THE ELECTRONIC FUNDS TRANSFER (EFT)
FINANCIAL INSTRUCTIONS
FOR PUBLIC MONEYS COLLECTED VIA
THE PAYMENTS SERVICE PROVIDER RETAIL PAYMENT NETWORK, 2022

April 1, 2022

Contents

THE ELECTRONIC FUNDS TRANSFER (EFT) FINANCIAL INSTRUCTIONS FOR PUBLIC MONEYS COLLECTED VIA THE PAYMENTS SERVICE PROVIDER RETAIL PAYMENT NETWORK, 2022

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 Payments Service Provider Retail Payment Network, 2022. This is in alignment with Legal Notice No. 68 of 2015, The Exchequer and Audit (Electronic Funds Transfer) Regulations 2015.

Introduction

This operational instruction document sets out requirements for the use of Payments Service Provider Retail Payment Network by Ministries, Departments and Agencies (MDAs) associated with or belonging to the Government of Trinidad and Tobago (GoRTT) to utilise Direct Credit or Pre-paid Voucher EFT methods.

Direct Credit payments are made at a Third-Party provider to facilitate the payment transaction.

Pre-paid Vouchers are vouchers purchased by the Client at a Third-Party provider. The voucher contains a unique identifier in the form of a system generated number. This voucher can be redeemed for a fixed financial value, which can then be used to pay fines and fees.

While these instructions make functional distinctions, it is recognized that one entity may play several roles in the context of a single Pre-paid Voucher Transaction. For example, the Client and Payment Service Provider may be one and the same entity.

Scope

These Instructions address payments arising from individual transactions initiated by a Client using a Pre-paid Voucher in tandem with an electronic device (e.g. personal computer, PDA), over an open communication network in an online Real-time environment, or Direct Credit which results in a payment to the receiver of revenue for the purpose of making a payment for goods or services. This process involves verification of the client documentation (e.g., through the scanning of reference number, barcode or QR code) and online Real-time approval of the transaction, resulting in an obligation on the part of the Receiver of Revenue to provide the good or service. However, in the event an inquiry or complaint is raised by a Client regarding whether a transaction was duly finalized, these instructions also address returns and refunds and the procedures that apply.

PART I Definitions of Terms and Concepts Associated with the Receipt of Public Moneys via the Payments Service Provider Retail Payment Network

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

"ACH" or **"Automated Clearing House"** means an electronic clearing system in which payment orders or instructions are exchanged among financial institutions and processed in batches by a data processing centre, primarily through magnetic media or telecommunications networks;

"ACH Operator" means the Trinidad and Tobago Interbank Payments System Limited.

"ACH Bank Transfer" is an electronic transfer of funds from the account of a payor to the account of a payee, originated through a commercial bank and electronically transmitted via the Automated Clearing House.

"Agreement" means the document inclusive of the terms and conditions associated with the Payments Service Provider Retail Payment contractual arrangement and Accounts to be signed between an Accounting Officer and the authorized representative from the Financial Institution.

"Agent fee" means the fee charged to the Department pursuant to the Agreement with the Payment Services Provider.

"Bank account" means an account at a bank as defined by section 2 of the Financial Institutions Act.

"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.

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

"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 credit" means the payment by a Client at one of the approved Payment Service Providers.

"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 through electronic means that is initiated by a Department or a client, so as to instruct or authorize a Central Bank of Trinidad and Tobago (CBTT) in the case of a Department, or a financial intermediary in the case of a client, to debit or credit an account held with the CBTT or financial intermediary, as the case may be.

"**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 (cash, Payments Service Provider Retail Payment, credit and debit adjustments, purchase or refund), type of account being debited or credited, voucher number, identity of the 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.

"**Electronic Voucher Distribution System**" means the system utilised by the Payment Service Provider to produce the Pre-paid Voucher.

"Emergency Incident" means an incident that results in a catastrophic loss of data or that causes the system to be offline for more than 24 hours

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

"**Payment Service Provider**" means a Payment Service Provider as defined and registered with the CBTT.

"Payment Service Provider Agreement" means the document inclusive of the terms and conditions associated with the Payments Service Provider Retail Payment contractual arrangements to be signed between an Accounting Officer and the authorized representative from the Payment Service Provider.

"Pre-paid Voucher" means the voucher purchased by the Client at one of the approved Payment Service Provider's Sales Agent.

"**Processing Fees**" means the total fees charged to the Department pursuant to the Agreement with a Payment Service Provider and the Financial Institution.

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

"Sales Agent" refers to the third-party intermediary that the Client approaches so as to purchase the Pre-paid Voucher.

"Settlement or settled" means the payment of amounts to be paid by the Financial Institution or the Payment Service Provider to the Department or by the Department to the Financial Institution pursuant to an Agreement.

"Service" refers to the services provided by the Payment Service Provider to the Department via the Electronic Voucher Distribution System for online Authorization, processing and settlement of Transactions and includes the collective activities undertaken by the Bank.

"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 Payments Service Provider Retail Payment network, the purchase for which is initiated or effected by the client.

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

"Transaction Invoice" means the form of electronic record authorised by the Financial Institution as evidence that a client 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 the Payments Service Provider Retail Payment network, the format of each such document having been approved by the Department, and includes an invoice.

"Transaction Refund" means the return of funds to a client via the Treasury Division after the Transaction has been captured and settled.

Trinidad and Tobago Cyber 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 Payments Service Provider Retail Payments

3. For the implementation of the Payments Service Provider Retail Payments in a Department, an Accounting Officer, who is a Receiver of Revenue must apply for the approval of the Treasury to:

   (a) Utilize Payments Service Provider Retail Payments as a payment method by clients; and

   (b) Open/Utilize a/an separate/existing Account to collect public moneys via Payments Service Provider Retail Payments.

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 Payments Service Provider Retail Payments as a payment method and for the authority to open an Account for each Receiver of Revenue to collect public moneys.

5. The Accounting Officer must submit the following at least three (3) months before the proposed implementation date, with the application:

   (a) A description of the Department's internal business system to be integrated with the Payments Service Provider Retail Payment Solution along with documentation of the process flows;

   (b) Definition of the requirements of the Payments Service Provider Retail Payment Solution for integration with its business system; and

   (c) A business case supporting the implementation/integration of the Payments Service Provider Retail Payment Solution, which will include a Feasibility Report providing justification that the Solution will provide value for money.

   (d) Classification of the supply of Products provided by the Department.

6. The Department must engage the TTCSIRT for assessment of the MDA's systems and relevant components connected to the Payment Service Provider's application 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. <mark>A statement of compliance from the TTCSIRT must be provided to the Treasury for consideration in granting its approval.</mark>

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, which shall clearly outline the associated liabilities and responsibilities of all parties concerned with the Payments Service Provider Retail Payment solution and account are subject to review and approval by the Treasury.

10. With respect to the approval of the 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 various payment methods by which deposits shall be made to the account;

    (e) The proposed title of the account, which must be specified as follows:

    "**Ministry Name and the relevant Division if applicable – Collections Account**";

    (f) The Bank proposed and its address;

    (g) The terms and conditions on which the bank is willing to open and keep the Account;

    (h) The proposed date of opening of the Account.

    (i) At least two (2) authorized signatories, including the Accounting Officer and Receiver of Revenue, if different, and

    (j) Specimen signatures of the authorized signatories.

    (k) The proposed Payment Service Provider, which must be specified as follows:

"Payment Service Provider's Name and the relevant Division if applicable – Retail Payments System";

(l) The Payment Service Provider proposed and its address;

(m) The terms and conditions on which the Payment Service Provider is willing to provide services for an Retail Payments System;

(n) The proposed date for the availability of the system (when will system go live).

(o) Documentation of the infrastructure that the payment service provider intends to use to facilitate the Payments Service Provider Retail Payment solution and

(p) Signed agreement with payment service provider

(q) Specimen signatures of the authorized signatories.

Contractual Arrangements

11. Once the approval of the Treasury is obtained, the Accounting Officer shall sign the contractual arrangement with the authorized representative of the Financial Institution and the contractual arrangement with the authorized representative of the Payment Service Provider.

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 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 CBTT 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 Account to government's account at the CBTT daily in accordance with the applicable clearance period;

    (b)   The reviewing and monitoring of the operation of the system and of the 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 and potential complaints by clients;

(c) Ensure proper supervision over the receipt of public funds via the Payments Service Provider Retail Payment solution and bring promptly to account under the appropriate Chart of Account classifications for the respective service item, all public money so received;

(d) Ensure proper supervision of the payment service provider, and promptly inform the relevant authorities (Police Service, TTCSIRT, Bank, Payments Service Provider, Accounting Officer and Treasury) of any non-compliance with the Payment Service Provider Agreement.

(e) In the event of an Emergency Incident, with either the Ministry, Department or Agency's system or the Payments Service Provider's system the Receiver of Revenue shall conduct an emergency conference call meeting to report on the Emergency Incident. This report shall include, at a minimum, the following information:

> a the nature of the Emergency Incident, anticipated recovery time, what systems or processes are affected, and suggested schedule of update for communication; and if possible
> b specific details of the cause of the Emergency Incident (e.g., hardware, software, procedural or personnel), what additional items (if any) are affected, and a summary of the procedures that are being conducted to resolve the Emergency Incident.

(f) Ensure that the Cash Books generated by the system, are checked and reconciled on a daily basis;

(g) 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;

(h) Ensure the efficient operation, as well as prompt, daily and monthly reconciliation of the Accounts opened for deposit of all moneys collected;

(i) Ensure adequate training of officers in the processes and procedures to operate the Payments Service Provider Retail Payment solution;

(j) 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;

(k) Ensure proper IT controls for the operations of the system and the retention of transactions and receipt records;

(l) Maintain a policy that addresses information security;

(m) Ensure that the system provides an audit trail of operations performed;

(n) Ensure the conduct of periodic audits of the general IT controls specified in (j) above;

(o) 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 Account.

(p) Ensure that data pertaining to all transactions: Payments Service Provider Retail Payment, ACH, Credit/Debit card/LINX, cash and cheques, are accurately recorded in the Bank Statements and updated in the system and Cash Book;

(q) Ensure that a Business Continuity Plan is developed and implemented to allow for continued operations in the event of a system failure.

(r) Ensure that in the event of a compromise to the Payments Service Provider Retail Payments solution, a report is made to the relevant authorities (Police Service, TTCSIRT, Bank, Payments Service Provider 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 the Payments Service Provider 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 or the Payments Service Provider. See **Appendix 4;**

(b) must comply with all related Agreements signed with the Payments Service Provider for the conduct of Payments Service Provider Retail Payment Transactions.

(c) must comply with these Instructions for the conduct of Payments Service Provider Retail Payment Network.

(d) In cases where the MDA or Payments Service Provider does not comply with the Instructions set out in this document, the Treasury reserves the right to suspend its approval for payments, until such time as when the MDA or Payments Service Provider returns to compliance. Non-compliance includes but is not limited to the following:

- Failure to notify the Treasury Division of any inconsistencies or improprieties associated with the reconciliation of revenue
- Failure of the Payments Service Provider to bring moneys to account within the stipulated timeframes detailed in this document
- Any actions by the MDA or Payments Service Provider that violate any financial laws of the Republic of Trinidad and Tobago.

23.   A Collector of Revenue who has collected public moneys on behalf of a Receiver of Revenue via the Payments Service Provider Retail Payment solution and other approved revenue collection options must report such revenue to the Receiver on a monthly basis.

24.   All monies collected from the acceptance of payments and sale of the vouchers, less the applicable Convenience Fee, shall be transmitted by the Payments Service Provider directly into the Account in the name of the Receiver of Revenue, and in accordance with the agreed timelines set out in clause fifty-three (53).

Process Mapping

25. To ensure the correct operation of the reconciliation process, the Receiver of Revenue must submit a process map detailing the operation of their process. The process maps shown in **Appendix 5** serves as an example to guide the development of other maps.

PART III

Procedures for Accepting and Recording Public Moneys received via the –Payments Service Provider Retail Payment

Payments Service Provider Retail Payment Operations

26. The Department must implement a Terms and Conditions Agreement for the client's acceptance on its website, mobile applications and on-premise locations that includes, but is not limited to:

(a) any fees payable by the client;

(b) reference to the following policies:

     i.   Refund;

     ii.   Returns/Cancellation;

     iii.   Consumer Data Privacy;

     iv.   Delivery and;

     v.   Client complaints

(c) reference to the applicable uses of client data and the policy for storage and access in relation to the Data Protection Act 2011 and General Data Protection Regulation (GDPR).

27. 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 details;

(d) Can generate Transaction receipts and associated reports, and

(e) Can generate prescribed reports for all transactions.

28. The Receiver of Revenue must ensure through their contractual agreement that the Payment Service Provider must ensure that their infrastructure:

    a.   Conforms to Data Protection Privacy, Cyber Security, Risk and IT General Controls standards and all other necessary cyber privacy legislature

    b.   Is maintained to ensure the continuous and uninterrupted operation of the solution

    c.   Does not compromise the client's privacy in any way

29. 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 at the CBTT and prevent loss of government revenue.

30. 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. be capable of generating data to be uploaded to the government's Integrated Financial Management Information System (IFMIS).

31. The Receiver of Revenue must ensure through their contractual agreement that Payment Service Provider shall facilitate the provision of training to all authorised agents for direct bill payment and the generation and sale of the vouchers to ensure that the agents are trained and sensitized to operate the system as intended before commencing sales.

32. Notice of Outages

Network Outage Levels

Urgency Level	Definition
Low	No impact on the acceptance of payments or sale of vouchers at the PSP's terminal. Failover and resiliency measures are working.
Medium	Acceptance of payment or sale vouchers is impaired
High	Sale of vouchers or acceptance of payments is not possible and there are successive transaction failures at the PSP's terminal.

Impact Levels

Impact Level	Definition
Low	Less than 5% of transactions affected
Medium	Less than 15% of transactions affected
High	Greater than 15% of transactions affected

Priority Levels

	High Urgency	Medium Urgency	Low Urgency
High Impact	Priority 1	Priority 1	Priority 2
Medium Impact	Priority 1	Priority 2	Priority 3
Low Impact	Priority 2	Priority 3	Priority 4

The following shall be the Service Level Obligations of the Service Provider for response and notification based on priority.

	Notify the Receiver of Revenue within
Priority 1	30 minutes
Priority 2	1 working hours
Priority 3	2 working hours
Priority 4	2 working hours

Issue of Acknowledgement of Payment – Form EFT02

33. After the successful completion of a Payments Service Provider Retail Payment transaction, the system shall generate an Acknowledgement of Payment as specified in Form EFT02 (**Appendix 5**), to the client together with a notification that an Official Receipt will be subsequently issued.

34. Form EFT02 shall be issued in numerical sequence or alpha-numeric values to form a sequential receipt for each financial year.

35. The Electronic Cash Book must be promptly updated with the Acknowledgement of Payment information.

Issue of Official Receipt

36. Upon verification that the funds have been received in the Account, the Receiver of Revenue shall issue an official receipt to the client without delay.

37. The system shall generate an Official Receipt as specified in Form EFT03 (Appendix **6**) in numerical or alpha-numeric sequence.

38. 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.

39. There shall be no alteration or amendment to the amount of a receipt shown in words or figures.

40. When an official electronic receipt has been generated with incorrect or incomplete information, it shall be *cancelled* so as not to alter the system's numerical sequence and reflected in the Electronic Cash Book for the associated transaction.

41. In no circumstances shall an official receipt be deleted from the system.

Updating of Accounting Books and Records

Electronic Cash Book

42. 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**)

43. The Electronic Cash Book must comply with the following requirements:

(a) All transactions, whether payments are made by Payments Service Provider Retail Payments, ACH, Credit/Debit card/LINX, cash and cheques 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 clause 30.

44. The configuration of the Electronic Cash Book must be assessed by the Treasury to convey the necessary approval to use the Electronic Cash Book.

45. The Electronic Cash Book must be printed, checked, balanced, and certified daily or at the end of every shift.

46. 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

47. 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 ACH transactions on the invoice against the Daily Transaction Report.

PART IV
Processing the Collection of Public Moneys via Payments Service Provider Retail Payments Transactions

On-line Banking Access

48. 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 Account/s and access to records, reports and statements.

49. Personnel authorized to access-the online banking facility must be restricted to senior officers delegated in writing by the Accounting Officer/Receiver of Revenue. Where

the Receiver of Revenue authorizes such access, the Accounting Officer must be so informed.

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Daily Bank Reconciliation

50. Every Department that is authorized to keep Accounts for Payments Service Provider Retail Payment transactions and other Payment Types shall balance daily using the Electronic Cash Book and the Bank's Transaction Report available online.

51. The duly authorized senior officer shall access the online banking system to download and print Reports and Statements to facilitate timely reconciliation and bringing to account.

52. The Checking Officer shall ensure that the transactions recorded in the Electronic Cash Book are balanced with the Transaction Reports and then certify the Statements as follows:

> *I confirm that the Bank Statement submitted by the*
>
> *………………………………………...…. agree with the entries and totals on the*
> *(Insert name of Bank)*
>
> *Transaction Reports and Electronic Cash Book.*
>
> *………………………….....   …………………………......*
> *Name of Checking Officer   Position   Date*

53. Every Department that is authorized to conduct Payments Service Provider Retail Payment transactions must present a request for payment from the Payment Service provider and monitor the Account to ensure that the funds have been credited into the Account in the name of the Receiver of Revenue within twelve (12 hrs) to twenty-four hours (24hrs) for Direct Payment transactions and twenty-four (24 hrs) to forty-eight hours (48 hrs) for Pre-Paid Voucher transactions.

54. In the event of any unauthorized transaction or if there is a variance between the Department's records and entries by the Financial Institution, the Receiver of Revenue must contact the Institution within the timeframe stated in the Agreement to facilitate the reconciliation of discrepancies and adjustments to the account in a prompt manner.

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Bringing to Account in the Books of the Treasury

55. On receipt of Credit Advice, 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.

56. 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.

57. 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

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

59. 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)

Payment Service Provider's Statements and the Electronic Cash Book for

………………………….
(Insert Month and Year)

………………………….. ………………………….. ………………
Name of Senior Officer   *Position*   *Date*

60. 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.

61. Bank Statements must be securely stored and filed in date order together with Payment Service Provider's Statements and Credit Advices.

Monthly Reporting

62. 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.

63. On a quarterly basis, the Accounting/Revenue Unit must reconcile its records to the Treasury's records.

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PART VI
Provision for Complaint Resolution

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64. 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.

65. A client may dispute a transaction where:

    (a)   The product was not received;
    (b)   Duplicate processing of the transaction occurs;
    (c)   There is a system error when processing the transaction;
    (d)   A Refund due was not processed; and
    (e)   There is fraud.

66. 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.

67. Payments Service Provider Retail Payment Transaction Receipts and other records/details must be retained in accordance with the Financial Regulations for a period of six (6) years to provide evidence in the resolution of clients' complaints.

68. The Payments Service Provider is responsible for responding to the client's complaint on behalf of the Department if there is a dispute at the agent. The Receiver of Revenue must, therefore, respond to enquiries from the Payments Service Provider and provide supporting documentary evidence within the timeframe stated in the Agreement, in order to prevent loss of government funds.

69. Where the outcome of the enquiry results in a refund, the Payments Service Provider will so inform the Department to arrange payment.

70. The client shall submit the Complaint with copies of the relevant Payments Service Provider Retail Payment Transaction Receipt as evidence of the payment;

71. Based on the information entered on the Client Complaint, the Receiver of Revenue shall ensure that the client's information is checked against the under mentioned documents to activate complaint investigation and resolution processes:

> (a) Copies of the relevant Payments Service Provider Retail Payment Transaction Receipt;
> (b) The relevant entry in the Cash Book;
> (c) The Payment Service Provider's records on which the transaction appeared;
> (d) Corresponding Bank Statement, and
> (e) Other relevant information.

72. The Receiver of Revenue shall not seek to restrict or deny the rights of a client to make claims or to attempt to impose time limits on the client.

73. The Receiver of Revenue shall, within two (2) business days where a client makes a complaint:

> (a) complete the investigation and advise the client in writing, of the outcome of the investigation, and

(b) submit a copy of the outcome to the Accounting Officer for appropriate action, where necessary;

74. Where the outcome of the enquiry results in a refund, the Department shall inform the client of the steps to be taken to apply for a refund;

75. Where there are exceptional circumstances, the Receiver of Revenue shall advise the client in writing, of the amount of additional time required to complete its investigation.

Refund Process

76. If a client should request a refund, the amount due shall never be paid in cash but shall be paid into the client's bank account or via cheque.

77. 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.

78. 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**.

79. The Accounting Officer and Receiver of Revenue shall ensure that:

    a. The Payment Voucher together with copies of the supporting documentation are delivered to the Treasury **within two (2) business days** of receipt of the application for refund from the client:

         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.

80. 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

81. At no time should the fees associated with Payments Service Provider Retail Payment transactions be offset by the financial institution against the receipts collected since gross revenue must be transferred to the CBTT.

82. The contractual arrangement with the financial institution shall provide for the financial institution to send monthly invoices for payment of associated fees, which must be paid in a timely manner from the Department's budgetary allocation.

83. The value of transaction fees invoiced must be matched against the number of 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

84. 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.

85. To ensure that tracing requests are responded to in a timely and orderly manner, the following data for each Pre-paid Voucher or Direct Credit transaction, must be retained for a minimum of six (6) years or be retained pending claims, litigation or until the matter is fully resolved
     i. the identity of the Sales Agent
     ii. date the client purchased the Pre-paid Voucher or made the Direct Credit payment
     iii. the dollar value of the Pre-paid Voucher or the Direct Credit payment, the account number of the Financial Institution and account number of the PSP
     iv. the date funds were made available to the Receiver; and in the case of a Pre-paid Voucher the following additional information is also required
     v. the date that the client utilized the Pre-paid Voucher
     vi. The Pre-paid Voucher identification number

86. All of the above mentioned records must be kept for a period of six (6) years after the date of the related transaction or be retained pending claims, litigation or until the matter is fully resolved, even in the case of the termination of the Agreement between the Department and the Payment Service Provider.

Trace Requests, Tracing Limits and Tracing Procedures

87. A Receiver of Revenue shall accept from the client tracing requests provided in writing. A sample Tracing Request form is attached as **Appendix 8**.

88. A Receiver of Revenue shall not be obliged to respond to any Trace Requests from a client regarding a Pre-paid Voucher that are received more than 2 years after the date of the transaction.

89. The Receiver of Revenue shall advise the client of the status of the trace request and of any action taken within the following timeframes:
   i. five (5) Business Days where the date of receipt of the request is within 30 calendar days of the date of the transaction; or
   ii. ten (10) Business Days where the date of receipt of the request is greater than 30 calendar days from the date of the transaction.

PART IX
Miscellaneous

90. An Accounting Officer and Receiver of Revenue shall ensure that any Client's 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 Payments Service Provider are kept in strict confidentiality.

91. Accounting Officers and Receivers of Revenue must ensure that physical and or electronic copies of the following documents are kept in every office that conducts Payments Service Provider Retail Payment transactions:

   a. Exchequer And Audit (Electronic Funds Transfer) Regulations, 2015;

   b. Financial Instructions for Revenue Collected via Payments Service Provider Retail Payments Solution, 2021; and

   c. The Agreements signed with the Financial Institution.

   d. The Agreements signed with the Payment Service Provider.

92. The Sales Agent and Receiver of Revenue shall implement system recovery procedures that meet, the following minimum requirements:
   a. back-up of the system software and Pre-paid Voucher and Direct Credit Transactions transmitted and received

b. back-up of system software taken before and after implementation of software updates; and

following any outage, all Pre-paid Voucher and Direct Credit payments must be completed or otherwise accounted for after recovery.

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	ACH	Payments Service Provider Retail Payment
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…………	I certify that I have checked the ACH transactions 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 Pre-paid Voucher and Direct Credit 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	ACH	Payments Service Provider Retail Payment	Amount

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

I certify that I have checked and found

Cash $...................
Linx$....................
Cheque $..............
Credit Card Online $........................
ACH $........................
Pre-paid Voucher $........................
Direct Credit $............................

1.   More/less than the amount
2.   Which agrees with the amount Shown as above
Date………………
Checking Officer…………………

`

Appendix 2

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 Address		**Comptroller of Accounts**		Dep't Voucher. No.			

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 ACH 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.*		
			This voucher is to be certified correct and dated by the Receiver of Revenue or an officer duly authorised to do so.		
Passed for Payment					
	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.

						Signature }	of Head of
Date		2015				*Title*	

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. -

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**			Dep'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 Payments Service Provider Retail Payment 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.		
			This voucher is to be certified correct and dated by the Receiver of Revenue or an officer duly authorised to do so.		
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.

					Signature	}	of Head of
Date		2015			*Title*		
							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   **Appendix 4**

Activity	Timeframe within which Action is Required
Funds due from Payments Service Provider Retail Payment transactions will be processed and transferred into the Account in the name of the Receiver of Revenue	Direct Payment: 12 - 24 Hours Pre-Paid Voucher: 24 – 48 Hours
The Department should make payment of fees and charges after receiving invoice from Financial Institution.	30 Business Days
The Department to respond to any request by the Financial Institution for clarification or explanation of an invoice/Transaction Invoice, receipt or other Sales Record	10 Business Days
To notify the Financial Institution in writing about a proposed change or if the Department is changing.	21 Business Days
Treasury and the Department to facilitate the processing of a refund	10 Business Days
Based on a request from the Financial Institution, the Department is to provide the Financial Institution with any additional or supporting documents relating to a transaction	10 Business Days
The Department must send Instructions to the Financial Institution, consequent on the resolution of a dispute.	5 Business Days
The Department must pay fees and charges due to the Financial Institution from the date of the invoice	30 Business Days
(a) The Financial Institution may propose variations to the terms of the Agreement by sending written notice to the Department The Department must respond to the Financial Institution from receipt of the notice and variation.	30 Business Days 30 Business Days
(b) The Department may give notice to the Financial Institution to terminate the Agreement if the Department deems an increase in the Transaction Fees by the Financial Institution 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 Payments Service Provider, after being notified by the Payments Service Provider in writing of the nature of the failure 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 Payments Service Provider in writing of the nature of the failure	20 Business Days 20 Business Days
(b) The Department must remedy suspicious fraudulent or criminal activity, to avoid termination of the agreement by the Payments Service Provider, after receiving notice from the Payments Service Provider in writing of the suspected fraud or criminal activity	10 Business Days
The Department must remedy actions that damage the reputation of the Payments Service Provider, to avoid termination of the agreement by the Payments Service Provider, after receiving notice from the Payments Service Provider 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

EFT 02

ACKNOWLEDGEMENT OF PAYMENT FOR PAYMENT SERVICE PROVIDER TRANSACTION

Insert Head of Department's Letterhead[1] in this space

Transaction Number[2]		Receipt Number	

Acknowledgement of Payment Number		Receipt Date	

Client Name		Agent Name	

Chart of Account Classification/s	Amount (TTD)
Classification 1	XX.XX
Classification 2	XX.XX
Classification 3	XXX.XX
Subtotal 1	XXX.XX
VAT	XX.XX
Convenience Fee[3]	XX.XX
Delivery Fee	XX.XX
Total[4]	X.XXX.XX

Unique Voucher Number or Bill Payment ID[5]

123456

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.   All fees payable by the Client must be included in the Terms and Condition and accepted by the Client prior to either purchasing the Pre-Paid Voucher or using the bill payment option. Some fees included in this Specimen of EFT 02 may not be applicable for some Departments. In this regard, EFT 02 must be customised to the Department's requirements
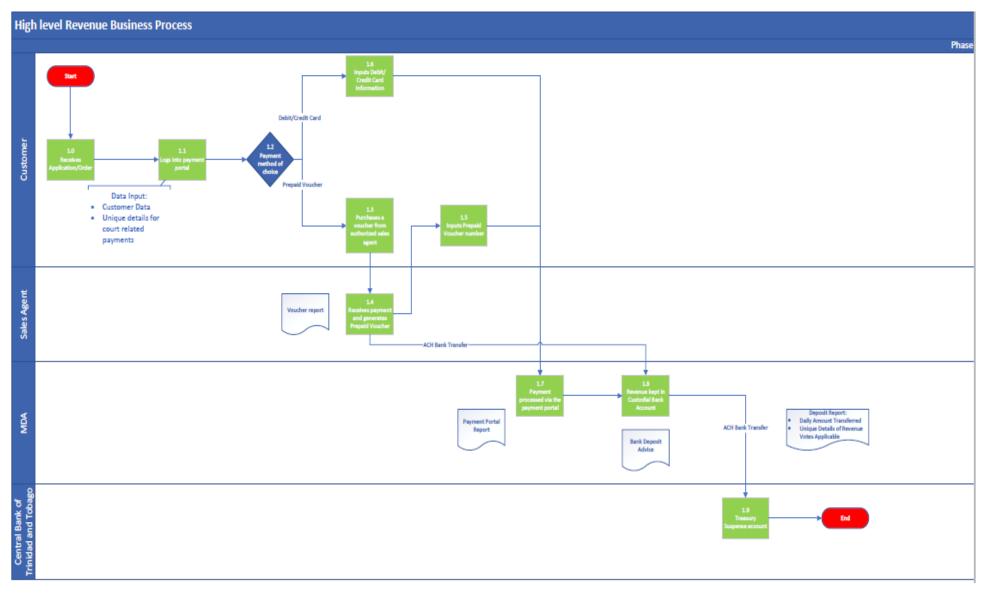
3.   The Department must ensure that the amount (the Subtotal 1 only) that pertains to public moneys collected by the Receiver/Collector of Revenue is accurately captured in the Electronic Cash Book. If the IRD collects VAT on its sales, then a Sub Total 2 will be required to aggregate Sub Total 1 and VAT.
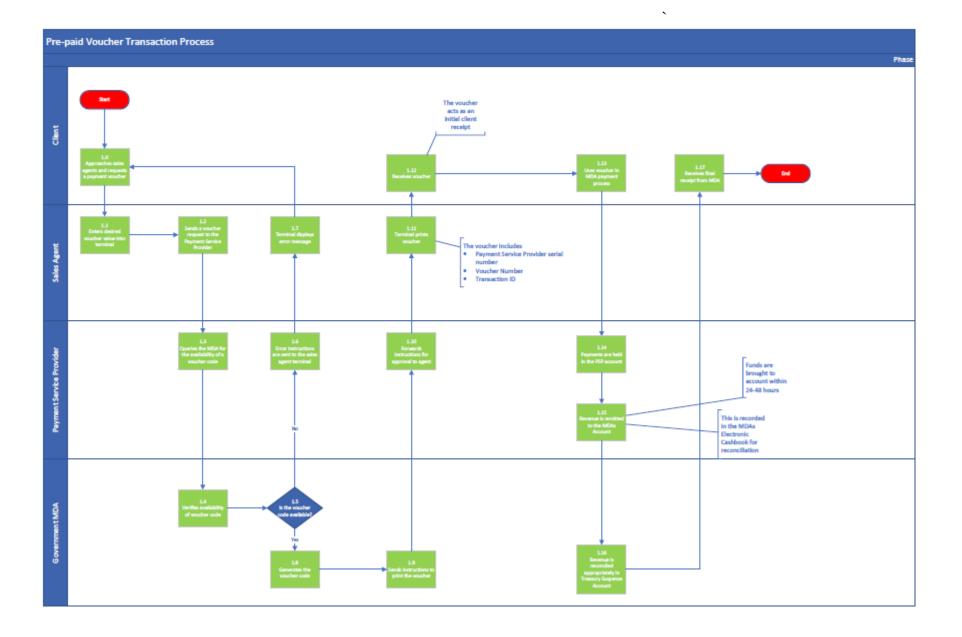
4.   The Total shall provide for the total of the transaction, inclusive off any applicable convenience fees, delivery fee and VAT
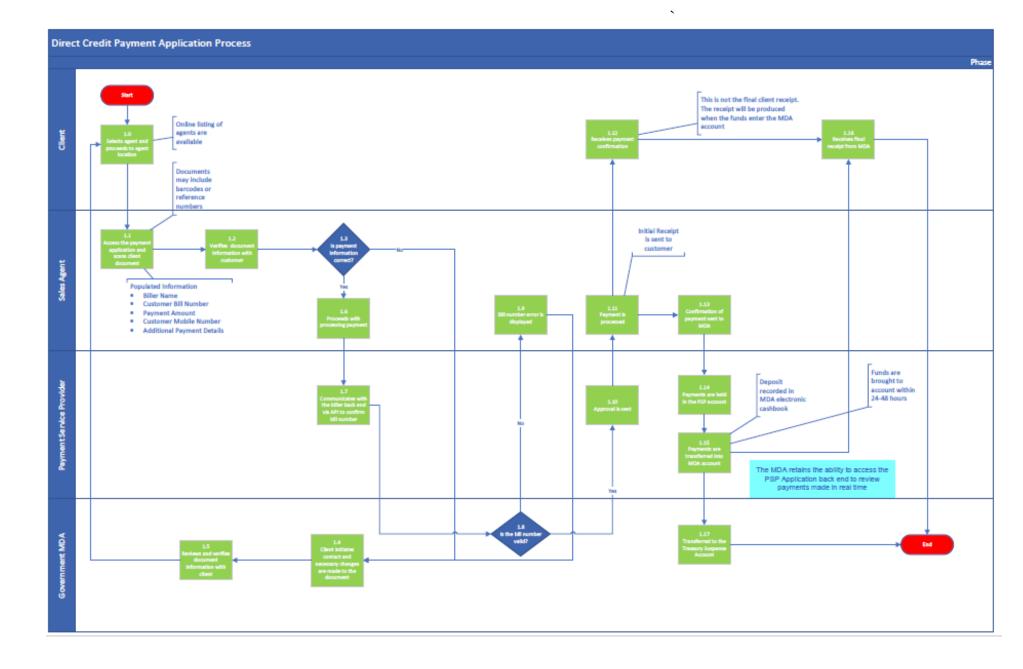
5.   The Voucher Number or Bill Payment ID must be coded to show only the last four (4) digits and is subject to the terms of the Privacy Policy.

EFT 03

OFFICIAL RECEIPT FOR PAYMENT SERVICE PROVIDER TRANSACTIONS

Insert Head of Department's Letterhead[1] in this space

Voucher Number[2]

Receipt Number

Acknowledgement of Payment Number

Receipt Date

Client Name

Agent Name

Chart of Account Classification/s	Amount (TTD)

Classification 1	XX.XX
Classification 2	XX.XX
Classification 3	XXX.XX
Subtotal 1	XXX.XX
VAT	XX.XX
Convenience Fee[3]	XX.XX
Delivery Fee	XX.XX
Total[4]	X.XXX.XX

Unique Voucher Number or Bill Payment ID[5]

123456

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

1.   All fees payable by the Client must be included in the Terms and Condition and accepted by the Client prior to conducting either the Pre-Paid Voucher or using the bill payment option. Some fees included in this Specimen of EFT 03 may not be applicable for some Departments. In this regard, EFT 03 must be customised to the Department's requirements

2.   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.

3.   The Total shall provide for the total of the transaction, inclusive off any applicable convenience fees, delivery fee and VAT

4.   The Voucher Number or Bill Payment ID must be coded to show only the last four (4) digits and is subject to the terms of the Privacy Policy.

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Appendix 7: Process Maps

High level Revenue Business Process

Pre-paid Voucher Transaction Process

Phase

Client

Start

1.0
Approaches sales agents and requests a payment voucher

The voucher acts as an initial client receipt

1.12
Receives voucher

1.13
Uses voucher in MDA payment process

1.17
Receives final receipt from MDA

End

Sales Agent

1.1
Enters desired voucher value into terminal

1.2
Sends a voucher request to the Payment Service Provider

1.7
Terminal displays error message

1.11
Terminal prints voucher

The voucher includes
- Payment Service Provider serial number
- Voucher Number
- Transaction ID

Payment Service Provider

1.3
Queries the MDA for the availability of a voucher code

1.6
Error instructions are sent to the sales agent terminal

1.10
Forwards instructions for approval to agent

1.14
Payments are held in the PSP account

1.15
Revenue is remitted to the MDAs Account

Funds are brought to account within 24-48 hours

This is recorded in the MDAs Electronic Cashbook for reconciliation

No

Government MDA

1.4
Verifies availability of voucher code

1.5
Is the voucher code available?

Yes

1.8
Generates the voucher code

1.9
Sends instructions to print the voucher

1.16
Revenue is reconciled appropriately in Treasury Suspense Account

Direct Credit Payment Application Process

Appendix 8: Sample Trace Form

Sample Trace Request Form

To:

Name of MDA

From:

Name of Client

Contact #

Mailing Address

Email Address

THIS SECTION TO BE COMPLETED FROM INFORMATION SUPPLIED BY THE CLIENT

Name of Sales Agent

Voucher Number (where applicable)

Date of Purchase

Transaction Number (where applicable)

Date of Transaction

Dollar Value of Voucher/Transaction

Document Being Processed

Application on which voucher was used

Reason for Trace Request

Signature

Date Completed

THIS SECTION TO BE COMPLETED FROM INFORMATION SUPPLIED BY THE RECEIVER OF REVENUE (ROR)

Name of Payment Service Provider

Payment Service Provide Account Number

ROR Account Number

Date of Reception of Funds by ROR

Comments

Signature

Date Completed