



Mobile Payments Policy

[PAY010]

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|------------------------|--|
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Contents

| | |
|---|----|
| 1. Objective | 4 |
| 2. Scope..... | 4 |
| 3. Applicable to | 4 |
| 4. Definitions | 5 |
| 5. Policy. | 6 |
| 6. Procedure | 7 |
| 6.1 Setting up Instant Money | 7 |
| 6.2 Requesting Instant Money Payments..... | 9 |
| 6.3 Receiving Instant Money Payments | 11 |
| 6.3 Matching Process..... | 11 |
| 6.4 Reconciliation Process | 12 |
| 6.5 Profile Updates..... | 12 |
| 7. Roles and Responsibilities | 13 |
| 7.1 Faculty/PASS/Research Finance Manager..... | 13 |
| 7.2 Clinical head/Site manager/Principal Investigators | 14 |
| 7.3 Treasury..... | 14 |
| 7.4 Procurement and Payment Services..... | 15 |
| 7.5 Capturer/SAP Purchaser..... | 15 |
| 7.6 Approver | 15 |
| 7.7 Standard Bank | 16 |
| 8. Related Legislation, Policies, Guidelines and Practices..... | 16 |
| 9. Implementation Responsibility | 16 |
| 10. Contact..... | 16 |
| Attachment A – Summary of Roles and Responsibilities..... | 17 |

Acronyms

| | |
|--------------|---|
| ATM | Automated Teller Machine |
| DSA | Department of Student Affairs |
| FHS | Faculty of Health Sciences |
| FM | Finance Manager |
| HOD | Head of Department |
| ID | Identity |
| IM | Instant Money (Standard Bank mobile payment platform) |
| PASS | Professional, Administrative and Support Staff |
| PCARD | UCT Purchasing Card |
| PI | Principal Investigator |
| PIN | Personal Identification Number |
| PO | Purchase Order |
| PPS | Procurement and Payment Services |
| SAP | UCT ERP Finance System |
| SB | Standard Bank |
| SMS | Short Message Service (text message) |

1. Objective

The objective of this policy is to:

- ensure adequate governance and controls around mobile payments;
- clearly set out the use of mobile technology as a payment option;
- clarify the related roles and responsibilities; and
- mitigate the risk associated with direct payments to individuals.

In an increasing cashless environment, this facility replaces the need to keep and transact with large sums of cash, thereby reducing the risk of handling cash. It also allows for recipients to have instant access to cash, using mobile technology, where there is an urgent need for this.

The tool currently used by UCT is the Standard Bank Instant Money platform. Instant Money is an online PIN-controlled cardless payment service provided by Standard Bank, which allows UCT departments to make cost-effective and secure payments to recipients, who then access the cash via an ATM or designated retailer, without the need for UCT to physically transact with cash.



While IM is the current UCT tool, the governance and controls apply to the mobile payment environment, irrespective of the tool used.

2. Scope

Instant Money facilitates:

- bulk payments to multiple third parties, which were previously done via either cash payments or multiple POs,
- expeditious payments to external parties, without the need to manage the safekeeping and transfer of physical cash or create a vendor, and
- some payments to students, where allowed.





All UCT purchasing and related policies apply to payments via IM.

3. Applicable to

All parties involved in Instant Money approval, processing, and reconciliation.

4. Definitions

| Term | Description |
|----------------------|--|
| Instant Money | Instant Money is a Standard Bank facilitated payment option that allows for bulk and expeditious payments in a cost-effective and secure manner, without the need to handle cash. |
| Approver | <p>The person responsible for</p> <ul style="list-style-type: none"> - approving the payment transactions and - releasing the payment to the recipients. <p> <i>The Approver must be different to the Capturer.</i></p> |
| Capturer | <p>The person responsible for uploading the payment transactions on the Standard Bank online system. This document can be uploaded individually or imported via a bulk upload from an Excel spreadsheet.</p> <p> <i>The Capturer must be different to the Approver.</i></p> |
| Bank charges | Standard Bank charges per payment to recipient i.e. per line item. |
| External parties | Individuals who are not active on HR e.g. emeritus staff, external examiners, third party (T numbers), students. |
| Voucher | Ten-digit number received by the recipient, which together with the 4-digit PIN is used to access the payment from UCT, at a SB ATM or approved outlet. |
| Recipient | The person receiving payment from UCT via Instant Money. The recipient requires a cell phone with a South African cell number in order to receive the SMS and access the payment. |
| Participating outlet | Outlets with whom Standard Bank have an agreement for the disbursement of cash via the Instant Money facility. |
| Third parties | Individuals who are not directly associated with the university, but are part of a research, teaching or related activity (e.g. research participant). |

5. Policy

- Instant Money is the tool to be used to disburse small sums of money (R5 000 or less) to multiple recipients or to expedite payments without the need to manage the safekeeping and transfer of physical cash or set up a vendor on SAP.
- The recipient requires a cell phone with a South African cell number in order to receive the SMS and access the money.
- Recipients can receive up to R5 000 per day and a maximum of R25 000 per month.
- All amounts must be rounded to the nearest whole number i.e. R10, R20, R30 and must not include amounts ending in R1 to R9, as these amounts cannot be drawn from ATMs.
- There is a charge per recipient, to be borne by the UCT department initiating payment.



UCT currently pays SB a set bank fee as approved (2023: R8.85) for each transaction.

- IM is not to facilitate payments to staff, emeritus staff or as an alternative to paying vendors quicker. For these payments SAP vendors are required as these expenses must be planned for in advance.



There may however be instances where, for example, a student requires urgent cash to repair a laptop required for studies. IM can be used in these cases, with the necessary supporting documentation.

- IM must not be used to reimbursement petty cash items.



Alternatives to petty cash could be the use of a PCard, for online purchases, or via reimbursement (even if less than R300).

- All governance processes and supporting documentation required remains the same, whether reimbursed via a SAP vendor or IM.




IM is not a tool to be used to facilitate personal departmental events, where cash was previously collected from staff members.

- Issued vouchers not redeemed within 1 month will expire and will be credited to the UCT bank account.



The Capturer must select the 1-month option from the SB default of 18 months.

Examples of where Instant Money could be applied and when not allowed:

| Examples of instances where IM could be applied | Examples of where IM is NOT allowed |
|---|--|
| <ul style="list-style-type: none"> • Payment of cash prizes for awards or competitions • Patient incentives, based on regular visits • Participants in a research project • Participants in surveys • Mileage claims for external examiners • Travel costs for artists, where required, and covered by funding • Per diems to visiting academics • Per diems for visiting artists • Payments to umpires at UCT sports matches • Approved student in distress payments | <ul style="list-style-type: none"> • Staff/Student Reimbursements and Mileage claims • Staff/Student Subsistence & Travel • Payments to vendors • Cash Advances <ul style="list-style-type: none">  <i>The only exception is student cash advances managed by DSA for clubs and societies.</i> • Purchase of vouchers • Staff-related payments e.g. overtime • Personal expenses |

6. Procedure

6.1 Setting up instant money (once-off)

- A need for the use of Instant Money in a particular area is identified and approved by the Faculty/PASS/Research FM.
- To transact using IM, the Faculty/PASS area requires a new IM bank account and a new SAP vendor number, which is used to replenish the IM bank account.
- A Faculty/PASS area requires one IM Bank account and one SAP vendor number for all IM transactions.



For smaller areas, it may be that the IM facility is operated via the UCT No. 1 account for the initial period.

6.1.1 New Standard Bank account and profiles

- The FM completes the Standard Bank application form as well as the [Instant Money bank profile set up form](#) and sends to [Treasury](#) for review and sign off.
- Standard Bank creates the profile and loads
 - the Faculty/PASS FM as the responsible person and administrator for the profile or
 - the Clinical heads/Site managers/PI as the responsible person and administrator for the profile, as advised by the FHS Research FM.



Separate profiles are created per clinical site to ensure participant confidentiality.

- The Faculty/PASS FM or the Clinical head/Site manager/PI receive an email and SMS from Standard Bank once the profile has been created, with their initial logon details.
- The Faculty/PASS FM or the Clinical head/Site manager/PI identifies a Capturer and Approver and loads them against a profile. These roles require meticulous attention to detail and focus.



To ensure segregation of duties, the Capturer and Approver cannot be the same person. The SAP Purchaser and the Capturer may be the same.

- The Faculty/PASS FM must ensure that there is adequate segregation of duties.
- The FHS Research FM must ensure that there is adequate segregation of duties at the clinical sites.
- The Faculty/PASS FM, Clinical head/Site manager/PI, Approver and Capturer access the training material with respect to Standard Bank online functionality.

6.1.2 New SAP vendor number

- The FM initiates the SAP vendor application process and requests a bank account letter from Treasury as supporting documentation for PPS.

- Completed vendor forms are sent to vendor@uct.ac.za for vendor creation, clearly marking the IM vendor request as an IM vendor application.
- PPS creates the SAP vendor number and advises the FM.

6.2 Requesting Instant Money payments

6.2.1 Departmental requests

- A department identifies a need for the use of Instant Money and completes the [Request for Instant Money](#) form. The completed form must be sent to the Faculty/PASS FM for authorisation.



Recipients can receive up to R5 000 per day and a maximum of R25 000 per month.

- The FM assesses the request and either approves or advises an alternate payment method.
- If approved, then the
 - Purchaser raises a SAP PO against the IM vendor for reimbursement to the IM Bank account, including a line for bank charges, and
 - The SAP PO is then used by the Capturer to load the payment details onto Standard Bank, either individually or imported via a bulk upload from an Excel spreadsheet, using the SAP PO number as a reference.
- The requesting department obtains the cell phone numbers of all recipients with meticulous attention to confidentiality and detail, as wrong numbers cannot be reversed once payment has been effected.



All recipients of IM must have a cell phone with a South African cell number, not necessarily a smart phone.

- Each payment requires a four-digit release PIN which is generated automatically.
- The Approver selects a date and time when the single payment will be processed from the unit's bank account.
- The Approver checks and releases the payments.

6.2.2 Clinical sites

- The clinical site identifies a study that needs to pay vouchers to trial participants, and sends a request to the FHS Research FM.
- The FHS Research FM arranges with SB for the IM super user profile to be set up for each clinical site.
- The IM super user is responsible for assigning Capturers and Approvers.
- The clinical site obtains the cell phone numbers of all recipients with meticulous attention to confidentiality and detail, as wrong numbers cannot be reversed once payment has been effected.



All recipients of IM must have a cell phone with a South African cell number, not necessarily a smart phone.

- The site starts issuing vouchers to participants, with the participants signing an acknowledgement of receipt of the vouchers.



Recipients can receive up to R5 000 per day and a maximum of R25 000 per month.

- Each payment requires a four-digit release PIN which is generated automatically.
- The Approver selects a date and time when the single payment will be processed from the IM bank account.
- The Approver checks and releases the payments.
- The participant visit confirmations are checked and approved daily by the site manager/study co-ordinator and are retained at the sites for confidentiality purposes.
- Every 2nd week, the clinical site sends the IM report, based on vouchers issued, to FHS Research Finance for capture.
- The FHS Research Finance receives the Redeemed Voucher report from SB every 2 weeks.



Any unredeemed vouchers are noted and kept aside for matching in the following week.

- FHS Research Finance prepare a weekly amount to be charged to the project funds.

- The Administrator in the relevant department prepares a Purchase Requisition for the approval by the Principal Investigator.
- Once approved, the Purchase Requisition is forwarded to FHS Procurement to raise a bulk SAP PO, including Bank Charges as per agreement.

6.3 Receiving Instant Money payments

- The recipient receives a voucher and a PIN number via SMS to redeem the cash.
- To redeem the voucher, the recipient visits their nearest participating outlet and gives them both the voucher number and the four-digit release code.
 - The current outlets include Standard Bank ATMs, SPAR stores, Cambridge Foods, Rhino stores, Makro, Builders Warehouse, Game.



The recipient requires both the voucher number and the release PIN to receive the money.

6.4 Matching process

- The Approver has access to all Standard Bank online reports.
- The Standard Bank account must be matched by batch to ensure that monies replenished via the SAP PO equal IM vouchers redeemed, with a process to investigate the differences.



This must be done after each payment batch for departmental requests, and every 2 weeks in the case of FHS clinical sites.

- All matching documentation must be retained for audit purposes.
- The Redeemed Voucher report details the vouchers that have been redeemed per payment batch.
 - If the Redeemed Voucher report matches the SAP PO for the batch, this is the supporting documentation required for the payment of the SAP PO. This is forwarded to Creditors for payment into the bank account used for the vouchers.
 - If the Redeemed Voucher report does not match the SAP PO, the mismatch must be investigated and identified. It may be that:
 - Not all vouchers have been redeemed yet e.g. technical issues or just time delay OR

- The redemption period specified has lapsed and the vouchers are voided.

For either of the above scenarios, the SAP PO value must be adjusted by the Purchaser to match the value of redeemed vouchers per the report, with a follow up of the balance of the vouchers that have not yet been redeemed.



The IM Bank account is replenished, based on vouchers redeemed by the recipients.

6.5 Reconciliation process

- Each separate IM bank account has a limit, as approved by Treasury, which must be controlled and managed by the FM.
- Matching the SAP PO to Redeemed Voucher report must be performed in the operational areas for every SAP PO created.
- Where a separate IM bank account is used, FMs must reconcile monthly SAP POs created against the monthly Redeemed Voucher report and follow up on differences.
- All reconciliation documentation must be retained for audit purposes.
- Where no separate IM bank account has been opened yet, and the UCT No. 1 Account is used, Treasury will match the monthly SAP POs created against the monthly Redeemed Voucher report, based on information forwarded to Treasury by the units.
- For bulk payments where large sums of cash were previously required, the Director: Treasury & Banking Liaison can be contacted regarding sharing the Bank Charges. This will be reviewed annually.

6.6 Profile updates

- All IM profile updates are managed by Treasury. Complete the [Instant Money bank profile changes](#) form and submit to [Treasury](#).
- Treasury will contact SB and advise when the changes are effective.
- Examples of profile changes
 - Faculty/PASS FM moves departments or leaves UCT
 - Daily and monthly limit changes
 - Banking details linked to a profile are changed.

7. Roles and Responsibilities

7.1 Faculty/PASS/Research Finance Manager

- Initiates request to be set up as an Instant Money vendor with the Treasury Department.
- Advises and trains on the use of IM as a payment tool.
- Identifies new applications of IM as a more cost-effective payment tool.
- Manages the set-up of the initial Instant Money profile.
- Manages the creation of the SAP vendor.
- Approves the requests for payments via IM or suggests alternate payment options. This responsibility may also be delegated to the Approver.
- Ensures that training is received by all parties involved in IM processing.
- Ensures adequate segregation of duties.



A key control is that the Capturer who uploads the IM payments on the SB system must be different to the Approver, who releases the payments on the SB system.

- Loads Capturers and Approvers on the Standard Bank profile,



All SB limit and IM user changes must be processed with the approval of the Director: Treasury & Banking Liaison.

- Responsible for the bi-annual review of all IM parties, as initiated by Treasury.
- Maintains a list of all IM profiles and users to ensure oversight and facilitate access reviews.
- Manages the access to the IM and loads Capturers and Approvers on the Standard Bank profile,



This role can be delegated to the Clinical heads/Site managers/PI's, but the FM remains accountable.

- Advises the Treasury Department of changes to Standard Bank profile required.
- Ensures appropriate approval/release of payments.
- Accountable for Bank Account and IM payment reconciliations and General Ledger Account clearing.
- Contact point for Standard Bank liaison via the Treasury Department.

- Where the UCT No. 1 account is used, FMs to forward all the SAP POs and Redeemed Voucher reports to Treasury for clearing.

7.2 Clinical heads/Site managers/Principal Investigators

- Initiates request for an Instant Money facility via the FHS Research FM.
- Manages the set-up of the initial Instant Money profile at the site, in conjunction with SB and the FHS Research FM.
- Ensures that training is received by all parties involved in IM processing.
- Ensures adequate segregation of duties at the site.



A key control is that the Capturer who uploads the IM payments on the SB system must be different to the Approver, who releases the payments on the SB system.

- Loads Capturers and Approvers on the Standard Bank profile,
- Advises the FHS Research FM of changes to Capturers, Approvers and limits required on the SB profile.



All SB limit and IM user changes must be processed with the approval of the Director: Treasury & Banking Liaison, via the FHS Research FM.

- Ensures appropriate approval/release of payments.
- Accountable for the reconciliation between patient visit confirmations and vouchers issued and vouchers redeemed.

7.3 Treasury

- Final approval for use of Instant Money and opening of a separate Bank Account.
- Liaison with FM and Standard Bank regarding application for a Bank Account.
- Advises FM of details of Bank Account opened, as required for creation of SAP vendor.
- Co-ordinates activation of department once IM set-up is complete.
- Accountable for Instant Money activation/de-activation by Standard Bank
- Accountable for IM profile changes via Standard Bank.
- Maintain a list of all IM profiles and users to ensure oversight and facilitate access reviews.



Currently the above list is not available from SB, therefore needs to be maintained manually pending further bank liaison and system enhancements.

- Accountable for bi-annual reviews of Standard Bank profiles, through verification with Finance Managers, including review of adequate segregation of duties.
- Accountable for managing the IM Bank Accounts and payment limits.
- Accountable for reconciliations of the IM payments facilitated through the UCT No. 1 bank account, based on IM payment information forwarded by the Faculty/PASS FM.

7.4 Procurement and Payment services

- Creates new SAP vendor based on application, including supporting documentation of new Standard Bank Account.
- Co-ordination of IM users and process training as a payment tool.

7.5 Capturer and SAP Purchaser

- The IM Capturer and the SAP Purchaser can be the same person.
- Responsible for their Standard Bank logon IDs and completing required system training.
- Capturing the contact details for the recipients either manually or via a bulk upload of an Excel spreadsheet.



This role requires attention to detail and accuracy of capture.

- Creating the SAP PO, including a line for Bank charges.
- Updating the SAP PO if required, based on status of vouchers.

7.6 Approver

- The Approver can be the FM or nominee.
- Can be delegated responsibility to approve IM payments for their area.
- Responsible for their Standard Bank logon IDs and completing required system training.
- Checking the data input to the Standard Bank uploads prior to approving.
- Executing IM online banking reports to support the payment.

7.7 Standard Bank

- Open the IM Bank Account in terms of the approved application.
- Loading the Admin profile on the SB platform and advise the IM user.
- Provide System and Process overview and training.
- Activate the department on IM, including provision of PIN to IM user.
- Provide 24/7 support to IM user, including queries with batches.

8. Related legislation, policies, guidelines and practices

This includes but is not limited to:

- Delegated Authority Limits [[GEN002](#)]
- Funds deposited at or held by UCT [[GEN001](#)]
- Procurement [[PG001](#)]
- Threshold values for purchasing [[PPP002](#)]
- Vendor take-on [[PUR007](#)]
- Purchasing Card (PCard) [[PUR002](#)]
- UCT Quotations, Tenders and Requests for Proposals (RFPs) [[PUR004](#)]
- Advances [[PAY006](#)]
- Mileage claims [[PAY004](#)]
- Reimbursements [[PAY005](#)]
- Subsistence and Travel (S&T) [[PAY002](#)]
- [Protection of Personal Information Act \(POPIA\)](#)

9. Implementation responsibility

The Line manager/HOD must ensure all policies and procedures are communicated to and implemented by the responsible individual(s), including research staff. The Faculty/PASS Finance manager must ensure reasonable controls exist to support the implementation of policies, and where non-compliance is identified, that this is escalated and followed up accordingly.

10. Contact

Finance Helpdesk
fnd-finance@uct.ac.za
021 650 2111

Attachment A: Summary of roles and responsibilities

There are different levels of authorisation which ensures segregation of duties.

| Activity | Standard Bank | Treasury | PPS | Finance Manager | Approver | Capturer | SAP Purchaser |
|---|---------------|----------|-----|-----------------|----------|----------|---------------|
| Request IM Bank Account | | | | ✓ | | | |
| Request SAP vendor | | | | ✓ | | | |
| Open Bank Acct & advise | ✓ | ✓ | | | | | |
| Open SAP vendor & advise | | | ✓ | | | | |
| System & process overview (SB) | ✓ | | ✓ | | | | |
| Activate department | ✓ | ✓ | | ✓ | | | |
| Load Admin profile | ✓ | | | | | | |
| Load other (*) profiles | | | | ✓ | | | |
| Training of users | ✓ | | ✓ | ✓ | | | |
| Capture/upload IM payments | | | | | | ✓ | |
| Approve/Release IM payments | | | | ✓ | ✓ | | |
| Create SAP PO | | | | | | ✓ | ✓ |
| Reconciliation of SAP PO to vouchers redeemed | | ✓ | | ✓ | ✓ | | |
| Process Payment into Bank Acct | | | ✓ | | | | |