



DEALING WITH PAYMENTS (CASHIERING)

Presented by:

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OVERVIEW

The purpose of this training is to discuss how cashiering transactions are handled at the University, especially in the areas of check endorsement procedures, credit card procedures, cash reports, departmental deposits, and departmental billing requests. Terminology will be outlined and information will be provided to allow University employees to understand the functions of the Cashiers' Office. Since the function of collecting money is monitored very closely by the Commonwealth, it is imperative that those departments handling money be aware of all requirements and guidelines. The difference between on-line and off-line cashiering sites will be explained. The information contained in this session is designed to assist you in understanding all facets of collecting money.

OBJECTIVES

Topics covered in this training session:

- Important terminology relating to cashiering functions
- The difference between on-line and off-line cashiering sites
- Proper check endorsement procedures for checks received in person
- Proper check endorsement procedures for checks received in the mail
- Credit Card Procedures (PCI DSS)
- Required frequency of departmental deposits
- How to complete and properly submit cash reports
- Commonwealth requirements for timely transportation of funds
- How to have funds transported to the Cashiers' Office
- Departmental billing
- Contact names

DEALING WITH PAYMENTS (CASHIERING)

CASHIERING TERMINOLOGY

Cash Report. This is the report that accompanies funds being deposited to the University. It is used to verify that the funds being deposited match the amounts collected.

Deposit Receipt Form. If a department does not use a **Cash Report** when transporting funds to the Cashiers' Office, this form must be completed and forwarded with funds collected. It lists the department name, contact person, telephone number, amounts collected and the budget code.

Funds include currency, coins, checks, credit card sales receipts.

On-Line Cashiering refers to the method of recording departmental receipts directly to the Banner Accounts Receivable computer system.

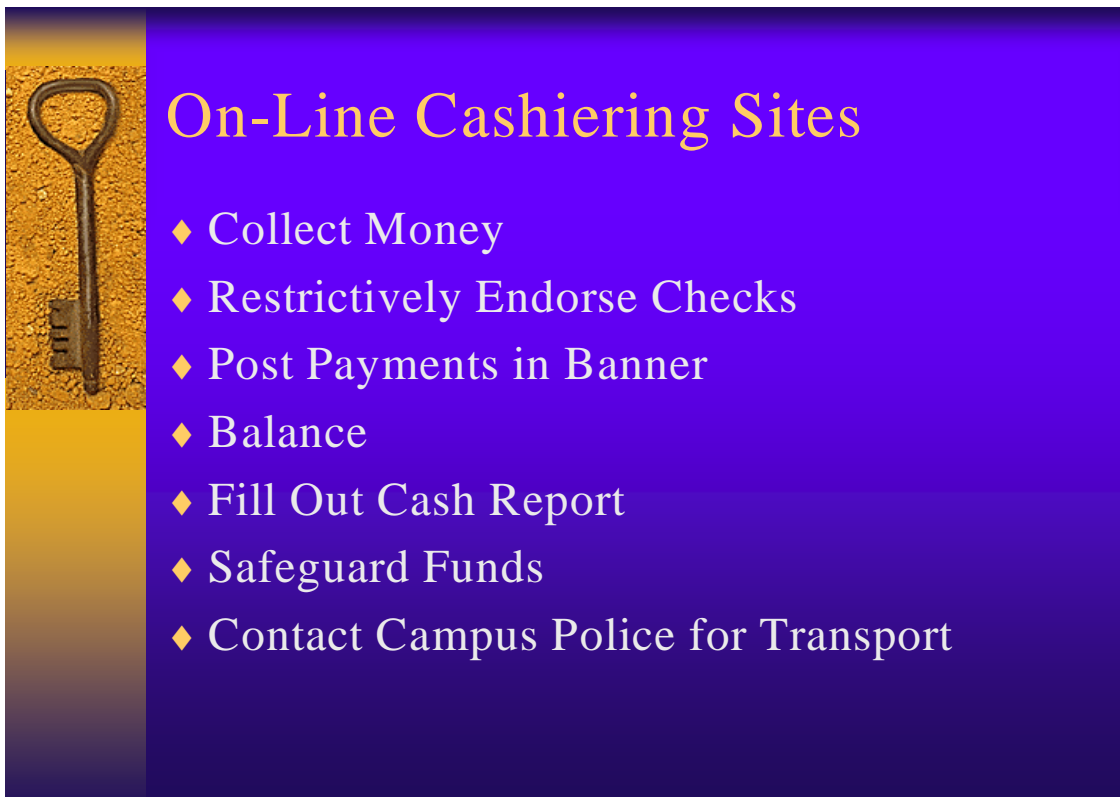
Secure Facility. Funds and cash reports must be stored in either a safe or a locked fireproof file cabinet to assure protection against theft or loss.

RESPONSIBILITY

All cashiering transactions performed by University offices must be processed through the Cashiering Office in the Office of Finance, ***even if the department posts transactions to Banner.*** Departments responsible for collecting money must adhere to all applicable state and University policies and procedures and are designated either *off-line* or *on-line* collection sites. Training for cashiering functions **for new departments** is provided by the Manager of Accounts Receivable and Cashiering. Departments are responsible for training new staff. **With the exception of certain auxiliary services, all billing activities are the responsibility of the Accounts Receivable department (refer to University Policy 3020, Credit and Collection).**

ON-LINE CASHIERING

On-line cashiering refers to the method of *directly* recording departmental deposits to the Banner Accounts Receivable computer system. Departments who collect funds for the University can contact the Manager of Accounts Receivable and Cashiering about obtaining an on-line Banner account with access to the appropriate accounts receivable/cashiering forms. Personal computers and laser printers (at least a Laser Jet IV) can be used. We can help departments in understanding what is required, but technical assistance must be arranged with OCCS. **Departments with on-line cashiering responsibilities are responsible for training new employees. When new departments are granted on-line cashiering capability and have obtained the required Banner accounts, the Manager of Accounts Receivable and Cashiering will schedule detailed training.** Cash reports and funds (currency, coins, checks, credit card sales receipts), contracts, and other payment documents must be forwarded to the Cashiers' Office as outlined in detailed procedures.




On-Line Cashiering Sites

- ◆ Collect Money
- ◆ Restrictively Endorse Checks
- ◆ Post Payments in Banner
- ◆ Balance
- ◆ Fill Out Cash Report
- ◆ Safeguard Funds
- ◆ Contact Campus Police for Transport

OFF-LINE CASHIERING

Many departments who collect funds for the University cannot post the information directly to Banner Accounts Receivable. Cash reports, funds (currency, coins, checks, credit card sales receipts), contracts, and other payment documents must be forwarded to the Cashiers' Office as outlined in detailed procedures. The Cashiers' Office posts the payments in Banner.



Off-Line Cashiering Sites

- ◆ Collect Money
- ◆ Restrictively Endorse Checks
- ◆ Balance
- ◆ Fill Out Cash Report or Deposit Receipt
- ◆ Safeguard Funds
- ◆ Contact Campus Police for Transport

CHECK ENDORSEMENT PROCEDURES

It is very important that all checks received be restrictively endorsed immediately upon receipt.

All University offices responsible for collecting funds are required to have a stamp with the words "***For Deposit Only, Old Dominion University,***" which must be used to endorse the back of all checks. This stamp must be used to endorse the back of all checks received by that department *at the time the checks are received*. Doing so is very important to reduce the possibility of mishandling of funds. Once a check is restrictively endorsed, no one else can cash the check; only the University may deposit the check.

Timing of Check Endorsement

All checks should be restrictively endorsed ***immediately upon receipt***.

- Checks received **in person** must be restrictively endorsed ***at the time of receipt***.
- Checks received **in the mail** must be restrictively endorsed ***at the time the envelope is opened***.

The "***For Deposit Only, Old Dominion University***" stamp can include the department name and ***must*** include the date for audit purposes. **Failure to include a date will result in a non-compliance letter being sent to the department.** The date serves as verification that your department is promptly depositing funds. A sample of the stamp follows:

FOR DEPOSIT ONLY
OLD DOMINION UNIVERSITY
< DATE >
< DEPARTMENTAL NAME HERE >

If you are responsible for restrictively endorsing checks, please keep in mind that the amount of space available for endorsement on the back of the check is restricted by the solid line to no more than one (1) inch from the top left of the back of the check. When ordering ***For Deposit***

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Only stamps, be sure to let the company know the purpose and they will ensure that it conforms to banking regulations. If you would like assistance when ordering one of these stamps, please contact the Manager of Accounts Receivable and Cashiering.

CREDIT CARD PROCEDURES

It is very important that all credit card information be safeguarded. Safeguarding credit card information is vital to ensure compliance. Departments must submit two (2) copies of the credit card "settlement slip" when submitting cash reports or deposit receipt forms.

PCI DSS = Payment Card Industry Data Security Standard. PCI DSS was developed by the major credit card companies as a guideline to help organizations that process card payments prevent credit card fraud, cracking, and various other security vulnerabilities and threats. A company processing, storing, or transmitting payment card data must be PCI DSS compliant or risk losing their ability to process credit card payments and being audited and/or fined. Merchants and payment card service providers must validate their compliance periodically. This validation is conducted by auditors. Penalties for noncompliance can be as high as \$500,000 per incident.

Current Standard

The current version of the standard specifies 12 requirements for compliance, organized into 6 logically related groups, which are called **control objectives**. The control objectives and their requirements are:

- **Build and Maintain a Secure Network**
 - **Requirement 1** – Install and maintain a firewall configuration to protect cardholder data
 - **Requirement 2** – Do not use vendor-supplied defaults for system passwords and other security parameters

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- ***Protect Cardholder Data***
 - ***Requirement 3*** – Protect stored cardholder data
 - ***Requirement 4*** – Encrypt transmission of cardholder data across open, public networks
- ***Maintain a Vulnerability Management Program***
 - ***Requirement 5*** – Use and regularly update anti-virus software
 - ***Requirement 6*** – *Develop and maintain secure systems and applications*
- ***Implement Strong Access Control Measures***
 - ***Requirement 7*** – Restrict access to cardholder data by business need-to-know
 - ***Requirement 8*** – Assign a unique ID to each person with computer access
 - ***Requirement 9*** - Restrict physical access to cardholder data
- ***Regularly Monitor and Test Networks***
 - ***Requirement 10*** - Track and monitor all access to network resources and cardholder data
 - ***Requirement 11*** – Regularly test security systems and processes
- ***Maintain an Information Security Policy***
 - ***Requirement 12*** - Maintain a policy that addresses information security

Highest Priority Requirements

The items which are highest concern for Old Dominion University's operational departments are Requirements 3, 7, 8, and 9. All of these requirements revolve around securing the cardholder information, permitting access to the information only when there is a business need, and destroying the information in a secure manner.

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Actions Required

Actions to be taken by departments include:

- Making sure prohibited information is being purged immediately after authorization. That information includes CVV2 codes (three and four digit codes).
- If secure destruction immediately after authorization cannot be assured, **do not collect the CVV2 data.**
- If there is a business need to store name, credit card number and expiration date, it needs to be secured internally, and securely destroyed when there is no longer a business need.

Per the University Controller, this information should not be stored more than 120 days.

CASH REPORTS (On-line cashiering sites)

Following detailed procedures, a **Cash Report Form** must be completed for each cashiering session. The following information is the minimum required – you may opt to include additional information for your use.

- **Control Number** (LEAVE BLANK -- FOR CASHIERS' USE ONLY)
- **Cash Report Number** (LEAVE BLANK -- FOR CASHIERS' USE ONLY)
- **Cashier**
- **Session #** (assigned by Banner)
- **Date of Session**
- **Date Balanced**
- **Types of Transactions posted** (i.e., cash, checks, charge payments – you MUST submit two copies of the credit card “settlement slip”)
- **Sub-total**
- **Over/Short**
- **Total Deposit**
- **Prepared by** (*print* the name of the person who is preparing the report)
- **Signature of person preparing the cash report (required)**
- **Reviewed by** (*print* the name of the person reviewing the report)
- **Signature of person auditing cash report** (this individual must be higher in organizational structure than the person preparing the report – **required**)

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Departments should develop good internal control policies to ensure compliance with all applicable policies and procedures.

SAMPLE ON-LINE

Cash Report Form

Cashier Crissy Jambard (Cjambard)

Session # 76 (assigned by Banner)

Date of Session 07/12/2001

Date Balanced 07/12/2001

Transactions

| Assessment Types | Amount | Receipt Types | Amount |
|------------------|-----------------------------|-----------------------------|-----------------|
| <u>EMAN</u> | <u> </u> | <u>CASH</u> | <u>\$160.00</u> |
| <u>EMAR</u> | <u> </u> | <u>CHECK</u> | <u>\$215.00</u> |
| <u>ECVP</u> | <u> </u> | <u>CHGE</u> | <u>\$440.00</u> |
| <u>IFEE</u> | <u>\$815.00</u> | <u> </u> | |
| Total | <u>\$815.00</u> | Total | <u>\$815.00</u> |

PRINTED NAME: Christina Jambard

SIGNATURE Christina Jambard

I have reviewed the report and found it accurate to the best of my knowledge.

PRINTED NAME: Melvine Fuller

SIGNATURE Melvine Fuller 07/13/2001

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CASH REPORTS (Off-line cashiering sites)

Following detailed procedures, a form outlining revenue distribution must be prepared and submitted with funds collected. The following information is the *minimum* required by the Office of Finance. You may opt to include additional information for your use.

- **Control Number** (LEAVE BLANK -- FOR CASHIERS' USE ONLY)
- **Cash Report Number** (LEAVE BLANK -- FOR CASHIERS' USE ONLY)
- **Date**
- **Description** (i.e., registration fees, book binding)
- **Deposit Code** (organization code and sub-object)
- **Amount**
- **Cash** (total cash being submitted on this report)
- **Checks** (total of checks being submitted on this report)
- **Charges** (total of charges being submitted on this report, if applicable – you **MUST** submit two copies of the credit card “settlement slip”)
- **Grand Total**
- **Prepared by** (*print* the name of the person who is preparing the report)
- **Signature of Preparer** (*required*)
- **Reviewed by** (*print* the name of the person reviewing the report)
- **Signature of Reviewer** (this individual must be higher in organizational structure than the person preparing the report - *required*)

Departments should develop good internal control policies to ensure compliance with all applicable policies and procedures.

DEPARTMENTAL DEPOSITS

Each department responsible for collecting funds must have an up-to-date copy of the procedure "Timely Transporting of Funds and Cash Reports to the Cashiers' Office" which is included as an addendum at the end of the training materials. Whenever the procedure is revised, a copy is provided to all departments currently collecting money for the University and included in these materials.

Our policies and procedures for collecting funds are mandated by the Commonwealth of Virginia **and** by University policy.

Deposit Frequency - The State Comptroller mandates that all state agencies must deposit all funds collected within 24 hours of receipt of the funds.

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Exceptions to the 24-hour rule must be justified by the small amount collected (\$200 or less) and by the availability of adequate safekeeping facilities. If funds collected are less than \$200, you may deposit funds once a week, **provided you can show that adequate safeguards are in place to protect the funds from theft or loss.** Please keep in mind that, if you collect funds for deposit into more than one budget code, you cannot justify holding funds because you have collected \$150 for deposit into one budget and another \$175 to be deposited into another. The \$200 amount refers to the total amount your department has in its possession.

The Cashiers' Office is responsible for auditing all deposits received from outlying collection sites. Departments **not in compliance** will be notified that they do not comply with University and state policies related to depositing funds in a timely way.

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SAMPLE OFF-LINE
OLD DOMINION UNIVERSITY
LIBRARY
REVENUE TRANSMITTAL

Date 07/09/2001

Report Number F042000

Revenue Period: 07/08/2001

| DESCRIPTION | DEPOSIT CODE | AMOUNT |
|------------------------------------------|---------------------|---------------|
| Registration Fees | 1RV07 3749 | 5.00 |
| Overdue Fines/Fees | 1RV07 3745 | 55.00 |
| Lost/Paid Book Fees | 1RV07 3753 | - 0 - |
| Interlibrary Loan Expenditure Refunds | 1LB10 5410 | 65.00 |
| Computer Search Service Recovery | 1LB10 5499 | - 0 - |
| Photocopy Services Fees/RF | 1LB10 6004 | - 0 - |
| Book Binding Expenditure Refunds | 1LB20 9102 | - 0 - |
| Photocopy Center Recovery | 1LB10 5499 | 235.80 |
| Microforms Recovery | 1LB10 6807 | 19.80 |

Prepared by RD (R. Davis)
Reviewed by MJF (M.J. Friend)

Distribution:
White: Cashier
Yellow: Cashier
Pink: Return to Library

Cash 231.30
Checks 149.90

Received by _____
Gold: Library Business Office

GRAND TOTAL 381.20

DEPOSITING DEPARTMENTAL FUNDS

When depositing funds to departmental budgets, it is important that the funds be deposited accurately. Correcting inaccurate deposits is time-consuming and can result in departmental budgets reflecting incorrect budget balances. The following information provides a brief synopsis of the process and does not replace the detailed procedures available to departments. The detailed procedures must be followed when depositing funds to departmental budgets.

- When you complete the deposit receipt form, list both the organizational budget code and the sub-account.
- Please be sure to list the name and telephone number of the person who should be contacted if we have questions about the deposit.
- If the funds being deposited are for recovery of services, they must be deposited to the appropriate recovery account.

NOTE: The sub-account must be a line item sub-object code. DO NOT use a pool account. Examples of pool accounts: 6999, 7999, 9899.

- Recovery accounts can be either **intra-agency** (recoveries from within the University) or **inter-agency** (recoveries from outside the University, but within the state). Following is a list of recovery accounts:

| | | | |
|------|---------------------------|------|---------------------------|
| 5498 | Inter Recovery-Contr Serv | 7198 | Inter Recovery-Travel |
| 5499 | Intra Recovery-Contr Serv | 7199 | Intra Recovery-Travel |
| 5598 | Inter Recovery-Tfer Pymts | 9891 | Inter Recovery-Equip |
| 5599 | Intra Recovery-Tfer Pymts | 9892 | Intra Recovery-Equip |
| 5748 | Inter Recovery-Serv Chgs | 9893 | Inter Recovery-Prop & Imp |
| 5749 | Intra Recovery-Serv Chgs | 9894 | Intra Recovery-Prop & Imp |
| 5998 | Inter Recovery-Obligation | 9895 | Inter Recovery-Ph & Imp |
| 5999 | Intra Recovery-Obligation | 9896 | Intra Recovery-Ph & Imp |
| 6898 | Inter Recovery-Sup & Matl | 9898 | Intra Recovery-Lease/Pur |
| 6899 | Intra Recovery-Sup & Matl | | |

- If the deposit is an **expenditure reimbursement**, you may deposit the funds directly back to the expenditure sub-object that was used for the original expenditure.
- If your department is depositing funds into a budget code beginning with either a "5" or a "6," the deposit slip must be approved by one of the following staff members in the Office of Finance **before you approach the Cashiers' windows**. General Accounting is required to track all activity in these budgets. Please go to the Customer Relations' desk located in the downstairs lobby of Rollins Hall, and a staff member will locate one of the following individuals for you.

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1. Donna Bean
2. Vanessa Walker
3. Linda Meyers
4. Rick Fisher

NOTE: If you receive a check from an entity billed by the University at your request, the check should NOT be deposited directly to your budget, since this can result in a duplicate credit. Refer to the section entitled “***Requesting Departmental Billing.***”

**DEPOSIT
RECEIPT FORM (SAMPLE)**

Departments are responsible for printing their own deposit receipt forms. Please be sure to list the name of the person who should be contacted if we have questions about the deposit.

STUDENT USE

UIN

Last Name First Name Middle Name

Street Address

City State Zip Code

Reason for Payment Amount

| | |
|----------------------|------------|
| Recovery of Services | \$5,187.91 |
|----------------------|------------|

| | | | |
|--|-------|------|--|
| | 1XX00 | 5499 | |
|--|-------|------|--|

Fund Code Org Code Object

Cashiers Use Only

DEPARTMENT USE

Department Name

My Department

Contact Person

Deborah Jones **(REQUIRED)**

ODU Extension

3-XXXX **(REQUIRED)**

Amount Collected

\$5,187.91

Cash
Checks
Charge

Total Amount Collected

\$5,187.91

OLD DOMINION UNIVERSITY

TIMELY TRANSPORTING OF FUNDS (on-line cashiering sites)

On-line cashiering sites are required to comply with the following basic steps for timely transporting of funds to the Cashiers' Office.

Departments collecting funds must prepare a Cash Report before 4:30pm each day for all activity (even if funds on hand are less than \$200) recorded on the Banner Accounts

Receivable system by doing the following:

- Verify that all checks have been restrictively endorsed.
- Restrictively endorse any checks not already endorsed.
- Balance the cashiering activity.
- Close the cashiering session.
- Prepare a Cash Report following detailed procedures (signature required).
- Assemble all supporting documentation - charge receipts, **2 copies of each credit card settlement slip (if applicable)**, checks, cash, etc.
- Submit the completed, signed, Cash Report and all supporting documentation to the departmental supervisor **(or whoever is designated by your supervisor to audit your cash report – may not be a student worker)**.
- The Cash Report is audited **and signed** by the departmental supervisor **(or whoever is designated by your supervisor to audit your cash report – may not be a student worker)** to verify the accuracy of all totals and to assure that all support documentation is included (signature required).

Any funds received but not recorded to the financial system on the day received should be recorded the next business day, whenever practical.

Any funds retained in the department overnight must be properly safeguarded against theft. The bank bag (containing the Cash Report, all funds collected, and support documentation) should be locked and placed in a secure facility (such as a safe or a locked fireproof file cabinet) until Campus Police can pick it up for delivery the next day.

TIMELY TRANSPORTING OF FUNDS (off-line cashiering sites)

Funds collected by departments that are not on-line cashiering sites must be transmitted to the Cashiers' Office daily (if funds on hand exceed \$200) or minimally once a week, **even if funds on hand do not exceed \$200.**

- Verify that all checks have been restrictively endorsed.
- Restrictively endorse any checks not already endorsed.
- Prepare a Cash Report following detailed procedures (signature required).
- Assemble all supporting documentation - charge receipts, **2 copies of each credit card settlement slip (if applicable)**, checks, cash, etc.
- Submit the completed, signed, Cash Report and all supporting documentation to the departmental supervisor **(or whoever is designated by your supervisor to audit your cash report – may not be a student worker).**
- The Cash Report is audited **and signed** by the departmental supervisor **(or whoever is designated by your supervisor to audit your cash report – may not be a student worker)** to verify the accuracy of all totals and to assure that all support documentation is included (signature required).

All funds retained in the department overnight must be properly safeguarded against theft. The bank bag should be locked and placed in a secure facility (such as a safe or a locked fireproof file cabinet) until Campus Police can pick it up for delivery.

PICK UP AND DELIVERY BY CAMPUS POLICE

Departmental cashiering sites must submit bank bags containing Cash Reports and funds collected before 9:00am on the day after the date of collection. Generally, departments must notify Campus Police by 8:15am that an early morning bank bag pick-up and delivery is required. Campus Police will deliver the bank bag to the Cashiers' Office and have a staff member from the Cashiers' Office sign that the bank bag has been received. The cashier accepting delivery signs the log presented by the Campus Police officer and processes the contents as outlined in detailed internal procedures. The bank bag is returned to the department via campus mail.

NOTE: The Cash Report and Deposit Receipt Form are maintained in date order for a minimum of three (3) years or until the Auditor of Public Accounts has completed the audit for the specific period of time, whichever date is later.

REQUESTING DEPARTMENTAL BILLING

With the exception of certain auxiliary services, all billing activities are the responsibility of the Accounts Receivable department (refer to University Policy 3020, Credit and Collection). All departmental billing requests should be sent in memo format to Delores White, AR/Cashiering Manager. The memo must contain the following information:





- Complete name and address of company to be billed
- Company point of contact info – name and telephone number
- Employer identification number (EIN) - **required**
 - The Code of Virginia, sections 2.2-4800-4808 requires the use of the Comptroller's Debt Setoff program as an additional method for the collection of past due accounts receivables owed to the state by businesses. In order to comply with this provision, ODU must have an EIN on file for any potential debts owed to the University that become past due.
 - The EIN should be obtained during the initial contact with the entity and must be included on all requests to bill and all applicable supporting documentation.
- Description of the service for which you are billing
- Dates of service
- Amount to be billed
- Complete budget code information so that the receivable can be credited to the correct budget (organization budget code, fund, sub-account).
- Copies of all supporting documentation must be attached (signed contracts, authorizations, work orders, etc.).
 - The company's EIN number must be noted on all supporting documentation.

Incomplete requests will be returned without action.

Billing Process:

- Once a request to bill is received:
 - An account is created for the company.
 - The charge is loaded as a receivable to the company account.
- After the charge is loaded to the company account, the departmental budget is credited.
- An invoice is sent to the company *with instructions to send payment directly to the Cashiers' Office*. This invoice includes the company account number.
- **PAYMENTS MUST BE SENT TO THE CASHIERS' OFFICE FOR POSTING TO THE COMPANY'S RECEIVABLE ACCOUNT.**
 - If a department receives a check from a company billed for services, the funds should NOT be deposited into the departmental budget.
 - If a department DOES deposit a check for a receivable, this causes a duplicate credit to the budget.
 - If a duplicate credit is posted, Accounts Receivable will confirm that the payment was deposited directly by the department instead of being sent to the Cashiers' Office to be posted to the company account. Once confirmed, the budget will be debited for the duplicate credit.
- If the entity does not pay after our attempts to collect the debt, the account is forwarded to collections, and the EIN number is used to send the account to Debt Setoff as required by Commonwealth statute.
 - Departments are expected to assist in trying to collect the debt, if contacted by Accounts Receivable for additional information.

GENERAL INFORMATION




Students can make payments in person upstairs in Rollins Hall at the cashiers' windows. Service hours for the Office of Finance are 8:00am to 5:00pm Monday through Friday. During peak times (i.e., tuition deadlines for fall and spring semesters) service hours may be extended, and extended hours will be posted. Payments are accepted by cash , check , charge ( or  only), and the University Payment Plan. **Cash payments must be made in person at the Cashiers' Office.**

The Office of Finance provides a variety of business services to the student community in the following areas:

Customer Relations Desk

The Customer Relations' staff is dedicated to providing quality information related to tuition and fees in a timely, effective manner. Financial counseling (from the standpoint of tuition charges on student accounts, billing, and the impact of financial aid awards) is provided on a daily basis by a team of professionals.

Processing Tuition/Payments

Tuition payments are accepted by cash, personal check, money order, VISA  or MASTERCARD . Checks and money orders (which can be sent via mail) should contain the student's UIN (University Identification Number) in a visible location. Cash payments  must be made in person to the Cashiers' Office.

Tuition Refunds

If students formally drop classes within published deadlines, the appropriate tuition refund (less any other outstanding debt owed the University) will be processed according to advertised procedures.

Billing Activities for Tuition and Other Accounts Receivable

For students who register in person, the printout received at the time of registration is the first bill. Students who register via LEO are given the amount of their charges after completing the registration process. Students should not wait to receive an additional billing statement to pay tuition. Please refer to the *Student News* on the Office of Finance web site (www.odu.edu/finance) for the appropriate semester to obtain specific tuition deadline information. **E-bills are the only billing method used at ODU.** E-bills are e-mailed monthly to a student's odu.edu e-mail address for charges due within 45 days. (For information about departmental billing, refer to the section on ***Requesting Departmental Billing.***)

Disbursement of Financial Aid

The financial aid application/approval process is completed with the Office of Student Financial Aid. Financial aid funding is applied to student accounts as it becomes available from the Office of Student Financial Aid. If students receive more financial aid than is required to cover their charges, any overage is refunded to students.

Tuition Appeals

Students with mitigating circumstances (a death in the family, a lengthy illness that impacts class attendance) who drop courses after refund deadlines may wish to refer to the Tuition Refund Appeal Policy in the most current *University Catalog* for guidelines on how to file a tuition appeal. Forms and additional guidance can be obtained by contacting the Appeals Clerk in the Office of Finance.

Internet Access

Students can perform the following transactions on the world wide web: register for classes, print a copy of their class schedule, view charges for tuition and fees, pay their tuition/fees, change their PIN, check grades, and more. LEO On-Line can be accessed at www.leonline.odu.edu (PIN required) and is currently available Monday through Saturday, 4:00am - midnight EST, and Sunday, 12 noon - 12 midnight EST. Changes in availability are posted.

When Students Have Questions

Because information on student issues can be very complex, please refer students with questions about financial issues to our office or to our web site.

CONTACT INFORMATION

Questions about cashiering activities
should be directed to
Delores White
Manager of Accounts Receivable and Cashiering



3-6881

E-mail: DWhite@odu.edu

SAMPLE TEST

DEALING WITH PAYMENTS

(CASHIERING)

PART I: MULTIPLE CHOICE

DIRECTIONS: Please read each question carefully and circle the correct response. **If more than one answer applies, circle as many as apply.**

1. The term "funds" refers to which items below?
 - a. Cash
 - b. Money Orders
 - c. Paychecks
 - d. Credit Card Sales Receipts
 - e. Petty Cash

2. What is on-line cashiering?
 - a. A method of **directly** recording departmental deposits to Banner Accounts Receivable.
 - b. Using voice mail to process payments.
 - c. Having the Cashiers' Office post payments.
 - d. None of the above.

3. When checks are received in a department, what should be done to safeguard funds?
 - a. Lock the check in a secure facility until it can be picked up.
 - b. Immediately restrictively endorse all checks.
 - c. Determine validity of check design.
 - d. Call campus police to pick up locked bank bag.

4. Referring to question #3, what is the **first** step that must be performed when safeguarding funds?
 - a. Lock the check in a secure facility until it can be picked up.
 - b. Immediately restrictively endorse all checks.
 - c. Determine validity of check design.
 - d. Call campus police to pick up locked bank bag.

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5. Referring to question #3, what is the **second** step that must be performed when safeguarding funds?
 - a. Lock the check in a secure facility until it can be picked up.
 - b. Immediately restrictively endorse all checks.
 - c. Determine validity of check design.
 - d. Call campus police to pick up locked bank bag.

6. Referring to question #3, what is the **third** step that must be performed when safeguarding funds?
 - a. Lock the check in a secure facility until it can be picked up.
 - b. Immediately restrictively endorse all checks.
 - c. Determine validity of check design.
 - d. Call campus police to pick up locked bank bag.

7. What does "*restrictively endorse*" mean?
 - a. Lock checks in a drawer.
 - b. Immediately stamp the back of all checks with the ***For Deposit Only*** departmental stamp.
 - c. Put your bank account number on the back of the check.
 - d. None of the above.

8. What information is **not** required on a **Cash Report Form**?
 - a. Cashier
 - b. Date of Session
 - c. Banner Account Number of Cashier
 - d. Date Balanced
 - e. Total Deposit

9. If a department fails to follow the procedures outlined in the procedure "Timely Transporting of Funds and Cash Reports to the Cashiers' Office," what happens?
 - a. The Manager of Accounts Receivable and Cashiering will send a non-compliance memo to the budget unit director.
 - b. One of the cashiers will come over and pick up all funds on hand.
 - c. Neither of the above.

10. Policies and procedures for collecting funds are mandated by whom?
 - a. The State Comptroller's Office
 - b. University Policy
 - c. The Manager of Accounts Receivable and Cashiering
 - d. None of the above

DEALING WITH PAYMENTS (CASHIERING)

11. How often should funds be deposited if funds collected exceed \$200?
- Within 24 hours of receipt.
 - Once a week, as long as the funds are kept in a desk drawer out of sight of the general public.
 - Once a week, as long as the funds are kept in a secure facility (a safe or a fireproof file cabinet).
 - None of the above.
12. How often should funds be deposited if funds collected are less than \$200?
- Within 24 hours of receipt.
 - Once a week, as long as the funds are kept in a desk drawer out of sight of the general public.
 - Once a week, as long as the funds are kept in a secure facility (a safe or a fireproof file cabinet).
 - None of the above.
13. How often should funds be deposited if you collect funds for more than one departmental budget?
- Within 24 hours of receipt if the **total** amount collected exceeds \$200.
 - If you collect \$100 for one budget and \$150 for another budget, you may deposit the funds once a week as long as the funds are kept in a secure facility (a safe or a fireproof file cabinet).
 - Once a week, as long as the **total amount collected** does not exceed \$200.
 - None of the above.
14. What steps should be followed by **on-line** cashiering sites when transporting funds to the Cashiers' Office?
- Have the departmental supervisor complete the **Cash Report**.
 - Balance the cashiering activity.
 - Have the departmental supervisor audit the **Cash Report**.
 - Place cashiering session in preliminary.
 - Call the Cashiers' Office to have the cashiering session placed in preliminary.
15. The following services are provided by the Office of Finance:
- Tuition processing
 - Providing information related to tuition and fees
 - Processing tuition refunds
 - Billing students
 - Approving financial aid paperwork.

DEALING WITH PAYMENTS (CASHIERING)

16. For funds being deposited to departmental budgets, which of the following statements apply?
- a. When completing the deposit receipt form, list both the organizational budget code and the sub-account.
 - b. If the funds being deposited are for recovery of services, they must be deposited to the appropriate recovery account.
 - c. If the funds being deposited are for recovery of services, they must be deposited to a pool account.
 - d. Recovery accounts can be inter-agency.
 - e. Recovery accounts can be intra-agency.
17. Which of the following sub-accounts are considered **pool** accounts?
- a. 6999
 - b. 5499
 - c. 9899
 - d. 5599
 - e. 7999
18. Which of the following sub-accounts are considered **recovery** accounts?
- a. 6999
 - b. 5499
 - c. 9899
 - d. 5599
 - e. 7999
19. What statements are true about departmental billing?
- a. Departments may issue bills themselves.
 - b. All billing activities are the responsibility of Accounts Receivable
 - c. The EIN (employer identification number) is required for all billing requests.
 - d. If you receive a check from a billed entity, you should deposit it to your budget code.
20. Where should checks be restrictively endorsed?
- a. In the bottom right hand corner on the back of the check.
 - b. The space available on the back of the check that is restricted by the solid line to no more than one (1) inch from the top left of the back of the check.
 - c. On the front of the check under the bank name.
 - d. None of the above.

DEALING WITH PAYMENTS (CASHIERING)

21. What statements are true about credit card procedures/requirements?
- a. Safeguarding credit card information is vital to ensure compliance.
 - b. A company processing and storing payment card data must be PCI DSS compliant or risk losing their ability to process credit card payments.
 - c. Merchants and payment card service providers must validate compliance periodically.
 - d. Penalties for noncompliance can be as high as \$500,000 per incident.
 - e. If there is a business need to store name, credit card number and expiration date, the information should be secured internally and securely destroyed when there is no longer a business need.
 - f. None of the above statements is true.
22. What statements are true about PCI DSS standards?
- a. Departments must protect stored cardholder data.
 - b. Departments must restrict access to cardholder data by business need-to-know.
 - c. Each employee who has computer access must have a unique ID.
 - d. Departments must restrict physical access to cardholder data.
 - e. Departments must make sure that prohibited information is being purged immediately after authorization (including the CVV2 codes).
 - f. All of the above statements are true.

PART II: TRUE OR FALSE

DIRECTIONS: Please read each statement carefully to determine if the statement is true or false. Then clearly mark each question either **TRUE** or **FALSE** (or **T** or **F**).

- ___ 1. The Commonwealth of Virginia does not care how often funds are deposited.
- ___ 2. A locked desk drawer is considered a secure location to store funds.
- ___ 3. The term "funds" does *not* include charge card receipts.
- ___ 4. All cashiering transactions performed by University offices must be processed through the Data Control section of the Office of Finance.
- ___ 5. Employees who perform on-line cashiering functions may use a microcomputer to perform cashiering activities.
- ___ 6. Restrictively endorsing checks is not an important function.
- ___ 7. There are no exceptions to the 24-hour deposit rule.

DEALING WITH PAYMENTS (CASHIERING)

- ___ 8. If you collect funds for deposit into more than one account and have collected \$150 for deposit into one account and \$75 for deposit into the other, you may hold the funds for more than 24 hours.
- ___ 9. The Cash Report is audited by the departmental supervisor to verify the accuracy of all totals and to assure that all support documentation is included.
- ___ 10. Bank bags must be submitted to the Cashiers' Office before 9:00am the day after collection.
- ___ 11. The bank bag is returned to the department via campus mail.
- ___ 12. The Cash Report and Deposit Receipt Form are thrown away after 6 months.
- ___ 13. The Cashiers' Office does not accept MasterCard payments.
- ___ 14. If a student formally drops classes within published deadlines, the appropriate tuition refund (less any other outstanding debt owed to the University), will be processed according to advertised schedules.
- ___ 15. Either a safe or a locked fireproof file cabinet is considered secure facilities.
- ___ 16. All cashiering transactions performed by University offices must be processed through the Cashiering Office in the Office of Finance.
- ___ 17. It is acceptable to send cash through the mail.
- ___ 18. If a department does not use a **Cash Report** when transporting funds, a **Deposit Receipt Form** must be completed and forwarded with the funds.
- ___ 19. The State Comptroller mandates that all state agencies must deposit all funds collected within 24 hours of receipt of the funds.
- ___ 20. When completing the deposit request form, you do not need to list the organizational budget.
- ___ 21. Departmental billing requests should be sent in memo format to the AR/Cashiering Manager.
- ___ 22. Two copies of the credit card settlement slip should be included with your deposit.

DEALING WITH PAYMENTS (CASHIERING)

- ____ 23. Departments who collect credit card payments must comply with PCI DSS standards.

- ____ 24. If secure destruction immediately after authorization cannot be assured, departments should not collect the CVV2 data.

ANSWERS TO SAMPLE TEST

PART I

- | | | | |
|-----|---------|-----|---------------|
| 1. | a, b, d | 11. | a |
| 2. | a | 12. | c |
| 3. | a, b, d | 13. | a, c |
| 4. | b | 14. | b, c, d |
| 5. | a | 15. | a, b, c, d |
| 6. | d | 16. | a, b, d, e |
| 7. | b | 17. | a, c, e |
| 8. | c | 18. | b, d |
| 9. | a | 19. | b, c |
| 10. | a, b | 20. | b |
| | | 21. | a, b, c, d, e |
| | | 22. | a, b, c, d, e |

PART II

- | | | | |
|-----|-------|-----|-------|
| 1. | False | 13. | False |
| 2. | False | 14. | True |
| 3. | False | 15. | True |
| 4. | False | 16. | True |
| 5. | True | 17. | False |
| 6. | False | 18. | True |
| 7. | False | 19. | True |
| 8. | False | 20. | False |
| 9. | True | 21. | True |
| 10. | True | 22. | True |
| 11. | True | 23. | True |
| 12. | False | 24. | True |

PROCEDURES

Procedure for the Timely Transporting of Funds and Cash Reports to the Cashiers' Office (ONLINE), 4-526

Procedure for the Timely Transporting of Funds and Cash Reports to the Cashiers' Office (OFFLINE), 4-527

DEALING WITH PAYMENTS (CASHIERING)

OLD DOMINION UNIVERSITY
FINANCIAL AND ADMINISTRATIVE PROCEDURES MANUAL

TITLE: Procedure for the Timely Transporting
of Funds and Cash Reports to the
Cashier's Office (ONLINE) PROCEDURE: 4-526

A. PURPOSE

The purpose of this document is to describe the procedure for departments to follow for the timely transporting of funds and cash reports to the Cashiers' Office. Funds include currency, coins, checks, credit card sales receipts, contracts, and other payment documents.

B. DESIGNATED STAFF

Departmental staff responsible for revenue collection
Campus Police
Cashiers
Cashiering Auditor
Cashiering Supervisor

C. PROCESSING CYCLE

Cash reports must be prepared daily for all activity recorded on the financial system(s). Cashiering sites submit bank bags containing cash reports and funds collected to the Cashiers' Office before 9:00 a.m. on the day after the date collected. Any funds received and not recorded to the financial system on the day received should be recorded the next business day, whenever practical.

D. REQUIRED RESOURCE MATERIALS

1. Bank bag with lock maintained and utilized by departmental cashiers.
2. Cash reports maintained and utilized by on-line cashiering sites, Exhibit 1a - 1b
3. Computer-generated receipts produced at on-line cashiering sites, Exhibit 2
4. Master cash report log maintained and utilized in the Cashiers' Office, Exhibit 3
5. Two copies of credit card Batch Settlement slips. (Exhibit 4)

E. GOVERNING POLICY AND PROCEDURES

Cash Management Directive 3-89; STATE COMPTROLLER
Maintenance of Adequate Internal Controls Directive 1-87; STATE COMPTROLLER

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DEALING WITH PAYMENTS (CASHIERING)

OLD DOMINION UNIVERSITY
FINANCIAL AND ADMINISTRATIVE PROCEDURES MANUAL

TITLE: Procedure for the Timely Transporting
of Funds and Cash Reports to the
Cashier's Office (ONLINE) PROCEDURE: 4-526

F. CROSS REFERENCE TO OTHER PROCEDURES/HOW DO I DOCUMENTATION

1. HOW DO I Post a Payment to a Student Account
2. HOW DO I Post Miscellaneous Revenue
3. HOW DO I Load Housing Damages
4. HOW DO I Load a Receivable and Post a Payment
5. HOW DO I Balance a Cash Report
6. HOW DO I Make Corrections to a Cash Report

G. OTHER UNIVERSITY OFFICES IMPACTED

University Department Collecting Funds
Campus Police

H. INVOLVEMENT EXTERNAL TO THE UNIVERSITY

NONE

I. PROCEDURES

OVERVIEW:

All departments collecting funds must transport funds collected to the Cashiers' Office in a timely manner. All cash reports prepared by on-line cashiering sites are audited by the department's supervisor. The cash reports prepared are transported to the Cashiers' Office by the campus police, or by department personnel, the day following the cashiering session. The funds associated with each on-line cash report are verified and deposited by the cashiering auditor. The cash report form or the transmittal is returned to the appropriate department to verify receipt of the cash report and funds.

STEPS TO BE FOLLOWED BY ON-LINE CASHIERING SITES

1. Enter all payments to the Banner system in accordance with the appropriate HOW DO I documentation depending on the type of transaction being processed (HOW DO I Post a Payment to a Student Account, HOW DO I Post Miscellaneous Revenue, HOW DO I Load Housing Damages, HOW DO I Process Housing Deposits, HOW DO I Load a Receivable and Post a Payment).

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DEALING WITH PAYMENTS (CASHIERING)

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TITLE: Procedure for the Timely Transporting
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Cashier's Office (ONLINE)

PROCEDURE: 4-526

2. Departmental processors receiving funds must report all payments posted. Department processor must do the following:
 - a. Restrictively endorse all checks.
 - b. Balance the cashiering activity (HOW DO I Balance a Cash Report, HOW DO I Make Corrections to a Cash Report).
 - c. Assemble all supporting documentation (copies of receipts, signed credit card forms, etc.)
 - d. Prepare a cash report (ex. 1 -- See Procedure for Documentation to Support Cash Reports # 4-530)
 - e. Submit cash report with supporting documentation, and funds to immediate supervisor for auditing.

3. Upon receipt of the cash report and funds from the departmental processor, the departmental supervisor completes the following steps:
 - a. Audit cash report to verify the accuracy of the amount posted, the account to which the funds should be posted, and all totals. Ensure that all supporting documentation is included. (See procedure # 4-530).
 - b. Place the following documents into a locked bank bag:
 - 1) Cash report and one photocopy of cash report form to be returned in bank bag by cashiering auditor.
 - 2) All funds (cash, checks, credit card sales receipts, contracts, and other payment documents).
 - 3) Computer-generated receipts. (EX. 2)
 - c. Retain copies of cash transmittal forms and deposit receipts as necessary for the departmental records.
 - d. Lock the bank bag and place it in a secure facility (such as a safe or a locked fireproof file cabinet) until pick up or delivery the next day.

4. Deliver the collected revenue to the Cashiers' Office by 9:00 am. This function is the responsibility of the department, and is accomplished as follows:
 - a. Notify campus police by 8:15 am of the need for an early morning bank bag pick-up.
 - b. The police will deliver the bank bag containing the appropriate materials to the Cashiers' Office and obtain a signature of receipt, upon acceptance of delivery, from a cashiering staff member.

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DEALING WITH PAYMENTS (CASHIERING)

OLD DOMINION UNIVERSITY
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TITLE: Procedure for the Timely Transporting
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Cashier's Office (ONLINE) PROCEDURE: 4-526

STEPS OF THE PROCEDURE FOLLOWED BY THE CASHIERS OFFICE

5. The cashier receiving the delivery from the campus police signs the log maintained by the campus police.
6. The Cashiering Auditor date stamps "**Received**" on the cash report form and verifies the funds received with a cashier. Record the master cash report control number (ex. 3) and initial the form. Place the photocopy of the cash transmittal form or the cash report form into the empty bank bag.
7. Give the bank bag to the mail clerk to mail back to the department.

STEPS IN THE PROCEDURE FOLLOWED BY THE DEPARTMENTS:

8. Receive bank bags from the mail deliverer. The departmental supervisor delivers the appropriate copies of the forms from the bank bag to the departmental processor, who completes the following steps:
 - a. Verify that all copies have been date stamped "**Received**" by the Cashiers' Office and initialed.
 - b. File the returned copies as a part of the permanent department record.

NOTE: ***The cash report, and supporting documentation are maintained in date order for a minimum of three (3) years or until the Auditor of Public Accounts has completed the audit for the specific time period, whichever is later.***

9. Departments should call the Cashiering Supervisor if copies of the cash report form are not returned within five (5) working days.

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DEALING WITH PAYMENTS (CASHIERING)

OLD DOMINION UNIVERSITY
FINANCIAL AND ADMINISTRATIVE PROCEDURES MANUAL

TITLE: Procedure for the Timely Transporting
of Funds and Cash Reports to the
Cashier's Office (OFFLINE)

PROCEDURE: 4-527

A. PURPOSE

The purpose of this document is to describe the procedure for departments who are offline to follow for the timely transporting of funds and cash reports to the Cashiers' Office. Funds include currency, coins, checks, credit card sales receipts, contracts, and other payments.

B. DESIGNATED STAFF

Departmental staff responsible for revenue collection
Campus Police
Cashiers
Cashiering Auditor
Cashiering Supervisor

C. PROCESSING CYCLE

Funds collected by departments that are not on-line cashiering sites must be transmitted to the Cashier's Office daily if funds on hand exceed \$200 or minimally once a week. All funds retained in the department overnight must be properly safeguarded against theft.

D. REQUIRED RESOURCE MATERIALS

1. Bank bag with lock maintained and utilized by departmental cashiers.
2. Cash transmittal form utilized by off-line cashiering sites (Exhibit 1).
3. Deposit Receipt Form – for posting of revenue to departmental codes (Exhibit 2).
4. Computer generated receipt produced by Cashier's Office (Exhibit 3)
5. Master Cash Report Log maintained and utilized in the Cashier's Office (Exhibit 4).
6. Two copies of the Batch Statement Slips for credit cards

E. GOVERNING POLICIES AND PROCEDURES

Cash Management Directive 3-89 - State Comptroller
Maintenance of Adequate Internal Controls – Directive 1-87; State Comptroller

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DEALING WITH PAYMENTS (CASHIERING)

OLD DOMINION UNIVERSITY
FINANCIAL AND ADMINISTRATIVE PROCEDURES MANUAL

TITLE: Procedure for the Timely Transporting
of Funds and Cash Reports to the
Cashier's Office (OFFLINE)

PROCEDURE: 4-527

F. CROSS REFERENCE TO OTHER PROCEDURES

1. HOW DO I balance a Cash Report
2. HOW DO I make corrections to a Cash Report

G. OTHER ODU OFFICES IMPACTED

University Department Collecting Funds
Campus Police

H. INVOLVEMENT EXTERNAL TO ODU

None

I. PROCEDURE

OVERVIEW:

All departments collecting funds must transport funds collected in a timely manner.

Steps in Procedure:

1. Departmental processors do the following:
 - a. Restrictively endorse all checks
 - b. Prepare Cash Transmittal Form or Deposit Receipt Form (Exhibit 1 & 2)
 - c. Assemble all supporting documentation (copies of receipts, signed credit card forms, etc).
 - d. Submit cash report with supporting documentation and funds to immediate supervisor for auditing.
2. Upon receipt of the cash report and funds from the departmental processor, the departmental supervisor completes the following steps:
 - a. Audit cash report to verify the accuracy of the totals and ensure all supporting documentation is included.
 - b. Place the following documents into a locked bank bag:
 1. Cash Transmittal Form and one photocopy of the transmittal form to be returned in bank bag by cashiers.
 2. All funds (cash, checks, credit card sales receipts, contracts, and other payment documents).
 3. Hand-written receipts (if applicable)

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- c. Retain copies of cash transmittal forms and deposit receipts as necessary for the departmental records.
3. Lock the bank bag and place it in a secure facility (such as a safe or a locked fireproof file cabinet) until pick up or delivery the next day.
4. Deliver the collected revenue to the Cashier's Office by 9:00 a.m. This function is the responsibility of the department, and is accomplished as follows:
 - a. Notify campus police by 8:15 a.m. of the need for an early morning bank bag pick-up.
 - b. The police will deliver the bank bag containing the appropriate materials to the Cashier's Office and obtain a signature of receipt, upon acceptance of delivery, from a cashiering staff member.

STEPS OF THE PROCEDURE FOLLOWED BY THE CASHIER'S OFFICE

5. The cashier receiving the delivery from the campus police signs the log maintained by the campus police.
6. Assign the bank bag to the appropriate cashier for processing.
7. The cashier processing the bank bag must date stamp **"Received"** on the cash report form and verify funds received with another cashier. Record the master cash report control number (e.g., 2A) and initial form. Place the photocopy of the cash transmittal form or the cash report form into the empty bank bag.
8. The cashier then posts all transactions to Banner on the appropriate form, depending on the type of transaction. The computer-generated receipt is then put in the bank bag.
9. Mail bank bag back to the department.

STEPS IN THE PROCEDURE FOLLOWED BY THE DEPARTMENTS

10. Receive bank bags from the mail deliverer. The departmental supervisor delivers the appropriate copies of the forms from the bank bag to the departmental processor who completes the following steps:
 - a. Verify that all copies have been date stamped **"Received"** by the Cashier's Office and initialed.
 - b. Verify the Banner receipts with the cash transmittal/deposit form.
 - c. File the returned copies as a part of the permanent departmental record.

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TITLE: Procedure for the Timely Transporting
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PROCEDURE: 4-527

NOTE: The cash report and the deposit receipt form are maintained in date order for a minimum of three (3) years or until the Auditor of Public Accounts has completed the audit for the specific time period, whichever is later.

11. Departments should call the Manager of Cashiering if copies of the cash transmittal forms or cash report form are not returned within five (5) working days.

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