Dealing with Payments & Cashiering

OLD DOMINION UNIVERSITY

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Office of Finance

2025 edition

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Overview

Today we will review:
- How cashiering transactions are managed
- Guidelines and Requirements
- Safeguards

REMINDER: The function of collecting money is monitored very closely by the Commonwealth!
Because of this:
- If you have responsibilities associated with collecting money for the University, you are *required* to take this class every 2 years
- *Annually* – all individuals engaged in any aspect of credit card processing, transmission, or storage must review PCI Training, sign a Payment Card Security & Confidentiality Agreement Form, and submit all to the Office of Finance
  - Submit To: PCI Compliance Specialist at PCI@odu.edu
- New Employee? New job responsibilities which now require you to handle money for the University?
  - PCI Training is required! Notify the PCI Compliance Specialist **AND**
  - Notify University Bursar & Director of Student Accounts – symurray@odu.edu

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Terminology

- Funds
- Secure Facility
- Collection Sites

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Ca$hiers Office

ALL Cashiering Transactions performed by University Offices must be processed through the Cash Office in the Office of Finance

- Every department must adhere to all applicable State and University Policies & Procedures
- All billing activities are the responsibility of the Student Accounts Department
  - *Some Auxiliary Services are exempt from this*
- Only the Cash Office may deposit funds for the University!

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Procedures for Accepting & Handling Funds

Check/Money Orders, Credit Cards, Cash, uStore

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Checks, Cashier's Checks, & Money Orders

A Few Rules…

- **IMMEDIATELY restrictively endorse upon receipt – *DATE REQUIRED!***
  1. *Received in person? Endorse at the time of receipt.*
  2. *Received in the mail? Endorse at the time mail is opened.*

STAMP:
*Cannot be handwritten! Departments are responsible for stamp purchase

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

ENDORSE CHECK HERE
X
DO NOT WRITE, STAMP, OR SIGN BELOW THIS LINE

Don't stamp below legal line!

FOR DEPOSIT ONLY
FEB 0 6 2018
OLD DOMINION UNIVERSITY
OFFICE OF FINANCE

- **Checks/Cashier's Checks/MOs will only be accepted if made payable to *ODU* or *Old Dominion University***
- **NEVER alter a check! *EVER!***
  - **NO additions, NO white-out!**
- ***Post-Dated Checks* must NOT be accepted!**
- ***Stale-Dated Checks* must NOT be accepted! *(180 day limit if no date listed)***
- **Checks/Cashier's Checks/MOs should only be in *US Dollars*. No other should be accepted!**

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Credit Cards

MasterCard, VISA, Discover, & American Express accepted

A Few Rules…

- **Safeguard ALL Credit Card Information!**
    - We must remain compliant!
    - Treat ALL Credit Card Information as CONFIDENTIAL!
    - Observe and Implement ALL PCI Compliance Standards
- **Use a Credit Card Machine?**
    - You _MUST_ submit the **_ORIGINAL_** credit card settlement slip & credit card sales slip when submitting funds for deposit
- **Occasional Credit Card Payments?**
    - You _MUST_ use the **Credit Card Payment Form** to acquire card information and for fund deposits – _submitted to the Cashier's Office for Processing_
- **Do you Have a uStore?**
    - Batch Settlement Reports generated from TouchNet must be submitted for fund deposits
    - Questions? Contact the Cashiers Office at cashiersoffice@odu.edu

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PCI DSS
Payment Card Industry Data Security Standard

What is PCI DSS?
- Developed as a guideline to help organizations that process card payments & meet minimum levels of securities
- Identifies & Corrects vulnerabilities by ensuring appropriate levels of security are maintained

Who must comply?
- Any company processing, storing, or transmitting payment card data must be PCI DSS compliant or risk losing their ability to process credit card payments & being fined

How often?
- Merchants and payment card service providers must validate compliance annually
    - **_This is why we require annual training at ODU!!!_**

Not Compliant? _Could result in:_
- Significant Financial Penalties
- Loss of Reputation
- Litigation
- Termination of ability to accept Credit Cards
- Employee Termination and/or legal action

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PCI DSS
6 Control Objectives and 12 Requirements

Build & Maintain a Secure Network & Systems
- Firewall Configuration to protect cardholder data
- No vendor-supplied defaults for system passwords used

Protect Cardholder Data
- Protect stored cardholder data
- Encrypt transmission of cardholder data across open, public networks

Maintain a Vulnerability Management Program
- Protect against malware & update anti-virus software and programs
- Develop & maintain secure systems and applications

Implement Strong Access Control Measures
- Restrict access to cardholder data by business need-to-know
- ID and Authenticate access to system components
- Restrict physical access to cardholder data

Regularly Monitor and Test Networks
- Track & Monitor all access to network resources and cardholder data
- Regularly test security systems

Maintain an Information Security Policy
- Maintain a policy that addresses information security for all personnel

Thank you,

ITS!!! ☺

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How can you remain compliant?

Rule of Thumb:
If you don't need the info, *DO NOT STORE IT!*

- Take the mandatory training(s)!
- Always treat payment information as confidential
- NO end-user messaging!
    - *Email, text, instant message, voicemail, etc.*
- Never store the full 16-digit Credit Card Account Number
    - *Redact all but last 4 digits!*
- Never store expiration dates or validation codes
- Destroy any number combination used to process a payment immediately upon payment processing and authorization
    - Secure Destruction is required!
        - *If secure destruction immediately after authorization cannot be assured, DO NOT collect CVV/CVC data!*
    - *Cross-Cut Shredding*
    - *Hole-Punching Number*
    - ***NO BLACKING OUT WITH MARKER/PEN!***
- Restrict physical access to credit card information
- Keep anti-virus software updated
- Never enter card information on customer's behalf!
    - *Advise them to access internet-enabled device of their choosing and do it themselves!*

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But BEFORE you can accept Credit Card payments…

Before a Department may accept credit card payment transactions for University-approved events, a Merchant Account must be established.

- Setup with the University's merchant services provider under current contract
- To qualify:
  - Fund collection must be ongoing or at least annually
  - Department must have fiscal support to manage the payment card processing
- Merchant Establishment and Merchant ID Request Forms must be sent a minimum of 30 days in advance

How to establish a Merchant Account at ODU?

- ODU Establishment Request Form *BUD Approval and Signature required!*
- PCI Training
- Payment Card Security & Confidentiality Agreement

Questions?!

PCI Compliance Specialist at 683.5928/pci@odu.edu
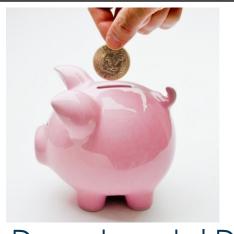
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Cash

A Few Rules…

- **Safeguard ALL cash at all times!**
- **Complete the *ODU Official Revenue Deposit Form* in its entirety and secure the form with the funds until the deposit is sent to the Cashiering Office.**
  - This form must be completed DAILY for each day's deposits
- **Departments should develop good internal policies to ensure compliance!**
  - Internal policies must fall within Commonwealth & University Guidelines

uStore

uStore is a Credit Card payment site where customers pay via TouchNet

- **Where to send Deposits? Or Have Cashiering Questions about uStore?**
  - Cashier's Office Email at cashiersoffice@odu.edu
- **Interested in setting up a uStore Account?**
  - Contact the PCI Compliance Specialist at 683.5928/pci@odu.edu

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Departmental Deposits

Deposit Frequency & Exceptions, Accurate Deposits,
Timeliness of Deposits, Campus Police

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Departmental Deposits

State Comptroller mandates that all state agencies must deposit ALL funds collected **within 24 hours of receipt** of the funds.

Exceptions:

- If you collect a total of **$200 or more**, funds must be sent to the Cash Office **within 24 hours** of receipt, no exceptions.
- If you collect **less than $200 total** and have an adequate secure facility to store the funds, you may deposit **weekly**.

NOTE: The Cash Office audits all deposits – noncompliance will be noted and Departments will be notified immediately.

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Depositing the Actual Funds

Accuracy is key!

- Note complete information on Deposit Form
  - List both Organizational Budget Code and the Sub-Account Code
  - List name and phone number of contact person in your department

- Collecting Taxes? *Be sure to account for them in Sub-Account 1055!*
- Recovery of Service Funds? *Be sure these deposit to the correct Recovery Sub-Account!*
- Expenditure Reimbursement Funds? *Be sure funds deposited to original Expenditure Sub-Account?*
- Receive a check from an entity billed by AR? *DO NOT DEPOSIT INTO YOUR OWN ACCOUNT! Must be credited to the billed entity. Call AR for details!*

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Deposit Compliance

- Verify proper endorsement
- Balance all Receipts and/or Cashiering Activity
- Prepare appropriate *ODU Official Revenue Receipt Form*
- Assemble all documentation
- ***Submit*** to Authorized Personnel
- Lock ALL in secure, locked bank bag or locked, fireproof file cabinet

Contact Campus Police for Transport

- Contact Campus Police by 9:00am – *Have your deposits ready to hand over **before 9am**!*
- Officer will sign Officer's Log declaring bag pickup/details and transport funds to Cash Office
- Banner Receipt created by Cashiering Office – this, along with bank bag, are returned via Inter-Campus mail
  - *Departments should check own records against Banner Receipt for accuracy!*

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Departmental Billing

How to request Departmental Billing?

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Departmental Billing

What is a Department Bill? *A bill prepared on behalf of the department and billed to another agency*

Generally – ALL billing activity is the responsibility of the Accounts Receivable Department
- *Some Auxiliary Services are the exception*

- ALL Departmental billing requests should be sent to **Latonya Gregory**, Interim University Bursar & Director of Student Accounts, in memo-form

Memo should contain:
- Name/Address of Billing Agency
- Company POC (Name, Phone)
- **EIN** – *REQUIRED!*
- Description of Service
- Dates of Service
- Amount to be Billed
- Complete budget code/sub-account code
- Copies of all supporting documentation

- ***Incomplete requests will be returned without action!***

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Notes on the Billing Process

After the Request to bill is received, an account is created for the company and the charge is loaded as a Receivable to the account in Banner.

- Departmental Budget is then credited
- Invoice sent to company with instructions to send payment *DIRECTLY* to the Cashiering Office!
  - *Remember – Cashiering Office makes ALL University deposits!*
- Payments will be posted to the Company's Receivable account by Cashiering
- What if the entity does not pay?
  - Departments should assist to try to collect debt if AR requests assistance
  - AR will forward to collections
- ***See Procedure 4-901 for details and complete process!***

Electronic Billing is used at ODU – called **eBills**

- *Specific to Student Accounts*
- *NO paper bill will be sent to students in lieu of eBills **only** or for students who do not activate their @odu.edu email account!*
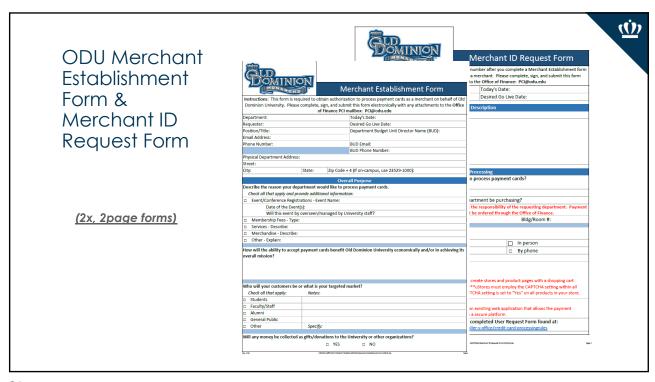
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Forms to Use

Each may be found on the Office of Finance Website

http://www.odu.edu/finance/forms

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ODU Merchant Establishment Form & Merchant ID Request Form

(2x, 2page forms)

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Credit Card Payment Form

Only used when your Credit Card Machine is down!

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ODU Official Revenue Deposit Form

Sites MUST use this form and have 2 signatures!

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Departmental Billing Memorandum Request

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Billing & Cashiering Procedures

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Accounts Receivable/Cashiering University Policies

Familiarize yourself with these policies!

- **4-531** – uPay Deposits & Adjustments
- **4-901** – Requesting Departmental Billing
- **4-902** – Departmental Guide for Receipting and Transmitting Funds

https://www.odu.edu/finance/forms &
https://www.odu.edu/finance/accounts-receivable

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General Reminders

<u>Where?</u>
- Cash Office – 1st floor of Rollins Hall

<u>Office of Finance Service Hours?</u>
- 8am-5pm, Monday-Friday
- Cashier's Office Windows: 8am-4:30pm, Monday-Friday
  - *Service Hours *may* be extended during peak times*
  - *COVID-19 updates – check here: https://odu.edu/finance/accounts-receivable*

<u>Where to check for all forms, policies & procedures, and contact information?</u>
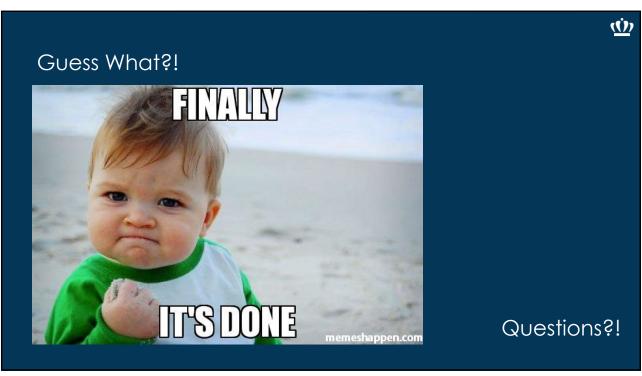- www.odu.edu/finance

<u>Contact Information regarding PCI Questions, Compliance, Credit Cards?</u>
- **Esmin Baptiste-Mateo**, PCI Compliance Specialist
  - 683.5928
  - pci@odu.edu

<u>Contact Information regarding Cashiering?</u>
- **Sandy Murray**, University Bursar & Director of Student Accounts
  - 683.6881
  - symurray@odu.edu
  - cashiersoffice@odu.edu

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Guess What?!

Questions?!

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Home / Office of Finance / Controller's Office / Payment Card Processing Rules

Payment Card Processing Rules

It is very important that all credit card information be safeguarded. Safeguarding credit card information is vital to ensure compliance with Payment Card Industry Data Security Standards (PCI DSS). **All departments that collect credit card payments must ensure all staff members adhere to these standards.**

Currently the University accepts MasterCard, Visa, Discover, & American Express for departmental charges.

Before a department may accept credit card payment transactions for University-approved events, a *merchant account* must be established.

If you have any questions about this process, please contact the PCI Compliance Specialist at pci@odu.edu.

PCI Training & Questions
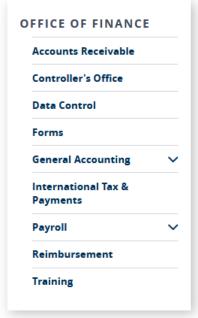Get PCI training or ask a question >

PCI General Information
Visit PCI Security Standards Council >

Self Assessment Questionnaire
Submit a SAQS >

⌄ **Merchant Establishment Procedures**

⌄ **Payment Card Industry Data Security Standards (PCI DSS)**

⌄ **Self Assessment Questionnaire (SAQs)**

⌄ **Reconciliation Reports/Revenue Deposits**

OFFICE OF FINANCE

Accounts Receivable

Controller's Office

Data Control

Forms

General Accounting ⌄

International Tax & Payments

Payroll ⌄

Reimbursement

Training

QUICK LINKS

Banner Hotline >

Student Assistance: tuition@odu.edu >

Student Assistance: 757-683-3030 >

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902

A. PURPOSE

This procedure is to provide guidelines for processing funds transmitted from various departments on campus to the Cashier Office.

B. DESIGNATED STAFF

All departments receiving cash, checks/money orders, credit card payments, or other types of funds.

C. PROCESSING CYCLE

Daily or as funds are received.

D. REQUIRED RESOURCE MATERIALS

- Cash, checks/money orders or credit card settlements/detail report
- Supporting documentation for funds received/refunded.
- ODU Official Revenue Deposit form
- Credit Card Payment Form

E. GOVERNING POLICIES AND PROCEDURES

Commonwealth of Virginia Accounting Policy and Procedure (CAPP) Manual

F. CROSS REFERENCE TO OTHER PROCEDURES

4-901 – Requesting Departmental Billing
4-525 – Monitoring Departmental Compliance for Deposits
4-531 – UPAY Deposits and Adjustments

G. OTHER ODU OFFICES IMPACTED

Office of Finance: Cashier Office
Campus Police

H. INVOLVEMENT EXTERNAL TO ODU

None.

I. PROCEDURE

OLD DOMINION UNIVERSITY
OFFICE OF FINANCE PROCEDURE MANUAL

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902
OVERVIEW

The University departments handling funds must be committed to strong internal controls of cash receipts to prevent the mishandling of funds, safeguarding against loss, and to ensure all funds received are deposited in the bank and appropriately recorded in the Banner financial system.

All cashiering transactions performed by university departments must be processed through the Cashier Office in the Office of Finance, even if the department posts transactions to Banner. Departments can either be an on-line or off-line cashiering site. An on-line site receipts funds directly into the Banner financial system. An off-line site receives funds but cannot post the information directly into Banner; this will be performed by the Cashier Office in the Office of Finance.

Bank accounts must not be established at the department level in the University's name or any derivative thereof. Existing accounts must be closed, and funds deposited in the University's bank account, which includes both State and University funds.

I.   Receipting of Funds

1. **Off-line sties:**

   a. Collect money and maintain securely.
   b. Restrictively endorse checks/money orders with department's date stamp the **day** checks/money orders are received.
   c. Include all credit card detail slips and settlement slips from the credit card machine.
   d. Balance funds to receipts/source documents.
   e. Fill out "ODU Official Revenue Form."
   f. Supervisor must audit report; there should always be 2 different signatures.
   g. Safeguard funds in a locked environment.
   h. Contact campus police for transport daily before or by 9am

         i. Off-line cashiering sites: **All Departmental Staff Collecting Money,** must prepare an ODU Official Revenue Deposit Form and submit funds to the Cashier Office daily.
           1. If funds exceed $200 a deposit must be made daily.
           2. If funds collected is less than $200 totally a deposit can be made once a week.
           3. All checks/money orders must be date stamped the day received to ensure deposits are being made timely.

2. **Restrictively Endorse Checks/Money Orders:**

   a. **ALL** checks/money orders received must be restrictively endorsed immediately upon receipt.
   b. Checks/money orders **received in person** must be restrictively endorsed **at the time of receipt.**
   c. Checks/money orders **received in the mail** must be restrictively endorsed **at the time the envelope is opened.**

   NOTE:

OLD DOMINION UNIVERSITY
OFFICE OF FINANCE PROCEDURE MANUAL

Title: Departmental Guide for Receipting and Transmitting Funds   **Procedure: 4-902**

All University offices that are responsible for collecting funds are required to have a stamp with the words "**For Deposit Only, with your department's name and date**" which must be used to endorse the back of all checks/money orders at the time the checks/money orders are received. Do not handwrite on the back of the checks **"For deposit only" or "budget information."**

ALL, Old Dominion University stamps should include the department's name and <u>**MUST include the date**</u> for auditing 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. The departmental stamp helps to keep track of return checks and to quickly identify the department that took the check.

When restrictively endorsing checks/money orders, keep in mind that the amount of space available for endorsement on the back of the check/money order is restricted by the solid line to no more than 1½ inches from the top of the back of the check/money order. When ordering the For Deposit Only stamp with your department's name and date, be sure to let the company know the purpose of the stamp and ensure that it conforms to banking regulations.

Notes:

ENDORSE CHECK HERE
X
_____
_____
_____
DO NOT WRITE, STAMP, OR SIGN BELOW THIS LINE

a.   Checks/money orders must be made payable to **Old Dominion University or ODU"** in U.S. Dollars only.
b. **Post-dated and Stale-dated checks will not be accepted.**
c. The University cannot accept third party checks.

3. **Credit Cards:**
    a. The University accepts MasterCard, VISA and Discover credit cards (American Express is accepted online ONLY).
    b. Credit card information MUST be safeguarded which is vital for compliance with Payment Card Industry (PCI) Standards. For those departments using a credit card machine, departments must submit the credit card detail slips and the "**settlement slip"** when submitting cash reports, ODU Official Revenue Deposit Forms. For those departments who do not use a credit card machine, they must use the Credit Card Payment Form when taking payments.

NOTE: Do not accept credit card information through e-mail, fax, or text.

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902

c. This form must be submitted via a locked bank bag and NOT via campus mail.
d. If the credit card is declined, the Office of Finance's Cashier Office will send a copy of the credit card form with no credit card information to the department stating the credit card was declined and reduce their deposit by that amount.
e. The CVV number (Card Verification Value) is a 3digit number on the back of the MasterCard or VISA card (see example below).

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902

4. **Deposit Form:**

1. An ODU Official Revenue Deposit Form must be completed for each day's deposit. This form can be found on the Office of Finance website under forms – www.odu.edu/finance/forms.
   a. **ODU Official Revenue Deposit Form:**

2. The following information is the minimum information required on the ODU Official Revenue Deposit Form:
   a. Department name
   b. Contact person.
   c. ODU extension
   d. Date of deposit
   e. Cash
   f. Checks/money orders
   g. Charge (charge receipts or credit card payment forms – you MUST submit the credit card detail slips and the "**settlement slip**" if using a credit card machine)
   h. **UPAY** "touch net charges" – submit the credit card batch settlement form.
   i. **For Refunded amount indicate with parentheses (5.00)**
   j. Overage or shortage amount
   k. Total deposit amount
   l. Budget codes to include fund and/or org, and account.
   m. Description- what the deposit is for
   n. Amount
   o. Preparer's name: print and sign
   p. Date prepared.
   q. Reviewer's name: print and sign
   r. Date reviewed.
   s. **The Preparer and the Reviewer cannot be the same person.**

5. **Deposit Frequency:**

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902

a. All funds **MUST** be deposited within **24 hours** of receipt of the funds.
b. The **ONLY** exception is if less than $200 is collected by an *off-line site* AND there is adequate safekeeping of funds, then the deposit may be made once a week or as soon as cumulative funds are greater than $200.
c. Checks/money orders must be date stamped when received to ensure deposits are being made in a timely manner.
d. Funds collected by on-line sites that post directly to Banner must submit their deposits to the Cashier Office daily.

6. **Depositing Departmental Funds:**

a. 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.
b. When completing the ODU Official Revenue Deposit Form list both:
    i.   **Org** and Account code.
    ii. Fund and Account code
c. If the funds being deposited are for recovery of services, they must be deposited to the appropriate recovery account. **(Note: Do not use a pool account. Examples of pool accounts are 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		

d. If the deposit is an expenditure reimbursement, you may deposit the funds directly back to the expenditure account code that was used for the original expenditure.

e. If your department is depositing funds into a budget code beginning with either a "**5" or "6,"** the deposit slip must be approved by one of the following staff members in the Office of Finance- General Accounting office prior to being given to the Cashier's Office if presenting the deposit at the Cashier Office windows.

General Accounting or Designee

f. 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. **See procedure 4-901, Requesting Departmental Billing.**

NOTE: Departments that collect money should have at least 3 bank bags.

Title: Departmental Guide for Receipting and Transmitting Funds   **Procedure: 4-902**

7. **Timely Transporting of Funds:**

   1. At the End of the Business Day:
      a. Verify that all checks/cashier's check and money orders have been restrictively endorsed.
      b. Balance the cashiering activity
      c. Prepare an ODU Official Revenue Deposit Form (2 signatures required).
      d. Assemble all supporting documentation –
         i. departmental credit card payment forms; if applicable
         ii. credit card detail and settlement slip
         iii. Cash, checks/money orders, etc.
      f. Submit the completed signed ODU Official Revenue Deposit Form and all supporting documentation to the departmental supervisor or whoever has been designated to audit the deposit (**must not be a student worker**).
      g. The ODU Official Revenue Deposit Form must be audited to verify the accuracy of all totals and to assure that all supporting documentation is included. Once audited, the reviewer must sign the form.
      h. The ODU Official Revenue Deposit Form with all funds collected, and supporting documentation to include departmental credit card payment forms and credit card detail and settlement slips should be locked and placed in a secure area (such as a safe or a locked fireproof file cabinet) until campus police can pick it up for delivery to the Cashier Office the next business day. Note: Funds are never to be taken home by staff

   2. Funds can be transported to the Cashier Office by Campus Police in a locked bank bag or by Department Personnel staff via locked bank bag or interoffice mail.

   3. Pickup and delivery by Campus police
      a. Departments will need to notify campus police before or by 9:00am on the day that a bank bag pick-up is required. **The bank bag needs to be ready for pick up when the call is made to Campus Police. Campus Police will start rounds around 9:15am.**
      b. Departments must submit bank bags containing the ODU Official Revenue Deposit Form and funds collected on the business day after the date of collection.
      c. Campus police will come to the department and have a departmental representative sign when the bank bag is picked up.
      d. Campus police will deliver the bank bag to the Cashier Office.
      e. The Technician receiving the locked bank bag(s) from campus police will initial the log maintained by the campus police for each bag received.
      f. All processed bank bags will be returned to the department the next day via campus mail with the Banner receipt**.**

NOTE* Should a department miss the campus police. The departmental staff can walk their bank bag over to the Cashier Office or wait until the next business day for campus police to pick up the bank bag. Remember to call campus police before 9am.

Title: Departmental Guide for Receipting and Transmitting Funds   Procedure: 4-902

4. Once the bank bag is returned with the Banner receipt, the department should review the Banner receipt to make ensure that the org, account code, and amount agrees with the requested deposit. ALL discrepancies will be resolved immediately.

5. Departments that are submitting a **USTORE/UPAY** deposit/refunds **ONLY.**
   a. Fill out a deposit form for depositing into the budget.
   b. Print batch settlement for verification of funds collected.
   c. Review and Sign with two required signatures
   d. Scan deposit along with batch settlement to cashiersoffice@odu.edu

RECORDS RETENTION

> **Commented [BE3]:** Need on procedure in FY26

Contacts:

For questions regarding this procedure and/or practice contact the Director of Student Accounts-University Bursar at (757) 683-6881 or Cash Operations Supervisor at (757) 683-6846

Signature Required:		
Suzanne Kello	**Cash Operations Supervisor**	**5.29.25**
Preparer Name	**Title**	**Date**
LaTonya M. Gregory	**Interim Bursar**	**6.6.2025**
Reviewer Name	**Title**	**Date**
Esmin Baptiste-Mateo	**PCI Compliance Specialist**	**07.11.25**
Compliance Specialist Name	**Title**	**Date**