




# Record Management Protocols

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## DCU Finance Office

### Version Control

Document Name	Finance Office - Record Management Protocols	
Version Reference	1.0	
Document Owner	Financial Operations Controller	
Approved by	Director of Finance	
Date	July 2015	

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# 1. Purpose

The objective of this protocol document is to set out the scope, guidelines and standards for the administration of University records under the care of the finance office, (hereinafter referred to as finance office records). There are many factors to consider when addressing the issue of document management and due consideration must also be given to statutory and regulatory compliance. As document storage incurs a real cost to the University a logical guide to document management is desirable.

This protocol will set out the principles & procedures to be followed for the creation, retention and disposal of the finance office records and will ensure their preservation where necessary. It will also provide for continued access to historical finance office records for the reasons detailed below.

- To meet the requirements of the Revenue Commissioners in relation to the retention of documents, especially those of a financial nature.
- To process requests for documentation from both external and internal auditors.
- To address the audit requirements of funding bodies.
- To deal with ad-hoc and other queries which may require access to documentation.

This protocol will also establish guidelines for the use of electronic media as technology develops. In addition in considering the issue of document management all staff should be aware of the need to ensure the protection, privacy and confidentiality of documents that they may come into contact with in the course of their duties.

# 2. Scope

Information created or received by the finance office, or by finance office staff in the course of their duties on behalf of the University, will exist in the form of records. These are within the scope of this protocol and it applies to all finance office records regardless of the type of medium in which they are stored. Records can exist in a variety of formats including:

- ***Paper records (both written and printed format);***
- ***Electronic records (e.g. PDFs, Word files, databases, spreadsheet files, emails and electronic data on any other media etc.)***

The specific finance office sub-units or departments under the scope of this protocol are as follows:

- 1. Financial Operations**
  - a. Payroll
  - b. Fees

- c. Account Receivables
- d. Account Payables
- e. Insurance
- f. Fixed Assets
- g. Administration / Secretarial

**2. Financial Planning/Research**

- a. Management Accounting
- b. Research Accounting
- c. Costing
- d. Budgeting

**3. Financial Control**

- a. Financial Accounting
- b. Subsidiary Companies Accounting
- c. Financial Systems
- d. Treasury

**4. Procurement**

**5. Special Projects**

## 3. Ownership of Records

All records, irrespective of format, (i.e. both paper and electronic, including emails) created or received by University officers or employees in the course of their duties on behalf of the University, are the property of the University and subject to its overall control. Employees leaving the University or changing positions within the University are to leave all available records for their successors and are expected to engage in formal handover procedures where required by management.

## 4. Management of Finance Office Records

### (A) Paper Records

All paper records created or received by finance management & staff in the course of their duties on behalf of the University are to be retained for as long as they are required to meet the legal, administrative, financial and operational requirements of the University. After this period they are to be either destroyed or transferred to the University Archives as indicated in the appendices to this document. The appendices specify the minimum period that records

must be retained although finance management & staff may, at their discretion, keep the records for a longer period of time if deemed necessary.

## **(B) Electronic Records**

The record management principles and protocols set out in this document also apply equally to electronic records under the control of the finance office. However, the technological nature of electronic records requires that special consideration be given to matters such as authenticity, accessibility, version control, preservation and disposal.

Effective electronic records management is only possible through the use of electronic records management software in the context of an overall records management programme defining classification schemes, retention schedules, metadata standards, access rights, etc. In other words, electronic documents must be managed from creation to final disposition and destruction.

In the absence of an electronic records management systems staff should employ good housekeeping practices in the management of electronic documents i.e. employ a naming convention, have a backup schedule, delete regularly (especially emails), use passwords, produce paper copies if required to maintain the integrity of manual files, etc.

Electronic records should take on the same retention schedule as their paper counterparts. In the case of electronic records stored in file servers or data stored in relational databases where the computer equipment is maintained by Information Systems & Services (ISS), the department which created or maintains these records must formally agree backup and recovery procedures with ISS. This is to ensure that there is no ambiguity as to which department is responsible for records in the event of hardware failure or accidental deletion of records.

Further analysis and investigation of the issues relating to electronic records management is required before more detailed guidelines or procedures can be formulated. However the finance office has put in place the following transitional guidelines:

<b><u>Document Category</u></b>	<b><u>Location</u></b>
Invoice Scanned Images	Agresso Archive on the office server
Word/Excel Files	Shared Drives and Laptop backup
Email	Move to Gmail and back up
2007-2010 Invoices	Scanned Image Project on Shared Drive
2007-2014 Exp. Req. Forms	Scanned Image Project on Shared Drive
2007- 2014 Expense Claim Forms	Scanned Image Project on Shared Drive
Fees Office Forms	Scanned onto ITS Server

The finance records referred to are:

(1) Accounts payable:

- Request for Supplier Set up
- Supplier Invoices/Credit Notes
- Staff Expense Claim Forms
- Expenditure Requisition Forms
- Supplier Statements and Reconciliations
- Credit Card Statements
- PSWT Returns and Copy Forms
- Month End Returns.

(2) Fees:

- Student Letters
- Bursary Invoices
- Student Grant Letters.

(3) Accounts Receivables:

- Invoices/Credit Notes
- Statements
- Credit Note Authorisations
- Contracts/Agreements.

(4) Payroll:

- Holiday Pay Requests
- Overtime Forms
- Parking Salary Deduction
- Bank Payment Details
- AVC Deduction Forms
- Sabbatical Forms
- DCU Club Membership
- HR Memos
- 3<sup>rd</sup> Party Memos
- Payroll Reports
- Payroll Year End Reports
- Staff Request Forms.

(5) Fixed Assets/Insurance:

- Fixed Asset ID form
- Fixed Asset Disposal Form
- Lease Documents
- AIB Lease Account Statements
- Insurance Policies Schedule

- Insurance Claim Forms.

(6) Financial and Management Accounts:

- Bank Statements
- Internal Transfer Forms
- Stock Forms
- Statutory Accounts
- VAT Returns
- VIES Returns
- Intrastat Returns
- RCT Returns and Forms.

(7) Finance Systems:

- Agresso Set-up Requests.

(8) Cash Allocation:

- Cheques
- Receipts
- Lodgement Cash books.

(9) Research Accounts:

- Account Setup Form
- (New) Research Project Set-up Forms
- Internal Transfer of Funds Form
- DCU Internal Transfer Request forms
- Journal Backup Documentation
- Enterprise Ireland B0 reports
- Sponsor/Remittance advice
- Grant Agreements with Sponsors
- Grant Sponsor Letter of offer
- Sponsor's Correspondence
- Auditor Correspondence
- Research Collaborator Reports & Correspondence
- Memorandums and General Correspondence
- Interim / Final (Financial) Reports to Sponsors
- Email Correspondence
- Bank Statements
- Bank Reconciliations
- Bank Outward Payment Backup
- DCUET Financial Resolutions
- Reports to HEA.

## General Finance Office Records Storage Process

1. Current documents (i.e. less than two years old) are to be stored in finance office cabinets.
2. Documents of 3 – 4 years are to be boxed, labelled and bar coded and stored initially under the stairs in the Admin Building.
3. Documents of 5 years or more are to be transferred either to the Library Archive or to off campus storage provided by an approved office records storage company.
4. Inventories of boxes are to be maintained and updated as necessary with label name, bar code and location. The location of the inventories of boxes is L/ALL/Finance Office Archives.
5. Due to EU (e.g. ERDF, ESF, etc.) requirements some finance office records must be held longer than the minimum 7 years to ensure appropriate compliance. This requirement applies to all relevant research related documents and not just those relevant to the EU fund. The length of retention for such documents will usually be set out in the finding contract and staff must ensure that the funding retention requirements are implemented.
6. Documents may be moved to external storage (Glenbeigh Records Management) depending on space requirements.
7. No documents are to be destroyed unless authorised by finance management.

## 5. Responsibilities

This protocol applies to all management & staff working within the DCU finance office regardless of whether they are employed by the University or by one of the subsidiary companies which are ultimately owned by the University.

It is the responsibility of the individual departments within the finance office to ensure that the appropriate security measures are observed for maintaining records containing personal or other confidential information. Where scheduled for destruction this material must be shredded or alternatively disposed of by using a confidential waste disposal service to ensure that such information is not disclosed unintentionally.

Operational responsibility for the application of this protocol rests with each department's Manager(s) and / or Supervisor(s).



## 6. Procedures

In addition to the guidelines indicated elsewhere in this protocol the following specific record procedures are to be implemented:

### (A) Retention Schedules

Each finance office sub-unit will draft a separate Records Retention Schedule for the finance office records under their remit that will define the length of time that specified types of records (records series) are to be retained in their active and semi-active phases, as well as their final disposition once they become inactive.

Documents may only be stored in the following locations:

- Finance office cabinets
- The under stairs storage area in the admin building
- DCU Library Archive storage facility
- Third party storage facility (Glenbeigh Records Management).

### (B) Destruction of records

Once a finance office record has reached the end of its useful life, as specified in the relevant retention schedule, it must be disposed of in a secure manner. The method of disposal will depend upon the medium in which it exists.

All paper based records are to be disposed of using the services of a confidential waste disposal company or by shredding. Records held in an electronic format may be disposed of by deleting the record from the finance office database and / or from the device on which it is stored.

Ideally all electronic records should be held on finance office systems and servers only, holding such records on local drives of PCs and or laptops is not advisable. However where records are held locally, and they contain personal data as defined by the DCU Data Protection Policy, then the device or the record itself must be encrypted.

*Note: Electronic data stored on PCs, laptops or other external storage devices.*

When disposing of any IT hardware capable of storing records or data they must have their memories wiped prior to disposal. ISS will provide this service on request.

### (C) Security of records

Finance office records are valuable documents and due consideration should be given to their security. Confidential records should only be accessible to University community staff with a legitimate business need to view or process the record or to individuals approved by the finance office. In addition staff should ensure that finance office records are protected from loss due to fire, flood or theft by adhering to the relevant University policies and procedures which address these risks.

## 7. Developments

The following initiatives will improve the availability and security of finance office records and will allow for hardcopies of documents to be reproduced:

- XML files – Agresso development for Marketplace
- Core Payroll Integrated Systems- Development in conjunction with HR.

The introduction of a Tidy Desk Policy will further increase the security and confidentiality of documents.

## 8. Protocol Review

This document, i.e. the Finance Office Record Management Protocols, is a live document and will require regular updating as circumstance and technology change. The protocols will be reviewed and amended as necessary at least once in every three year period.

Appendix 1: Finance Office Forms		Years	Softcopy Available	On Line Version	Annual Number	Scan Option
Ref.	Form/Document	Stored				
<b>Accounts Payable</b>	1 Request for Supplier Setup	N/A	No	Yes	360	
	2 Cheque/Foreign Draft Requisition form	6	No	Yes	8,400	8,400
	3 Travel expense claim form	6	No	Yes	500	
	4 Travel expense claim supporting receipts	6	No	No	3,000	3,000
	5 Bank Transfer Request	6	No	Yes	1,000	1,000
	6 Sundry List Template	6	No	Yes	50	
	7 Supplier Invoices	6	No	No	58,500	58,500
	8 Supplier Credit Notes	6	No	No	500	500
	9 Supplier Statements	6	No	No	600	600
	10 Credit Card Statements	6	No	No	30	30
	11 Cheques	N/A	No	No	5,000	
	12 PSWT monthly return (F30)	6	No	No	12	12
	13 PSWT annual return (F35)	6	No	No	1	1
	14 Bi-monthly Vat return (Vat3)	6	No	No	6	6
	15 Vies return	6	No	No	12	12
	16 Intrastat return (No Online version of this form)	6	No	No	12	12
	17 RCT Monthly Return					0
	18 Annual RCT declaration (C35)	6	No	No	1	1
	19 VAT on e-services return	6	No	No	12	12
	20 Month End SU10 Report	6	Yes	No	12	12
	21 Month End SU05 Report	6	Yes	No	12	12
	22 Month End SU02 Report	6	Yes	No	12	12
	23 Month End Authorisations Report	6	Yes	No	12	12
	24 Withholding Tax Forms	6	No	No	480	480
	25 Fexco Payments statement	6	No	No	12	12
<b>Accounts Receivable</b>	1 Invoice Request	N/A	No	Yes	300	
	2 Invoices	6	Yes	Yes	5,800	5,800
	3 Credit Notes	6	Yes	Yes	300	300
	4 Statements	6	Yes	Yes	180	180
	5 Bank Statements	6	Yes	Yes	240	240
	6 Credit Letters	6	Yes	Yes	3,600	3,600
	7 Credit Note Authorisations	6	Yes	Yes	300	300
<b>Payroll</b>	<b>Payroll Forms</b>					
	1 Holiday Pay Request	6	No	Yes	1,000	1,000
	2 Overtime	6	No	Yes	600	600
	3 Parking Salary Deduction	6	No	Yes	15	15
	4 Bank Payment Details	6	No	Yes	300	300
	5 AVC Deduction	6	No	Yes	200	200
	6 Sabbatical Forms	6	No	Yes	15	15
	7 DCU Club Membership	7	No	Yes	16	16
	<b>All HR memos listed below</b>					
	1 New staff member	Indefinite	No	No	300	300
	2 Rejoiner	Indefinite	No	No	50	50
	3 Extension to contracts	Indefinite	No	No	500	500
	4 Transfer between Pay Groups	Indefinite	No	No	500	500
	5 Once off payments (OT, Script etc 6 Types approx)	Indefinite	No	No	100	100
	6 Increase in pay varied reasons (5 types approx.)	Indefinite	No	No	100	100
	7 Reduction in pay vareid reasons (10 types approx)	Indefinite	No	No	100	100
	8 Voluntary deductions (20 ded approx)	Indefinite	No	No	500	500
	9 Pre Tax Deductions (10 ded. approx)	Indefinite	No	No	100	100
	10 Statutory Deductions (PRSI Class etc)	Indefinite	No	No	500	500
	11 Leavers	Indefinite	No	No	300	300
	12 Masterfile changes - Address, location	Indefinite	No	No	100	100
	<b>3rd Party memos (From ee, Faculty or external source)</b>					
	13 Part Time Claim Forms (300 per month)	Indefinite	No	No	300	300
	14 Voluntary deductions instruction from staff	Indefinite	No	No	100	100
	15 Voluntary deductions instruction from 3rd Party (VHI, etc)	Indefinite	No	No	100	100
	16 Masterfile changes - Address, location, Cost Centre	Indefinite	No	No	100	100
	17 Tax Certs from Revenue P2C	6 yrs	Yes	Yes for two	1,500	1,500
	18 P45's	Indefinite	No	No	500	500
	19 Social Welfare Forms	Indefinite	No	No	50	50
	20 Salary Statements	Indefinite	No	No	50	50

Reports ran with each pay run (16 or 14 runs PM )							
21	Pay 290	Until Yr is audited	No	No	200	200	
22	Pay 140	Until Yr is audited	No	No	200	200	
23	Pay 142	Until Yr is audited	No	No	200	200	
24	Pay 095S	Until Yr is audited	No	No	200	200	
25	Pay 300	Until Yr is audited	No	No	200	200	
26	Pay 300D	Until Yr is audited	No	No	200	200	
27	Pay 086	Until Yr is audited	No	No	200	200	
28	Pay 355	Until Yr is audited	No	No	200	200	
29	Pay 395	Until Yr is audited	No	No	200	200	
30	Pay 430	Until Yr is audited	No	No	200	200	
31	Pay 236	Until Yr is audited	Yes	No	200	200	
32	Payslips	No copy kept	Yes	No	200	200	
33	EMTS Log	Until Yr is audited	Yes	No	200	200	
34	Transfer Letters	Until Yr is audited	No	No	200	200	
35	Excel Balancing Sheet	Until Yr is audited	Yes	No	12	12	
<b>Year End Reports</b>							
36	PAYE 0841 ee year end listing	Until Yr is audited	No	No	12	12	
37	PAYE 519 Yr End Control Report	Until Yr is audited	No	No	12	12	
38	P35	6 yrs	Yes	No	1,500	1,500	
39	P60	No copy kept	Yes	No	1,500	1,500	
40	Pay740 PRCI	Until Yr is audited	No	No	12	12	
41	PAY 529 Revenue Exception report	Until Yr is audited	No	No	12	12	
42	Pay 530 EE updated with new details and dormant ee no	Until Yr is audited	No	No	12	12	
43	New Reference entries various documents for updating	Until Yr is audited	No	No	12	12	
	Reports required for longer and cannot be re run on system				12	12	
	Pay 430 Bank payment listing for Auditors	Indefinite	No	No	12	12	
<b>Notes:</b>							
80 R-Kive boxes of left staff							
Personal file for each active employee in payroll office.							
Payroll reports for current and previous year held in payroll office.							
<b>Fixed Assets</b>							
1	Asset id form	6	Yes	No	1,300	1,300	
2	Expensed Fixed Asset form	6	Yes	No	500	500	
3	Insurance claims forms	6	No	No	50	50	
4	Lease documents/copy of lease invoices	6	No	No	800	800	
5	AIB lease account statements	6	No	No	50	50	
<b>Research</b>							
1	Account Setup Form						
2	(New) Research project setup forms	Indefinitely	No	Yes	250	250	
3	Internal transfer of Funds form	6	No	Yes	300	300	
4	DCU Internal transfer Request forms	6	No	Yes	300	300	
5	Journal backup documentation	6	No	No	750	750	
6	Enterprise Ireland B0 reports	Indefinitely	No	No	20	20	
7	Sponsor/remittance advice	6	No	No	50	50	
8	Grant agreements with Sponsors	Indefinitely	Yes	Yes	300	300	
9	Grant Sponsor Letter of offer	Indefinitely	Yes	Yes	200	200	
10	Sponsor's Correspondence	Indefinitely	some	some	100	100	
11	Auditor Correspondence	Indefinitely	No	No	20	20	
12	Research Collaborator reports & correspondence	6	Some	No	50	50	
13	Memorandums and general correspondence	6	Some	Some	250	250	
14	Interim / Final (Financial) reports to Sponsors	6	Some	Some	200	200	
15	Email correspondence	6	Yes	Yes	2,000	2,000	
16	Bank Statements	6	No	No	250	250	
17	Bank Reconciliations	6	Yes	Yes	39	39	
18	Bank Outward payment backup	6	No	No	30	30	
19	DCUET financial resolutions	6	No	No	10	10	
20	Reports to HEA	6	Yes	Yes	10	10	
<b>Systems</b>							
1	Agresso Set up users	N/A	Yes	No	30		
<b>Finance/Mgt Accounts</b>							
1	Internal Transfer Forms	6	Yes	Yes	250	250	
2	Stock Forms	6	Yes	Yes	500	500	
<b>Fees</b>							
1	Bank Giro	6	No	Yes	5,000	5,000	
2	Scholarship Authorisation Form	6	No	Yes	300	300	
3	Credit Card payment Form	6	No	Yes	50	50	
4	R34 Deferral form	6	No	Yes	100	100	
5	Remission Form	6	No	Yes	50	50	
6	Bank Statements	6	No	Yes	500	500	
7	Lodgement Dockets	6	No	Yes	1,500	1,500	
8	Student Receipts	6	No	Yes	10,000	10,000	
9	Grant Confirmation Letter	6	No	Yes	1,000	1,000	
10	3rd Party Invoices	6	No	Yes	500	500	
<b>Cash Allocation</b>							
1	Cheques	N/a	No	No	800		
2	Receipts	6	No	No	1,200	1,200	
3	Lodgement Cashbook	6	No	No	12	12	
					<b>132,781</b>	<b>125,741</b>	