

Cancelling a receipt

1. Purpose

These guidelines are to ensure that when a City of Greater Dandenong customer service officer cancels a receipt that a senior officer is notified of the reason for the cancellation.

2. Background

The Customer Service team is responsible for the processing of many types of receipts, including but not limited to rates, infringements, animal registration and permits. These payments can be made over the phone, over the counter, via mail or from other business units. Occasionally a receipt may need to be cancelled. This can happen for a number of reasons such as but not limited to insufficient funds, human error etc.

3. Scope

These guidelines are applicable to all officers who work in the Customer Service team at The City of Greater Dandenong

4. Guidelines

Cancelling a receipt

- a – The CSO when applicable and appropriate should advise the customer why the receipt is being cancelled.
- b – The reason that the receipt has been cancelled must be entered into Property and Rating.
- c – An email containing the original receipt number, the replacement receipt number if applicable and the reason for the cancellation must be sent as soon as possible to the Customer Service Team Leader

Audit

- a – At least once a month the Customer Service Team Leader must audit the cancelled receipts.
- b – the cancelled receipt report is to be run and printed in Property and Rating
- c – all emails from notifying of a cancelled receipt are to be printed
- d – emails are to be cross-referenced with the report
- e – any cancelled receipts that have not been notified via email are to be investigated and property and rating checked for a replacement receipt or valid reason for the cancellation
- f – printed emails and reports are to be filed