



OLD DOMINION
UNIVERSITY

I D E A FUSION

Certificate in University Financial Management:
Cashiering Textbook

TABLE OF CONTENTS

Overview & Objectives	2
Definitions	3
Responsibility	3
Cashiering Site Details	3
Check/Money Order Endorsement Procedures	4
Credit Card Procedures	5
Payment Card Industry Data Security Standard (PCI DSS)	5
Requirements to Accept Credit Cards	6
Departmental Credit Card Payment Form	9
Cash Reports	10
ODU Official Revenue Deposit Form	11
Departmental Deposits	12
Deposit Frequency	12
Exceptions Dependent on Total	12
Depositing Departmental Funds	12
Timely Transporting of Funds	13
Pickup and Delivery by Campus Police	14
Requesting Departmental Billing	14
General Information	15
Contact Information	16

APPENDICES

Procedures (4-901 & 4-902)	17
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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 within Student Accounts. 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.

Individuals who have responsibilities associated with collecting money for the University are required to take these 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 the signed form to the PCI Compliance Specialist in the Office of Finance at PCI@odu.edu. ***Please Note:*** These forms can be found on the Payment Card Processing Rules website: <https://www.odu.edu/finance/controller-s-office/credit-card-processingrules>

Notify the Manager of Student Accounts when there are new employees who collect money or when there are changes in money collection responsibilities!!!

OBJECTIVES:

Topics covered in this training session:

- Important terminology relating to cashiering functions
- What is a cashiering sites
- Proper check endorsement procedures for checks/money orders received in person
- Proper check endorsement procedures for checks/money orders 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

Definitions:

Cashiering Sites: refers to sites that collect money on behalf of ODU. These sites generally do NOT post transactions directly to Banner, rather posting takes place in the Cashier's Office.

Credit Card Payment Form: this form is used by departments that accept occasional credit card payments and that do not use a credit card machine or have a uStore through TouchNet. These forms should be submitted via a locked bank bag and should NOT be sent via campus mail. **If departments keep a copy of this form, they must abide by the PCI DSS standards and obliterate all but the first 6 or the last 4 digits of the credit card number by hole-punching, OR by cutting it off of the form and shredding this in a cross-cut shredder.**

Funds: include currency, coins, checks/money orders, credit card sales receipts, and settlement slips.

ODU Official Revenue Deposit Form: This is the deposit form that accompanies funds being deposited to the University. It is used to verify that the funds being deposited match the amounts collected. Departments must use the ODU Official Revenue Deposit Form available on the Office of Finance web site. On-line sites are required to use this form, and it is preferred that off-line sites use this form.

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 as *offline* collection sites. Training for cashiering functions ***for new departments*** is provided by Manager of Student Accounts. Departments are responsible for training new staff. **With the exception of certain auxiliary services, all billing activities are the responsibility of the Student Accounts department. Only the Cashiering Office may deposit funds for the University.**

Cashiering:

Many departments who collect funds for the University **cannot** post the information directly to Banner Accounts Receivable – these are called **Offline Cashiering Sites**. Cash reports, funds (*currency, coins, money orders, checks, credit card sales receipts, settlement slips*), contracts, and other payment documents must be forwarded to the Cashiers' Office as outlined in detailed procedures (***4-902, Departmental Guide for Receipting and Transmitting Funds***). The Cashiers' Office posts the payments in Banner.

Check/Money Order Endorsement Procedures:

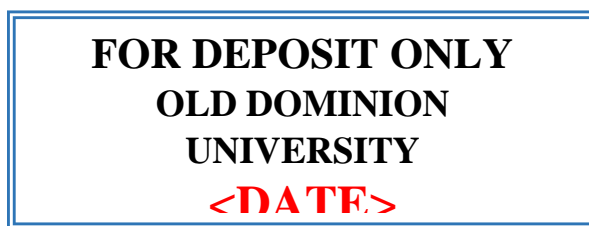
It is very important that all checks received be restrictively endorsed ***immediately*** upon receipt. All University offices responsible for collecting funds are required to have a stamp with the words ***"For Deposit Only, Old Dominion University,"*** and the date which must be used to endorse the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

Timing of Check Endorsement

All checks/money orders should be restrictively endorsed ***immediately upon receipt***.

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

The **"For Deposit Only, Old Dominion University"** stamp **must** include the department name and 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:



If you are responsible for restrictively endorsing checks/money orders, please 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 one-and-one-half (1 1/2) inches from the top left of the back of the check/money order. **DO NOT ENDORSE BEFORE THE LEGAL LINE!**



When ordering **For Deposit Only** stamps, be sure to let the company know the purpose and ensure that it conforms to banking regulations. If you would like assistance when ordering one of these stamps, please contact the Manager of Student Accounts.

Notes:

- Checks/money orders should be made payable to **Old Dominion University** or **ODU**
 - *U.S. Dollars only!!*
- Post-dated checks must not be accepted. Stal-Dated checks must not be accepted (180-day limit).

Credit Card Procedures:

Old Dominion University's departments can accept MasterCard, VISA, Discover, and American Express credit cards for departmental charges.

It is very important that all credit card information be treated as confidential at all times. Safeguarding credit card information is vital to ensure compliance when submitting an **ODU Official Revenue Deposit Form**.

Departments that accept occasional credit card payments must use the **Credit Card Payment Form** contained in these materials and available on the Office of Finance web site under Student Account/Accounts Receivable forms:

www.odu.edu/finance/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 meet minimum levels of security when storing, processing, and transmitting cardholder data. 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 fined. Merchants and payment card service providers must validate their

compliance annually. Acting in a non-compliant manner can result in significant financial penalties from Visa, MasterCard, Discover, or American Express; loss of reputation; litigation; and/or termination of ability to accept credit cards.

Current Standard

The current version of the standard, PCI 3.2.1, 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 and Systems***
 - ***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
- ***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*** – Protect all systems against malware and regularly update anti-virus software or programs
 - ***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*** – Identify and authenticate access to system components
 - ***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 for all personnel

Actions to be taken by departments:

- Payment information must always be treated as confidential.
- NEVER request, accept, or process credit card numbers received via end-user messaging technology, i.e., e-mail, text, instant message, voicemail, etc. If the credit card payment request is received via email, text, IM, voicemail, etc., send an email to the individual without the credit card information included and state that the University will not process any credit card number received through end-user messaging. Then delete the message received.
- Do NOT store the full credit card account number (all 16 digits). The first 6 numbers and the last 4 numbers are the maximum numbers that can be maintained. NEVER store expiration dates or validation codes (also known as CVV/CVC codes).
- Any number or combination of numbers used to process a payment, i.e., CVV/CVC codes, zip codes, etc., MUST be destroyed immediately upon authorization.
- Secure destruction can be achieved using a cross-cut shredder or by hole-punching the number. Simply blacking out the numbers with a marker is not secure and not acceptable. If secure destruction immediately after authorization cannot be assured, do not collect the CVV2 data.
- Restrict access to cardholder data to only those individuals whose job requires such access and on a “need to know” basis.
- Keep anti-virus software updated.

- Never direct anyone to use a specific computer to make a credit card payment or offer to enter the payment card data into a website on their behalf. Please direct the individual to use any internet-enabled device and enter the payment information on their own.
- If you are selling tangible personal property, you must collect Sales Tax unless proof of the tax exemption is obtained. **NOTE:** The Sales Tax Rate for tangible personal property for the Hampton Roads region is 6%. Please contact PCI@odu.edu with any questions!
- If you have a uStore through TouchNet, you must employ the **CAPTCHA** settings for all products. *CAPTCHA is a human response test, designed to distinguish human from machine input. In this case, to prevent hacking.*
- **IMPORTANT REMINDERS:**
 - **If you do not need the information, do not store it.**
 - **The University cannot accept credit card payments through email or voicemail.**

Requirements to Accept Credit Card Payments:

Before a department may accept credit card payment transactions for University-approved events, a merchant account must be established through the Office of Finance. All new merchant accounts are required to be set up with the University's merchant services provider that is under current contract. The responsible parties must adhere to the University policies and guidelines dealing with collection of credit card payments.

Currently the University accepts MasterCard, Visa, Discover and American Express. In order to request a new merchant account, the collection of funds must be on-going or at least annually, and the department must have the fiscal support to manage the payment card processing. The request for a new merchant account must be submitted a minimum of 30 days prior to the date the department would like to begin accepting credit card payments.


How to Set Up a New Merchant Account:

To establish a merchant account, departments must take the following actions:

- Read and complete the **ODU Merchant Establishment Form** (available on the Office of Finance website). This form must be signed by the department head. Form may be found: <http://www.odu.edu/content/dam/odu/offices/finance-office/docs/odu-new-merchant-setup.pdf>
- All employees who are involved in accepting, processing, or reconciling of payment card sale transactions, to include access to TouchNet, must review the **PCI Training PowerPoint**. This training must be completed AT THE TIME OF HIRE or JOB CHANGE (and must be reviewed annually.) Information may be found: <http://www.odu.edu/content/dam/odu/offices/finance-office/docs/pci-training.pdf>
- All employees who are involved in accepting, processing, or reconciling of payment card sale transactions, to include access to TouchNet, are required to complete the **Payment Card Security and Confidentiality Agreement**. By signing the agreement, employees attest that they have read, understood, and agree with all the conditions and that they have reviewed the PCI training. This agreement must be completed annually, or as job duties change no matter what time of year this occurs. Agreement may be found here: <http://www.odu.edu/content/dam/odu/offices/finance-office/docs/payment-card-security-confidentiality-agreement.pdf>
- New employees or anyone whose job duties change so they are involved in any aspect of accepting, processing, storing, or reconciling payment card transaction MUST take the **PCI Training**, sign the **Payment Card Security and Confidentiality Agreement**, and submit to the PCI Compliance Specialist at the time of hire or job duty change!


Send the completed, signed **ODU Merchant Establishment Form**, followed by the **ODU Merchant ID Request Form** and the signed **Payment Card Security and Confidentiality Agreement** to PCI Compliance Specialist in the Office of Finance at PCI@odu.edu.

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



Merchant ID Request Form

Instructions: This form is required to obtain Merchant ID number after you complete a Merchant Establishment form to establish authorization to process payment cards as a merchant. Please complete, sign, and submit this form electronically with any attachments to the Office of Finance: PCI@odu.edu



Merchant Establishment Form

Instructions: This form is required to obtain authorization to process payment cards as a merchant on behalf of Old Dominion University. Please complete, sign, and submit this form electronically with any attachments to the Office of Finance PCI mailbox: PCI@odu.edu

Department:	Today's Date:
Requester:	Desired Go Live Date:
Position/Title:	Department Budget Unit Director Name (BUD):
Email Address:	
Phone Number:	BUD Email:
	BUD Phone Number:

Physical Department Address:

Street:

City: State: Zip Code + 4 (If on-campus, use 23529-1000):

Overall Purpose

Describe the reason your department would like to process payment cards.

Check all that apply and provide additional information:

☐ Event/Conference Registrations - Event Name: _____

Date of the Event(s): _____

Will this event be overseen/managed by University staff? _____

☐ Membership Fees - Type: _____

☐ Services - Describe: _____

☐ Merchandise - Describe: _____

☐ Other - Explain: _____

How will the ability to accept payment cards benefit Old Dominion University economically and/or in achieving its overall mission?

Who will your customers be or what is your targeted market?

Check all that apply: Notes:

<input type="checkbox"/> Students	
<input type="checkbox"/> Faculty/Staff	
<input type="checkbox"/> Alumni	
<input type="checkbox"/> General Public	
<input type="checkbox"/> Other	Specify: _____

Will any money be collected as gifts/donations to the University or other organizations?

☐ YES ☐ NO

Rev. 3/19 c:\pdc\du\PCI\PCI FORMS & TRAINING MATERIALS\Merchant Establishment Form (2019).docx Page 1

Credit Card Payment Form:

For departments that do not use a credit card machine or have a uStore but still accept occasional credit card payments, you must use this **Credit Card Payment Form** when taking charge payments (below). Remember, ODU departments may accept only MasterCard, VISA, Discover, and American Express credit card payments. The form may be accessed at:



Office of Finance • 20003A Alfred B. Rollins Jr. Hall • Norfolk, VA 23529-0045 • Phone 757-683-3030 • Fax 757-683-4236

**CREDIT CARD PAYMENT FORM**

Processor/Dept.

Date:

UIN#

Student Name / T-Party Name T-Acct #

Cardholder Name:

Signature: _____ OR Phone Payment

----- Payment Term -----

Address St. # Zip code:

Phone: Amount

Card Number: - - -

Expiration Date: /

Notes:

CVC Code:

Revised July 24, 2020

<https://www.odu.edu/finance/controller-s-office/credit-card-processingrules>

- This form should be submitted via the *locked* bank bag and **NOT** via campus mail.
- If a department keeps a copy, all but the **first 6 digits OR the last 4 digits** of the card number on the departmental copy must be redacted (rendered unreadable) –
 - To redact credit card information, a black-out marker will not suffice. The correct way to securely destruct all but the last 4 digits of a CC number is to use a hole-punch or by cutting this portion off of the form and cross-cut shred it!
- If the credit card is declined, the Office of Finance's Cash Office will contact the department and reduce the departmental deposit by this amount.

Cash Reports:

Following detailed procedures, an **ODU Official Revenue Deposit Form** (available on the Office of Finance website under Faculty/Staff forms) must be completed for each day's deposit. Departments should develop good internal control policies to ensure compliance with all applicable policies and procedures. All sites on campus who accept funding on behalf of the university are required to use the **ODU Official Revenue Deposit Form**. The deposit form may be found on the Office of Finance website at: <https://www.odu.edu/content/dam/odu/offices/finance-office/docs/official-revenue-deposit-form.pdf>

The following information is the minimum required – you may opt to include additional information for your use in the departmental comment section:

- **Control Number** (LEAVE BLANK - FOR CASHIERS' USE ONLY)
- **Cashier #1** (LEAVE BLANK - FOR CASHIERS' USE ONLY)
- **Cashier #2** (LEAVE BLANK - FOR CASHIERS' USE ONLY)
- **Department Name**
- **Contact Person**
- **ODU Extension**
- **Date of Deposit**
- **Cash**
- **Check/Money Order**
- **Charge** (charge receipts or **Credit Card Payment Forms** - you **MUST** submit credit card sales slips and credit card "settlement slip" if you use a credit card machine)
- **Upay Charges** – you must submit the Batch Settlement Report only
 - *Upay – a credit card payment site where a department's customers can pay via TouchNet – for those departments who have set up a Upay account. Contact Urjita Dani in ITS (udani@odu.edu) to determine if Upay meets your needs and discuss set up.*
- **Overage or shortage amount**
- **Total Deposit Amount**
- **Budget Codes** (Fund Code and Account# OR Org Code and Account #)
- **Description**
- **Amount**
- **Preparer's Name Printed** (print the name of the person who is preparing the report – **REQUIRED**)
- **Preparer's Signature**
- **Date Prepared**
- **Reviewer's Name Printed** (print the name of the person reviewing the report)
- **Reviewer's Signature** (this individual must be higher in organizational structure than the person preparing the report – **required**)
- **Date Reviewed**

Cashier's Office Use ONLY:

Control #: _____ Cashier #1: _____ Cashier #2: _____

ODU OFFICIAL REVENUE DEPOSIT FORM (Revised 07/29/16)

Department Name: _____

Contact Person: _____

ODU Extension: _____

Date of Deposit: _____

Cash: _____

Check: _____

Charge: _____

Upay Charges: _____

Overage/Shortage: _____

TOTAL DEPOSIT: _____

	BUDGET CODES			DESCRIPTION	AMOUNT
	Fund Code	Org Code	Account #		
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

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

Preparer's Name Printed: _____

Preparer's Signature: x _____ Date: _____*I have reviewed this report and found it accurate to the best of my knowledge.*

Reviewer's Name Printed: _____

Reviewer's Signature: x _____ Date: _____

Department Comment: _____



Departmental Deposits:

Each department responsible for collecting funds must have an up-to-date copy of the procedure 4-902, "Departmental Guide for Receipting and Transmitting Funds," which is included as an addendum at the end of the training materials and posted on the Office of Finance Policies and Procedures page. 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.

Exceptions: 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.** If you collect over \$200 total, there is no exception to the 24-hour deposit rule, as specified by the State Comptroller. 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.

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 **ODU Official Revenue Deposit 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.
- **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.**
- If the funds being deposited are for recovery of services, they must be deposited to the appropriate recovery account.
- 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 (*aka: sub-account*) 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:
 - Lindsey Neenan
 - Mike LaRock
 - Lisa Wharton
 - Maggie Libby

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. You should send the payment via locked bank bag, with an explanation containing the billing information. Refer to the section entitled ***“Requesting Departmental Billing.”***

Timely Transporting of Funds (All Cashiering Sites):

Cashiering sites are required to comply with the following basic steps for timely transporting of funds to the Cashiers' Office. Refer to ***Procedure 4-902, Departmental Guide for Receipting and Transmitting Funds***.

Funds collected by departments 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***. Offline sites must use the *ODU Official Revenue Deposit Form*.

Offline Cashiering sites are required to comply with the following:

- Verify that all checks/money orders have been restrictively endorsed, and Restrictively endorse any checks/money orders not already endorsed.
- Balance to receipts/source documents/funds (*off-line sites only*)
- Balance the cashiering activity to Banner (*on-line sites only*)
- Prepare an ***ODU Official Revenue Deposit Form*** (signature required)
- Assemble all supporting documentation – departmental ***Credit Card Payment Forms***, credit card settlement slip or credit card sales slips (if applicable), Batch Settlement Reports from TouchNet, checks/money orders, cash, etc. (if your department keeps a copy of a charge, please refer to the PCI DSS information to ensure that you are in compliance – the card number on the copy you keep must be rendered unreadable except for the last 4 digits – by hole-punching)
- Submit the completed, signed, ***ODU Official Revenue Deposit Form*** and all supporting documentation to the departmental supervisor (or whoever is designated by your supervisor to audit your cash report – **cannot be a student worker**).
- The ***ODU Official Revenue Deposit Form*** must be audited to verify the accuracy of all totals and to ensure that all supporting documentation is included. Once audited, the reviewer (or whoever is designated by your supervisor to audit your ***ODU Official Revenue Deposit Form*** – cannot be a student worker) must sign the form.
- The ***ODU Official Revenue Deposit Form***, all funds collected, and supporting documentation to include departmental ***Credit Card Payment Forms*** and credit card 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 Office of Finance's Cashier's Office the next business day.

Any funds retained in the department overnight must be properly safeguarded against theft. The bank bag (*containing the ODU Official Revenue Deposit Form, all funds collected, and support documentation, including Credit Card Payment Forms and credit card settlement slips*) 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.

Pickup and Delivery by Campus Police:

Departmental cashiering sites with bank bags containing **ODU Official Revenue Deposit Forms** and funds collected must contact campus police at or before **9:00am** 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 come to the department and have a departmental representative sign when the bank bag is picked up. 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 with the Banner receipt is returned to the department via campus mail. Departments who collect money should have at least 3 bank bags.

Once the bank bag is returned with the Banner receipt, the department needs to review the Banner receipt to make sure that the org, account code, and amount agrees with the requested deposit. *Any discrepancies need to be resolved immediately.*

NOTE: The ODU Official Revenue Deposit Forms 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 **Procedure 4-901, Requesting Departmental Billing**, available on the Office of Finance website and as an addendum to this training). *All departmental billing requests should be sent in memo format to Latonya Gregory, Interim University Bursar & Director of Student Accounts*

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:

1. Once a request to bill is received:
 - i. An account is created for the company.
 - ii. The charge is loaded as a receivable to the company account.

2. After the charge is loaded to the company account, the departmental budget is credited.
3. An invoice is sent to the company with instructions to **send payment directly to the Cashiers' Office**. This invoice includes the company account number to ensure correct posting of the payment.
4. **PAYMENTS MUST BE SENT TO THE CASHIERS' OFFICE FOR POSTING TO THE COMPANY'S RECEIVABLE ACCOUNT.**
 - i. If a department receives a check from a company billed for services, the funds should NOT be deposited into the departmental budget.
 - ii. If a department DOES deposit a check for a receivable, this causes a duplicate credit to the budget since the budget is credited at the time the receivable is loaded to the company's account.
 - iii. 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.
 - iv. The payment will be reapplied to the company account by the Cashier's Office.
5. 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.
 - i. Departments are expected to assist in trying to collect the debt, if contacted by Accounts Receivable for additional information.
 - ii. Requests to bill for delinquent accounts may be returned due to the delinquency of the account.

General Information:

Students can make payments in person in Rollins Hall at the cashier's windows (*downstairs behind the Customer Relations area*) - cash, check, money order, third-party payment authorizations. 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. Extended hours will be posted.

Payment plans, available for fall and spring semesters only, must be established online. Cash payments must be made in person at the Cashiers' Office. **The Cashiers Office does not accept debit/credit card payments on student accounts in person.** Credit card payments (MasterCard, Visa, American Express, and Discover) on student accounts will be processed online via LeoOnline. Authorized users may make payments via TouchNet. When paying by debit card or credit card, students or authorized users will be redirected automatically to our credit card processor (PayPath). Students who pay using a debit or credit card will be charged a 2.95% convenience fee ***effective May 1, 2023*** (or \$3.00, whichever is greater).

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

Customer Relations:

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. Students can address questions to tuition@odu.edu.

Processing Tuition/Payments:

Tuition payments are accepted by cash, personal check, money order, VISA, MasterCard, American Express, or Discover (***charge card payments are not accepted in person***). Checks and money orders (which may also 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 LeoOnline 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 **Payment Due Dates** on the Office of Finance website (www.odu.edu/finance – under *Students*) for the appropriate semester to obtain specific tuition deadline information. E-bills are the only billing method used at ODU. **E-bills are emailed monthly to a student's odu.edu email 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. Students may sign up for eRefunds and receive refunds more quickly via direct deposit.

Tuition Appeals:

Students with mitigating circumstances (i.e., 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 odutuitionappeal@odu.edu.

LeoOnline:

Students can perform many transactions on the web: register for classes, print a copy of their class schedule, view charges for tuition/fees, pay their tuition/fees, set up a payment plan, check grades, and more. LeoOnline can be accessed at www.leonline.odu.edu (MIDAS ID and password required) and is down for maintenance between 2:00am and 4:00am daily. 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: www.odu.edu/finance

CONTACT INFORMATION: Questions about cashiering activities should be directed to:

CASHIERING QUESTIONS:

Sandy Murray

University Bursar & Director of Student Accounts

Phone: 683.6881

Email: symurray@odu.edu

PCI COMPLIANCE QUESTIONS:

Esmin Baptiste-Mateo

PCI Compliance Specialist

Phone: 683.5928

Email: pci@odu.edu

PROCEDURES:

Current procedures located on the Office of Finance Policies and Procedures page: <https://www.odu.edu/finance/forms>

REFERENCED PROCEDURES:

UPAY Deposits and Adjustments, 4-531

Requesting Departmental Billing, 4-901

Departmental Guide for Receiving and Transmitting Funds, 4-902