



European College of Veterinary Surgeons

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ECVS STANDARD OPERATING PROCEDURE:

Four Eyes Principle

Introduction

More and more incidents of fraudulent emails received by ECVS commissioners as well as other veterinary colleges are being reported. These emails contain fake invoices or ask for direct payments to be made. EBVS has stated that several colleges have lost several thousand Euros due to paying fake invoices.

ECVS Payment Policy

In order to minimise the College's risk of falling victim to any fraudulent payment requests and to execute due diligence in all payment processes, the ECVS applies the following payment policy:

- When ordering a service or product, ECVS will only accept reasonable payment targets of a minimum 20 days to properly allow for receipt of invoice, verification, approval and initiation of payment.
- All payments are only made by the ECVS Office from two designated accounts (one for EUR, one for CHF payments) and usually by the Operations Manager (single signing rights) only. In case of the Operations Manager's absence, payments can be initiated by two persons with joint signing rights as defined for the relevant accounts (Treasurer; one member of Office staff; University of Zurich third party account holder).
- Payments are only carried out based on an invoice on the provider's official letter head, carrying the provider's full company and banking details, clearly stating the invoiced product and / or service and made out to the College's official address (PDF attachment acceptable). Personal expenses are reimbursed when submitted via the College's official expenses form or as an invoice. Expense claims need to be accompanied by individual receipts for each amount claimed.
- With the exception of personal travel expenses, the ECVS will never expect any Board member or commissioner to pay out any money from his / her own funds and claim reimbursement, not even if a payment deadline has been missed and a service provider is pressing for urgent payment. In such an event, the official payment procedure is still to be adhered to, and the College will accept any late-payment penalties incurred rather than diverge from the official procedure. Different payment arrangements (e.g. if the College can obtain a discount by paying through a local contact) require prior agreement between the Office and

the paying party and written documentation of the agreed-upon payment process and amount.

- Any invoice received by any Board member or commissioner is to be forwarded to the Operations Manager for payment. The Operations Manager (or other two persons with joint signing right) will only initiate the payment when the official invoice has been received (email with PDF attachment acceptable) and has been verified as pertaining to an actually commissioned service. An email with a claim that a certain amount is due for payment to a third party will not be accepted as payment request.
- Invoices will only be paid if the Operations Manager (or other officially involved parties) can testify that the invoiced service has actually been commissioned by the College and that the invoiced amount complies with the expectations or offer. The following limits apply:
 - a) Up to 999 €: Invoice to be assessed with due diligence and in case of recurring services to be verified whether in line with previously rendered services.
 - b) 1'000 € to 4'999 €: A quote is to be obtained prior to placing a definite order for a product or service. Invoices will only be paid when in-line with the quote; any amounts in excess of the original quote are to be questioned and require the provider's satisfactory explanation prior to the payment being initiated.
 - c) 5'000 € to 9'999 €: Same as b) plus the Operations Manager is to inform the Treasurer of the transaction.
 - d) 10'000 € and more: Same as b) plus the Operations Manager is to obtain the Treasurer's consent prior to initiating the payment. In case the Treasurer does not reply on time in order for the invoice to be paid within the deadline, the Executive Secretary is to be consulted. A minimum of 3 working days is to be allowed to either person to reply to the request.
 - These limits apply to the total amount, even when invoiced in several instalments. Example: if an invoice of 15'000 € is to be paid in instalments of 2 x 6'000 € and 1 x 3'000 €, d) applies as the total exceeds 10'000 €. In such a case, the Operations Manager's information to the Treasurer is to contain the total amount due, the amount paid so far as well as the remaining amount due.
- In case a recurring service provider requests payment to a new bank account or anything else changes about the usual style, interval, layout or any other aspect of the invoicing and payment process, the Office is to consult with the provider and obtain confirmation that all details are correct.