

GUAM POWER AUTHORITY Standard Operating Procedure	** No.: SOP-070	Issued:
Title: ACCEPTANCE OF PAYMENT BY CHECK(S) AND CHECKING	Prepared By: <i>[Signature]</i> Mercy A.F. Castro, Utility Services Admin. Approved By: <i>[Signature]</i> John M. Benavente, General Manager	
Effective Date: <i>9/16/03</i> Supersedes No. SP-070 Dated: June 23, 1992 Page 1 of 3		

1.0 PURPOSE

To establish guidelines for accepting payment by check (s) and check cashing.

2.0 SCOPE

To maintain appropriate guidelines set forth in the Authority's policies, procedures and other binding statutes.

General Manager's Memorandum, dated 08/27/01, Check Cashing Policy

* 3.0 ACCOUNTABILITY

"Cashier" refers to any employee assigned to handle cash-related activities; this includes temporarily detailed personnel.

4.0 PROCEDURE

Cashier shall examine all checks at the time it is presented for payment for discrepancies (e.g., alteration, forgery, etc.). Cashier is required to verify the identity of the endorser and notate on the check prior to check cashing the following information:

- * a. Identification number and expiration date (Note type of ID)
- # b. Social Security Number
- * c. Customer Account Number (Electric, Water and/or Telephone)

4.1 Personalized/pre-printed information requirement on all checks:

- a. Account Holder's Name
- * b. Current address
- * c. Contact telephone number (s) Home/ Work

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- * 4.2 A current, **unexpired** identification with photo and signature specimen is required.

4.2.1 **Acceptable type of identification**

- a. Guam Driver's License
- b. U.S. Passport
- c. Government of Guam Identification
- d. U.S. Military Identification
- e. Resident Alien Identification
- * f. Major Credit Card **with** superimposed photograph

4.2.2 **Unacceptable type of identification**

- a. Social Security Card
- b. Green Card
- * c. Major Credit Card without superimposed photograph
- d. Library Card

- # 4.3 Cashier shall review the "Return Check Report" to determine the customer's credit status before processing a payment transaction. Customer listed with three or more returned checks will require payments in the form of cash, money order, certified check, or cashier's check.

- * 4.4 **Personal/business checks** shall be accepted for the exact amount of the bill **ONLY**. These checks must also be personalized/ pre-printed. **No personal or business checks are to be cashed.**

- # 4.5 **Payroll Checks** shall be accepted only for full payment of bill amount for electric and/or Mutually Accepted Payments System (MAPS) bills(s). Cash return is limited to \$300.00 and subject to availability of funds.

- # 4.6 **No** two party, double-endorsed or stale-dated checks are to be accepted.

- 4.7 Payroll business checks must be personalized (i.e., no blank #'s or "counter" checks).

- # 4.8 **Maturity of Checks**

4.8.1 Statutory limitation on maturity of checks:

- a. Personal Checks.....Six (6) months or as stated on check
- b. Business Checks.....Six (6) months or as stated on checks
- c. Government Checks.....Six (6) months
- d. U.S. Federal Government Checks.....One (1) year

- # 4.9 Cashier shall be responsible for communicating with their Section Supervisor, Assistant Customer Service Manager or Utility Services Administrator to obtain clarification on questionable check type or identification forms before processing any customer transaction.

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