

Money & Mission



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Did You Know?

Last year, the Army wrote more than 150,000 cheques. If all of these were converted to electronic deposits, we would save over \$600,000 per year.

Editorial

In our last issue, we talked about reluctance to change our ways and the need to assess whether we could be doing things more efficiently.

In this issue, our focus is on e-commerce which offers us many opportunities to improve operations. By e-commerce, we mean any business transaction that can be carried out electronically rather than by paper or physical contact. Not only is e-commerce more efficient, it also responds to the needs of stakeholders - whether it is a supplier who wishes to be paid electronically, a congregation member who

wishes to donate through a bank debit or an individual who wants to purchase items on the internet.

This issue includes information on electronic products and services in the areas of banking, corporate credit cards and merchant services. If you are not already using these products, we urge you to consider how they could make your processes more cost efficient. To sign up or obtain more information, please contact thq_treasury@can.salvationarmy.org.

E-commerce and Merchant Services

The term 'merchant services' refers to Point of Sale (POS) terminals at over 300 Army locations which are used to process debit and credit cards/ If you do not already accept card payments at your location, you may wish to consider the benefits since it may be a less expensive option than receiving and processing a cheque or cash. Treasury staff can assist you with the analysis.

You can accept card payments on a physical terminal, on a "virtual" terminal or on-line. With Moneris (the Army's new supplier), it is now relatively simple to set up an online payments solution for locations wishing to sell items on the internet. A "virtual" terminal is more suitable for locations

accepting payments by telephone or by mail. Instead of entering card information into a physical terminal, you enter it directly into Moneris's online system. The system allows for multiple users and offers a variety of transaction reports. It is also portable and can be used anywhere with internet capability.

For reporting, we recommend that you use Merchant Direct, Moneris's easy to use and secure system. It allows you to retrieve statements online and to produce a variety of reports on card transactions which will help with account reconciliation. You can view reports on the site or download them into customized spreadsheets.

Watch For E-statements in 2012

E-statements replace a paper bank statement with an identical, electronic (PDF) copy. On RBC Express, you can view and download current and prior months' statements (up to seven years history) as well as scanned images of most transactions flowing through a bank account (deposit slips, cashed cheques, etc.).

E-statements have been available to ministry units since 2009. In 2012, they will become mandatory.

E-statements are considerably more convenient than paper statements, as well as being less expensive and better for the environment. Watch for more on the move to e-statements next year.

Electronic Banking

WHAT IS AVAILABLE?

One of the reasons the Army selected Royal Bank of Canada (RBC) as its principal banker in 2007 was its wide array of electronic services. At the time of the move, we were gratified at the number of ministry units who signed up for at least one electronic product. Since then, however, the adoption rate has been slow. We have also noted that a number who signed up for electronic products are not using them on a regular basis.

So why are we promoting e-banking? It is considerably less expensive than paper based transactions, faster and less risky. To illustrate, consider cheques versus electronic deposits.

Cost A recent study found that a cheque costs 5 times as much as an electronic deposit into a bank account. The analysis factored in all costs including preparation, cheque stock, postage, bank fees and reconciliation.

Speed Electronic deposits can be completed conveniently at your desk and will arrive on the due date, without the worry of mail delivery times. They also make it easier to manage cash flow as you will know when funds are being withdrawn from your bank account.

Risk A cheque conveys the account number, the location address, the names and signatures of the signing officers. Small wonder that cheque fraud is one of the fastest growing crimes in Canada these days. This is not the case with electronic payments which are encrypted and transferred securely between systems.

Here are some of the services available on RBC Express, the bank's online system:

Balance Reporting: You can access your account and transactions at any time from any location where you have internet access. You can manage cash positions, reconcile statements and generate reports, as well as obtain electronic statements.

Bill Payments: You can make payments to over 7,000 corporate creditors, post-date payments, review pending transactions and obtain detailed reports.

Stop Payments: This allows you to submit stop payment requests on-line, instead of calling or visiting your branch.

On-line Tax Filing: You can make payments to government agencies, including payroll remittances.

Direct Payments and Deposits: This allows you to deposit or withdraw funds directly into/from bank accounts. Methods range from a simple, manual entry of bank account information to a file transfer directly from your accounting system.

You can be assured that there are appropriate controls on electronic transactions. For example, similar to a cheque, any payment from an Army bank account will require two "electronic" signatures.

Corporate Credit Card Programme

STAY SECURE, SAVE PAPER AND SAVE TIME

Last year, we introduced AOL, US Bank's online reporting system. It is an extremely easy system to use and offers cardholders a variety of useful features. For example, did you know that you can check the available balance on your corporate card online at any time? Before going on a trip we recommend that you do this to ensure that sufficient funds are available.

AOL also allows you to:

- View, print and save up to 18 months of statements.
- Receive automatic alerts when your statement is ready.
- Deter fraud and safeguard your financial data by removing the paper trail.
- Reduce clutter and save paper
- Conveniently manage your account online - anytime, anywhere.
- View your transactions in real time.

Finance has prepared a short manual to guide you through the registration process and the most common features of AOL.



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Comments, Suggestions?

Do you have comments on any of the topics raised in this issue, or suggestions for a future issue? Write to us at:

Money&Mission@can.salvationarmy.org.

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