transferred to the Central Bank.
70. The contractual arrangement with the Bank shall provide for the Bank to send monthly invoices for payment of associated fees, which must be paid in a timely manner from the Department's budgetary allocation.
71. The value of transaction fees invoiced must be matched against the number of Credit Card Online transactions in the Transaction Report and Electronic Cash Book and the invoice certified correct before processing the payment.

Part VIII
Retention of Transaction and Receipt Records

72. The Department shall retain full records including official receipts, logs and purchase/Product requests from any client, invoices for said purchases including any supporting documentation relevant to any transaction in accordance with the Financial Regulations.

PART IX
Miscellaneous

73. An Accounting Officer and Receiver of Revenue shall ensure that any Cardholder information provided to the Department and the Service and all materials/manuals provided to assist in the use of the Service in connection with the Agreement with the Financial Institution are kept in strict confidentiality.
74. Accounting Officers and Receivers of Revenue must ensure that copies of the following documents are kept in every office that conducts Credit Card Online transactions:
- (a) Exchequer And Audit (Electronic Funds Transfer) Regulations, 2015;
 - (b) Financial Instructions for Revenue Collected via Credit Card Online Solution, 2020; and
 - (c) The Agreements signed with the Financial Institution.

Appendix 1 – Specimen Electronic Cash Book

Ministry	
Department	
Period	
Date	

Transaction ID	Chart of Accounts Classification	Chart of Accounts Classification Description	Client Name	Acknowledgement of Payment Number	Official Receipt		Cashier/ Officer ID	Payment Method	Amount	Refunds (Not Included in Total)	Remarks
					Number	Date					

Total Amt. Received	
Total b/f	
Total c/f	

Cash	Linx	Cheques	Credit Card Online
I certify that I have checked the cash in the hand(s) of the Cashier(s) /assigned officer's and found \$..... 1. More/less than the amount 2. Which agrees with the amount Shown as above Date..... Checking Officer.....	I certify that I have checked the Linx debit card transactions for the Terminal number.....and found \$..... 1. More/less than the amount 2. Which agrees with the amount Shown as above Date..... Checking Officer.....	I certify that I have checked the cheques in the hand(s) of the Cashier(s) /assigned Officers and found \$..... 1. More/less than the amount 2. Which agrees with the amount Shown as above Date..... Checking Officer.....	I certify that I have checked the Credit Card Online transactions and found \$..... 1. More/less than the amount 2. Which agrees with the amount Shown as above Date..... Checking Officer.....

Brought to Account at the Treasury by:

COA Receipt #	Date	Amount

SPECIMEN SUMMARY CASH BOOK

Ministry	
Department	
Period	
Date	

Chart of Accounts Classification	Chart of Accounts Classification Description	Cash	Cheque	Linx	Online Payments	Amount

I certify that I have checked and found
 Cash \$.....
 Linx\$.....
 Cheque \$.....
 Credit Card Online \$.....
 1. More/less than the amount
 2. Which agrees with the amount
 Shown as above
 Date.....
 Checking Officer.....

Total Amt. Received	
Total b/f	
Total Refunds	
Total c/f	

ORIGINAL								General - 3
TRINIDAD AND TOBAGO			OTHER CHARGES-Payment Voucher					
Head	18	Ministry of Finance			Payable at			
Sub-Head	04	Current Transfers and Subsidies			Head Office Vr. No.			
Item	009	Other Transfers						
Sub Item	05	Refund of Revenue (Previous Year)						
Trinidad Government Dr. to		Comptroller of Accounts			Dep't Voucher. No.			
Address								
Date	Order No.	Stores	Detailed Description of Service and Articles			\$	C.	
			Refund of moneys to <i>(insert client's name and Bank Details)</i> due to <i>(insert reason for refund)</i> . Moneys were collected under <i>(insert Revenue Item)</i> via Online Credit Card in the amount of <i>(insert amount)</i> . Official Receipt No. <i>(insert # and date)</i> was issued and the money brought to account at the Treasury. COA Receipt No. <i>(insert # and date)</i> refers.					
			<i>This voucher is to be certified correct and dated by the Receiver of Revenue or an officer duly authorised to do so.</i>					
Passed for payment								
	Authority		Total					
*I certify that the above account for						Dollars		
and						Cents is correct, and was incurred under the authority quote		
that the rate(s)/price(s) charged is/are according to regulation/contract fair and reasonable.								
					<i>Signature</i>	} <i>of</i>		
Date		2015			<i>Title</i>			
RECEIVED this		day of		20	in payment of the above account			
the sum of				Dollars and		Cents.		
<i>Witness</i>			<i>Signature of Receiver</i>					
*This Certificate must be made to apply to the circumstances of the payment.								
G.P., TR./TO. -								

ORIGINAL					General - 3					
TRINIDAD AND TOBAGO					OTHER CHARGES-Payment Voucher					
Head	228	Advances from Advances Fund			Payable at					
Sub-Head	35	Ministry of Finance (COA)			Head Office Vr. No.					
Item	7	Refund of Revenue (Current Year)								
Trinidad Government Dr. to		Comptroller of Accounts			Dept't Voucher. No.					
Address										
Date	Order No.	Stores	Detailed Description of Service and Articles				\$	C.		
			Refund of moneys to (insert client's name and Bank Details) due to (insert reason for refund). Moneys were collected under (insert Revenue Item) via Online Credit Card in the amount of (insert amount). Official Receipt No. (insert # and date) was issued and the money brought to account at the Treasury. COA Receipt No. (insert # and date) refers.							
			<i>This voucher is to be certified correct and dated by the Receiver of Revenue or an officer duly authorised to do so.</i>							
Passed for payment for Accountant General		Authority			Total					
*I certify that the above account for							Dollars			
and							Cents is correct, and was incurred under the authority quoted that the rate(s)/price(s) charged is/are according to regulation/contract fair and reasonable.			
Date		2015	Signature		Title		of Dept.			
RECEIVED this		day of		20		in payment of the above account				
the sum of				Dollars and		Cents.				
Witness				Signature of Receiver						
*This Certificate must be made to apply to the circumstances of the payment.										
G.P., TR./TO. -										

SOME CONTRACTUAL TIMEFRAMES TO BE OBSERVED

Activity	Timeframe within which Action is Required
Funds due from Visa and MasterCard Transactions will generally be processed and transferred to the Department's Account by the Bank from the time a Batch is closed.	2 Business Days
The Department should make payment of fees and charges after receiving invoice from FI.	30 Business Days
The Department to respond to any request by the Bank for clarification or explanation of an invoice/Transaction Invoice, receipt or other Sales Record	10 Business Days
To notify the Bank in writing about a proposed change or if the Department is changing.	21 Business Days
Requests from the Department to the Bank to capture an authorisation by the Department to ensure the Transaction is cleared prior to the authorization expiring.	10 Business Days
Treasury and the Department to facilitate the processing of a refund	5 Business Days
<p>The Bank may</p> <ul style="list-style-type: none"> (a) refuse to credit the Department's Account the amount of any Transaction, or (b) charge back the amount of any Transaction to the Department if a Department fails to respond to the Bank's inquiry in respect of the Invoice or does not dispute such charge back in writing to the Bank 	10 Business Days
Based on a request from the Bank, the Department is to provide the Bank with any additional or supporting documents relating to a transaction	10 Business Days
The Department must send Instructions to the Bank, consequent on the resolution of a dispute, any sum of money to be made payable to the Cardholder by the Department, for the Bank to credit the money by way of a Credit Record to the Cardholder's Account.	5 Business Days
The Department is required to submit any Card settlement query from the date of a transaction.	3 months

Activity	Timeframe within which Action is Required
The Department must pay fees and charges due to the Bank from the date of the invoice	30 Business Days
(a) The Bank may propose variations to the terms of the Agreement by sending written notice to the Department (b) The Department must respond to the Bank from receipt of the notice and variation.	30 Business Days 30 Business Days
The Department may give notice to the Bank to terminate the Agreement if the Department deems an increase in the discount rate by the Bank to be unacceptable;	20 Business Days
(a) The Department must remedy a failure in the performance of its obligations under the contract, to avoid termination of the agreement by the Bank, after being notified by the Bank in writing of the nature of the failure (b) The Department must remedy a failure to use the Services in accordance with the terms and conditions of the Agreement, to avoid termination of the agreement by the Bank, after being notified by the Bank in writing of the nature of the failure	20 Business Days 20 Business Days
The Department must remedy suspicious fraudulent or criminal activity, to avoid termination of the agreement by the Bank, after receiving notice from the Bank in writing of the suspected fraud or criminal activity	10 Business Days
The Department must remedy actions that damage the reputation of the Bank ,to avoid termination of the agreement by the Bank, after receiving notice from the Bank to remedy such actions	10 Business Days
The Department remains liable for all Transactions performed on the Terminals from the date of termination of the Agreement	6 months
Notice of force majeure event	7 Business Days
Notice required to be given by either Party under the Agreement to the other Party	7 Business Days

FORM EFT04B

ACKNOWLEDGEMENT OF PAYMENT FOR CREDIT CARD ONLINE TRANSACTIONS

Insert Header of Department's Letterhead¹ in this space

Transaction Code ²	
Acknowledgement of Payment Number	Acknowledgement of Payment Date
	mm/dd/yyyy
Client Name	Agent Name
Chart of Accounts Classification/s	Amount (TID)
<i>Classification 1</i>	XX.XX
<i>Classification 2</i>	XX.XX
<i>Classification 3</i>	XXX.XX
Sub Total 1	XXX.XX
VAT	XX.XX
Convenience Fee ³	XX.XX
Delivery Fee	XX.XX
Total⁴	X,XXX.XX
Card Number ⁵	Amount in words
xxxxxxxxxxxx111	

¹ Header of Department's Letterhead must include Receiver of Revenue Name and Code, Department Code, logo, address, website, VAT Registration Number, if applicable) and other contact information

The Transaction Code is a sequential number that will be generated by the E-Commerce Solution?

³ All Fees payable by the client must be included in the Terms and Conditions and accepted by the client prior to conducting the Credit Card Online Transaction. Some Fees included in this specimen of EFT05 may not be applicable for some Departments. In this regard, Form EFT05 must be customized to the Department's requirements

⁴ The Department must ensure that the Amount (the Sub Total 1 only) that pertains to public moneys collected by the Receiver/Collector of Revenue is accurately captured in the Electronic cash Book. If The IRD collects VAT on its sales, then a Sub Total 2 will be required to aggregate Sub Total 1 and VAT.

⁵ The Card Number must be coded to show only the last four (4) digits and is subject to the terms of the Privacy Policy

FORM EFT05
OFFICIAL RECEIPT FOR CREDIT CARD ONLINE TRANSACTIONS

Insert Header of Department's Letterhead¹ in this space

Transaction Code ² <input style="width: 95%;" type="text"/>	Receipt Number <input style="width: 95%;" type="text"/>
Acknowledgement of Payment Number <input style="width: 95%;" type="text"/>	Receipt Date <input style="width: 95%;" type="text" value="mm/dd/yyyy"/>
Client Name <input style="width: 95%;" type="text"/>	Agent Name <input style="width: 95%;" type="text"/>
Chart of Accounts Classification/s	
<i>Classification 1</i>	XX.XX
<i>Classification 2</i>	XX.XX
<i>Classification 3</i>	XXX.XX
Sub Total 1	XXX.XX
VAT	XX.XX
Convenience Fee ³	XX.XX
Delivery Fee	XX.XX
Total⁴	<u>X,XXX.XX</u>
Card Number ⁵ <input style="width: 95%;" type="text" value="xx.xxx.xxx.xxx1111"/>	

¹ Header of Department's Letterhead must include Receiver of Revenue Name and Code, Department Code, logo, address, website, VAT Registration Number, if applicable) and other contact information

² The Transaction Code is a sequential number that will be generated by the E-Commerce Solution?

³ All Fees payable by the client must be included in the Terms and Conditions and accepted by the client prior to conducting the Credit Card Online Transaction. Some Fees included in this specimen of EFT05 may not be applicable for some Departments. In this regard, Form EFT05 must be customized to the Department's requirements

⁴ The Department must ensure that the Amount (the Sub Total 1 only) that pertains to public moneys collected by the Receiver/Collector of Revenue is accurately captured in the Electronic cash Book. If The IRD collects VAT on its sales, then a Sub Total 2 will be required to aggregate Sub Total 1 and VAT.

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