GUIDANCE PACK – GENERAL

**BANKING GUIDANCE PACK – GENERAL**

Please read through your *‘Guidance Pack’* and ensure you can access the ‘Related’ electronic information documents.

We have provided as much of the information electronically to ensure you have the latest version of the documents – always access the documents online to avoid using an out dated version.

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**PART 1. IMPREST (Petty Cash) ACCOUNT**

**Related documents**

These documents are available via: <https://www.birmingham.gov.uk/downloads/download/1745/barclays_banking_petty_cash_arrangements_for_schools>

Please access this online to ensure you are using the correct version:

* *Open new petty cash account form*
* *Closure of petty cash account form*
* *Change of petty account details form*
* *Reconciliation form-financial certificate*
* *Procedure notes*

**Guidelines for good account management**

Set out below are some simple guidelines to follow which will help you avoid any future account issues and save yourself valuable time:

* Reconcile every time you submit a claim
* Reconcile to every Barclays bank statement you receive
* Be aware you are unable to overdraw on your account!
* For non Schools please read the ‘petty cash quick reference cards’ for Voyager and the PSPG guidance.
* For Schools please read Schools Financial Procedure Manual

**Signing cheques**

When you are issuing cheques and to avoid Barclays having to query the cheque and thus delaying the processing, it is worth remembering:

* Ensure the correct authorised people signs the cheque
* Ensure the signatures match the mandate forms you have submitted for this account –see your change of signatory form
* Ensure you have provided all the signatures required for the cheque.

**Please note:** your cheque signatories for your Open Credit Arrangement may differ from those of your cheque signatories.

**Ordering a Barclays cheque book**

All cheque books have an automatic trigger where a new cheque book is ordered when a certain sequence of cheque numbers are processed. However if you want to manually order a new cheque book you can, please see below.

You cannot order replacement cheque books through the Council’s Cashiers team. It is your responsibility to monitor your cheque books and place orders for replacements in good time.

1. A signatory from your Barclays Imprest (petty cash) account should email **client.service4@barclays.com** with the following information:
2. Account name
3. Account number
4. Sort code
5. Last cheque number in the book
6. The number of cheque books required (maximum is 5)
7. Ask for a READ receipt when you send your email
8. You will receive an email from **client.service4@barclays.com** with an expected delivery timescale for your new cheque book(s) and an order reference number.

Barclays have informed us that the typical turnaround time for processing an order is **7 to 10** working days.

**Disposing of unused cheque books**

All partially used remaining Barclays cheques and pre-printed cheques should be made unusable by writing or stamping **‘VOID’** across the face of each cheque and counterfoil in indelible ink. These should be retained in a secure location for the normal financial retention period of 6 years. For unused chequebooks or unused pre-printed cheques – note and retain the number sequences and then destroy with a shredder or dispose of using usual confidential waste contractors.

**Stopping a cheque**

To stop a cheque please use this link provided by Barclays:

**https://www.barclayscorporate.com/forms/stop-a-cheque/step1.html**

**Changing Imprest (Petty Cash) Account signatories**

It may be necessary for you to update/change the Imprest signatories for your account. If there are changes it is important to action these as soon as possible to avoid any disruptions with your account for example signing cheques. All signatory changes need to be actioned through the Change of Petty Cash Details form which you will need to complete in full and then a send copy and a scanned copy to your Finance Rep as detailed in part 4 of this document.

Once the completed form has been passed to Barclays it will take approximately **5 – 7 working days** to become effective. If you have any issues with this once it has been passed to Barclays please contact Barclays – Client Services, Sara Reed.

**Changing Imprest (Petty Cash) Account address/name**

Please complete appropriate page on Change of Petty Cash Details form. Please note this must be signed by x2 imprest signatories.

To complete please access this form on line, send copy and a scanned copy to your Finance Rep as detailed in part 4 of this document.

**Opening a new Imprest (Petty Cash) Account**

You will need to complete the Open New Petty Cash Account form. To complete please access this form on line, send copy and a scanned copy to your Finance Rep as detailed in part 4 of this document.

Once you have completed the form, it will need to be approved and passed to Barclays for processing. You will need to allow 7-10 working days to receive your cheque books and paying in books.

**Closure of an Imprest (Petty Cash) Account**

If you need to close your Barclays account you will need to complete a Closure of Petty Cash account form. This form must be submitted to your Finance Representative who will sign off the closure of the account and who will forward the relevant information to John Vickers, Cashiers team for them to action with Barclays bank.

**Nominated contacts – creating and amending**

Any person who contacts Barclays **MUST** be a **‘Nominated Contact’;** the details of which are held by Barclays. If you have NOT completed the ‘Nominated Contacts’ form or need to change your contacts please access the New Petty Cash Account form or Change Petty Cash Account Details form online. Complete it ensuring you include all of your authorised ‘Imprest’ signatories plus any other contact(s) and email to your Finance Rep as detailed in part 4 of this document.

**Please note** this **MUST** be emailed from an Imprest signatories email account and allow 2- 3 working days for Barclays to process the names.

**PART 2. OPEN CREDIT ARRANGEMENT (OCA)**

**Related documents**

* *G4S cash delivery service further information*
* *Open a New Petty Cash account*
* *Change of Petty Cash account details*

If you have this arrangement in place (not all sites do) your authorised OCA signatories ONLY will be able to take a cheque into your nominated Barclays branch and cash it. This is a method by which you can access cash from your account. Please note you MUST use your nominated OCA branch.

**Withdrawing monies – guidelines**

This can only be undertaken by your authorised OCA signatories as provided in your OCA mandate. Please follow the steps below to successfully cash a cheque:

* Make sure it is your nominated Barclays branch you visit
* Ensure you are sending someone who is an OCA signatory
* Take some photo ID for example a photo driving license

If you have any issues using your OCA facility when you are visiting your nominated Barclays branch please contact **Barclays – Client Services, Sara Reed.**

**Large cash withdrawals**

If you need to withdraw large amounts of cash (over £5,000) you will need to notify the relevant Barclays branch at least **24 hours** before to pre-arrange please contact **Barclays – Client Services, Sara Reed.** For security reasons take into consideration the personal safety of members of staff withdrawing the monies, location of the branch, parking facilities, time of day etc.

If you have a high value ‘Imprest’ (petty cash) account and regularly withdraw large sums of cash, it may be safer and a more efficient use of time to have a regular or ad hoc cash delivery service which can be arranged via G4S - see their *‘G4S cash delivery service further information’* document. If you decide to use this service please notify **cashiers.income.control@birmingham.gov.uk** as your site will need to be registered with Barclays bank.

**Opening an OCA**

You can access the OCA form online (part of the Open New Petty Cash account form) – please print and complete this ensuring you select your *‘nominated branch’*.

Scan a copy to [your](mailto:cashiers.income.control@birmingham.gov.uk) Finance rep(see part 4 below) **and then post the original to them.**

Once the completed Mandate has been passed to Barclays it will take approximately 5 working days after which time you will be able to cash a cheque at your nominated branch. If you have any issues with this once it has been passed to Barclays please contact **Barclays – Client Services, Sara Reed.**

**Closing your OCA**

If you no longer require your OCA you should put this in writing to your Finance Rep:

Providing the following information:

* Account name and number
* Site Address
* Signed by x2 Imprest signatories

**Changing your OCA**

**(Signatories, nominated Barclays branch, address and name)**

Access the OCA mandate form online (part of the Change of Petty Cash account details form) – print this and complete in full, following the instructions and making sure you include **ALL** your signatories **not** just the changes. Scan a copy to [your](mailto:cashiers.income.control@birmingham.gov.uk) Finance Rep (see part 4 below) **and then post the original to them.**

Once the completed form has been passed to Barclays it will take approximately 5 working days after which time you will be able to cash a cheque at your nominated branch. If you have any issues with this please contact **Barclays –Client Services Sara Reed**.

**PART 3. BANKING WITH BARCLAYS**

**Related documents**

* *List of Barclays branches*
* *Drop and Go step by step guide*
* *Barclays Nominated Contact Form*

There are Barclays branches located within the Birmingham postcode area. You can use anyone of these branches to pay monies in using your Barclays paying in book. Please remember if you have an OCA you MUST use your nominated Barclays branch.

Please see the *‘helpful hints’* below to help you utilise the services available within the branches and ensure you know who to contact if you have any questions.

**Helpful hints**

* Please check the opening times of the branch you intend to use – see *‘List of Barclays branches’*
* If you are looking for a specific service check the branch provides this service - you can see a full list of branch services by visiting: **http://ask.barclays.co.uk/branchfinder?site=personal&address\_qs=NE33+3NG&filter= Branch** Please note some of the smaller branches are unable to provide all services and will have shorter opening times
* For other services you will need to visit a larger branch or contact Barclays – **client.service4@barclays.com.** These services may include a *‘Quick Pay Point’* where you can deposit drop and go wallets avoiding queuing for the counters and a *‘Business Counter’* for your use
* If you are visiting to cash a cheque – ensure the branch is your OCA nominated Barclays branch and the person going to cash the cheque is a signatory and authorised to do so (take some photo ID).

**Drop and go facilities** – This is a flexible, secure and quick method of depositing cash and cheques at your Barclays branch. For further information please see: <https://www.birmingham.gov.uk/downloads/download/1741/barclays_banking_arrangements_for_schools>

**Contacting Barclays**

**General and nominated contacts**

If you have any questions or queries regarding your Barclays imprest (petty cash) account, for example, credits, balances or identifying a particular transaction you can email (if non-urgent) or telephone (if urgent) Barclays – Client Services, Sara Reed.

**IMPORTANT:** any person who contacts Barclays **MUST** be a **‘Nominated Contact’** the details of which are held by Barclays. If you have NOT completed the ‘nominated contacts form’ or need to amend it please access this online, complete the appropriate form (Open New Petty Cash account or Change of Petty Cash account details) ensuring you include your authorised ‘Imprest’ signatories plus any other contact(s) and email/post to your Finance Rep. Please allow 2-3 working days for this to be processed.

**Credits paid in**

If you are phoning regarding a credit you have paid in this needs to be directed to the relevant Barclays department depending on what type of paying in method is being used e.g. if collected by a courier it would be Barclays Cash & Cheque Support Team or if paid in at a Barclays branch it is the **Barclays – Client Services, Sara Reed.**

**For your information;** the contacts who are **NOT** authorised imprest signatories can only access information about the account, for example, an account balance. Any payment instruction, for example, requesting a faster payment, has to be authorised by two of the authorised imprest signatories for the account and this request must be put in writing to **client.service4@barclays.com.**

**PART 4. CONTACT DETAILS**

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| **Name/team** | **Subject** | **Tel** | **Email** |
| **Barclays Bank** –  Sara Reed  Client Service Executive  **Barclays Cash & Cheque support team** | Barclays bank queries:   * Payments * Statement * BACS recalls * OCA * Cheque books   Credits paid in by cash collection service | 0800 206 1707  Fax: 01606 353 327  0845 305 0020 | **client.service4@barclays.com**  Please note you should include a *‘read receipt’* when sending your email. Barclays Client services will endeavour to respond within 48 hours if it is non-urgent.  Or for branch information please visit: **http://ask.barclays.co.uk/branchfinder?site=personal&address\_qs=NE33+3NG&filte r=Branch** |
| **Schools: Finance Team –Petty Cash** | Petty Cash Schools | 0121 675 7776 | Schoolspettycashadmin@birmingham.gov.uk  City Finance (WS),  PO Box 16306  10 Woodcock Street,  Birmingham B2 2XR |
| **Non Schools:**  **Adults and Children Finance Coordination Team** | Voyager Petty Cash Non Schools | 0121 675 1255 | Nonschoolspettycash@birmingham.gov.uk  City Finance (WS),  PO Box 16306  10 Woodcock Street,  Birmingham B2 2XR |
| **Cashiers Team** | General and as advised in the ‘Guidance Pack’ | 0121 303 7785 | Cashiers.income.control@birmingham.gov.uk |
| **G4S Customer Services**  (ask for the Birmingham City Council Co-ordinator) | G4S general - including missed collections. (You will need your contract number) | 0844 800 4205 |  |

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|  |  | |  | |  | |  | |  | | John.mayhew@birmingham.gov.uk |
|  | |  | |  | |  | |  | | 0844 800 4205 | |