

CASHLESS RECONCILIATION PROCEDURE

There are three forms of non-cash revenue that the successful tenderer collects, reconciles and remits to the contracting authority.

1. Credit Card Payments for P&D
2. Permit Revenue
3. Smartphone Payment Application

1. Credit Card Payments from P&D units

- 1.1. The Successful Tenderer ("ST") finance team download reports from the Metric back office system. The report pack will include the details from Metric.
- 1.2. Reports are downloaded from NMI (Payment Service Provider).
- 1.3. Reconciliation is based on using reference lookups (report output shown below). Where a variance of +/- €5 per machine occurs, further dive reporting will be provided.
- 1.4. Possible differences
 - 1.4.1. Communication loss between the Unit and Payment Service Provider (PSP). This might result in the funds being taken from the customer's account. The PSP should refund this to the customer (within 5 days if the customer seeks a refund). Details will be included in the NMI reports. If there is an associated cost for the refund, this will be highlighted. The cost is a charge from the Credit Card companies.
Example. Customer pays for parking via card. Connection is made between the parking meter and PSP. PSP accepts payment and takes the value of the transaction from the card. Data transfer from PSP to the parking meter is timed out. Therefore, the meter will show failed transactions and not record the transaction.
 - 1.4.2. Where a unit is continually having communication issues, an ST engineer will visit the unit to perform communication checks. If 5 or more errors occur from one machine in a month, a task is raised on MPRO5 maintenance recording system for an ST engineer to investigate. MPRO5 report will be provided to the contracting authority.
- 1.5. Revenue will be electronically transferred on the 18th. Should this fall on a non-working day (working days being Monday – Friday), the transfer will occur the next working day.
- 1.6. Monthly report on the 16th working day. A sub report for transactions that have been refunded to be also provided.

1.7. Engineers will check signal and mark on MPRO5.

2. Permit Revenue – Using permit system

2.1. The ST finance team download report from the system, based on contracting authority cost centre. This report is to include the data of the permits issued and show total required.

2.2. This is matched against receipts from the banking transaction system using the contracting authority merchant service number.

2.3. Look up reference are used to match.

3. Payment through the Smartphone Payment Application

3.1. The ST finance team download the report from the system

3.2. Report is matched against receipt from the back office using the contracting authority merchant service number

3.3. Look up reference used to match

3.4. Final report to be sent to the contracting authority.