Cashless campus: Frequently Asked Questions – staff intranet

I have some College cash that I need to pay in, how can I do this?
Contact the Finance department for assistance Finance-GenAccounts@rhul.ac.uk

I have a cheque that needs paying in to the College, how can I do this?
People and organisations should pay by bank transfer or you may consider setting up a product in the online store for credit card payments. Handling cheques is inefficient and has health and safety implications for staff who need to visit the bank to pay in. If the cheque payment cannot be avoided contact the Finance department for assistance Finance-GenAccounts@rhul.ac.uk

Can I still use the cash office?
No, the College no longer operates a cash office. Should you have cash or cheques to deposit please contact the finance department for assistance Finance-GenAccounts@rhul.ac.uk

Can I use petty cash or get a float?
No. The College does not use petty cash or issue floats.

Can I use up petty cash or a float I already have?
Petty cash held in departments can be used up to the amount still held subject to proper accounting. Any floats still held by outlets should no longer be used and arrangements should be made for it to be paid in.

How do I account for Petty Cash reimbursements which are outstanding?
Contact the Finance department for assistance Finance-GenAccounts@rhul.ac.uk

I need to buy some low value consumable items, how can I do this?
The easiest and most efficient way to purchase ad hoc consumables is using the College purchasing card. NB. For larger quantities, where possible it is better to buy items centrally in bulk rather than purchasing ad hoc.

What should purchasing cards be used for?
Purchasing cards should be used for low value, ad hoc items, such as booking conference places or purchasing low value ad hoc consumables.

Why is the College removing cash?
Removing cash was initially a matter of the health and safety of our campus community during the Covid-19 pandemic – but on a longer term basis going cashless has obvious benefits in terms of efficiency.

It cost the College nearly £1 in direct costs to handle every £1 received. Cash is inherently inefficient compared to card payments as it requires counting, cashing up, cash handling, banking, manual accounting, reconciling and transporting to and from the bank, all of which costs staff time and money in collection costs.
It is much quicker to handle cards within an outlet so the speed of transaction at the till is greatly improved and a faster service can be provided.

Cash introduces greater opportunity for error.

Storing cash represents a security risk, and requires additional controls around storage as well as insurance costs and carrying cash makes individuals a target for crime.

There are health and safety implications of handling cash, especially in the light of Covid-19, and cash is inherently unhygienic – removing cash usage would promote the safety of staff, students and visitors.

**Can I pay for items in cash in College outlets?**

No. All College outlets are now cashless, and have been since March 2020. Many outlets were already cashless before this. To pay, you can use the College card or any personal credit, debit or other payment card. All outlets accept the College card except Kimiko (which accepts debit and credit cards).

NB Please note this does NOT apply to Student Union run outlets such as the SU shop.

**Can I get a cash advance for a trip?**

No. The College does not make cash advance payments because they are costly to administer and require considerable additional processing.

Whenever possible, the College’s approved travel provider should be used for the direct payment of fares, car hire, hotel expenses, etc., thus leaving the minimum amount to be met in the course of the journey. Any such expenditure can be met by using a purchasing card or a prepaid card issued to staff.

**How can I make research participant payments?**

The most efficient way to make such payments is to use a prepaid card or retail vouchers (e.g. Amazon or other store vouchers) that can be purchased centrally (for example using a purchasing card) and distributed to participants. Participants can continue to be paid through recognised companies like Prolific or Amazon’s Mechanical Turk with a College purchasing card. For more information please see the Travel, Subsistence and Personal Expenses Policy.

**What is a prepaid card?**

A prepaid card is the safest, fastest and most controlled way to disburse funds to students, participants and staff for travel and subsistence. A prepaid card should be used instead of cash advances for travel and participant payments. It should also be used instead of submitting a request for payment for participant payments.

A prepaid card can be used for:

- Staff travel and subsidence
- Student travel and subsistence
- Participant payments
- Disbursing scholarships and hardship funds

More information can be found here: [Prepaid Card - Royal Holloway Staff Intranet](#).

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<th></th>
<th>Can be used for:</th>
<th>Do not use for:</th>
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| **Expenses** | • Travel, subsistence or personal expenses that are incurred wholly, exclusively and necessarily in the performance of the College’s business e.g. Rail fares on College business | • Goods and services, e.g. IT equipment | [Travel, subsistence and personal expenses policy](#)  
Contact: [Rachel Burgess](#) |
| **Purchasing card** | • Low value, ad hoc items  
• Staff travel and subsistence that cannot be sourced through Key Travel | • High value purchases  
• To book accommodation at the Hub  
• In the College Shop or College catering outlets | [Purchasing card manual](#)  
Contact: [Purchasing Card Queries](#) |
| **Retail vouchers** | • Participant payments  
• Other low value disbursements that are not classed as earnings | • Any payment that may be a reward for work and therefore be classed as earnings | Amazon or other store vouchers can be purchased with the College purchasing card |
| **Prepaid cards** | • Staff travel and subsistence where Key Travel or purchasing card cannot be used  
• Student travel and subsistence that cannot be sourced through group travel provider and/or key travel  
• Participant payments  
• Disbursing scholarships and hardship funds | • Any payment that may be a reward for work and therefore be classed as earnings  
• Goods and services, e.g. IT equipment | [Prepaid Card - Royal Holloway Staff Intranet](#)  
Contact: [Purchasing Card Queries](#) |
| **Central purchasing – PO and** | • Services and works  
• All other Goods expenditure, e.g. IT equipment | | [Procurement](#) |
| invoice via Agresso |   |   |   |