

SOUTHERN UNIVERSITY-BATON ROUGE * OFFICE OF THE COMPTROLLER
Unit of Bursar Operations

**Southern University System
Office of the Comptroller
Standard Operating Procedures
Unit of Bursar Operations**

I.

INTRODUCTION

OVERVIEW

The Office of the Bursar is a unit of the Comptroller's Office under the auspices of the Vice Chancellor for Finance and Administration, and reports to the Associate Vice Chancellor for Financial Operations through the Associate Comptroller. The operational functions of Bursar's Office include cashiering, student billing and collections, loan debt management (Perkins Loan), and student aid disbursement.

The Bursar's Unit serves as the primary unit for managing student financial account information. The Unit operates under two major principles-providing excellent customer service and maintaining fiscal responsibility to the University.

CUSTOMER SERVICE

- Provide the customer with accurate and timely financial information.
- Offer alternative payment options and methods.
- Provide convenient services.
- Serve all customers with efficiency, respect and dignity.

FISCAL RESPONSIBILITY

- Protect University assets.
- Minimize delinquent, defaulted and uncollectible accounts.
- Manage tuition and fee payments.

The Office of the Bursar is comprised of the following functional areas:

- 1) Cashiers
- 2) Billing and Receivables
- 3) Collections and Receivables

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These functional areas provide financial and administrative services by maintaining student accounts and related accounting records; processing transactions; performing financial duties in response to internal and external needs; adhering to internal and external financial reporting requirements; providing internal management reports; processing deposits and disbursements; providing guidance on regulatory issues; and performing other appropriate services.

VISION STATEMENT

The Unit of Bursar Operations exist to provide exemplary financial and support services to our students, faculty, staff, and other University constituents so that Southern University can compete and succeed as an institution of higher education.

MISSION-GOALS

To provide efficient, effective and professional services to all students, faculty, and staff of Southern University and University clients and customers as it relates to appropriate student and financial related functions.

To provide financial services through professionalism, efficiency, effectiveness, compliance with procedures and processes, and maintenance of sound and accurate financial records, while continuously seeking improvements and enhancements.

To safeguard University assets by ensuring adherence to regulatory requirements, policies, and procedures.

LOCATION and HOURS

The Bursar's Office is located at:

1ST Floor

J. S. Clark Administration Bldg

Southern University-Baton Rouge

The office phone number is:

225-771-2580

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Our service hours are 9:00 A. M. to 3:00 P. M. Monday-Friday. Special hours are offered and posted during the official registration period.

THE PURPOSE OF THIS MANUAL

These policies and procedures have been prepared for use by the administration and staff of the Southern University, Office of the Comptroller, and Unit of Bursar Operations. These procedures will define tasks related to the financial management and operations of the Bursar's Division and comply with Generally Accepted Accounting Principles, Southern University System Policies and Procedures, and Standard Accounting and Operating Procedures for Southern University.

AUTHORITY FOR WRITING, UPDATING AND INTERPRETATION

The authority for writing, updating and interpreting the applicable policies and procedures is vested with the Office of the Vice Chancellor for Finance and Administration.

SCOPE

The policies and procedures contained herein pertain to Southern University at Baton Rouge Division of Finance and Administration, Office of the Comptroller, Unit of Bursar Operations.

DELEGATION

The Division of Finance and Administration has the vested responsibility for the financial management of all funds due to or collected by the University. It is the responsibility of the Vice Chancellor for Finance and Administration to implement and administer the provisions of policies and procedures in all areas under his jurisdiction. Accordingly, the staff must be kept abreast of constantly changing policies and procedures to ensure compliance with the policies and procedures of the University, State, and Federal agencies. At a minimum, the Vice Chancellor for Finance and Administration shall:

- Designate the campus administrators responsible for insuring compliance with this policies/procedures manual.
- Ensure accounting records and supporting documentation are established and maintained by the responsible University department.
- Designate the campus administrators responsible for the management and day-to-day operation of the areas affected by these procedures.
- Ensure due diligence in the protection of University assets.

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LOUISIANA LAW

The Louisiana Constitution Article VII, Section 9 (A) states: “all monies received by the State or by any state board, agency, or commission shall be deposited immediately upon receipt.”
NOTE: “Immediately” is defined as within 24 hours of receipt. The State Treasury cash management practices require state depositing entities to deposit receipts in the State’s central depository account or designated regional depository accounts. The depositing agency is responsible for revenue classification in the accounting system.

A state agency to which an accounts receivable is owed is responsible for collecting the account receivable. In fulfilling this responsibility, a State agency shall establish internal policies and procedures for the management and collection of accounts receivable and shall submit its internal policies and procedures to the Office of Statewide Reporting and Accounting Policy and to the Cash Management Review Board for review and approval.

POLICY

The following Administrative and Fiscal Policies of the Southern University System are incorporated into these procedures by reference and attachment.

- Forged and Altered checks - Policy Memorandum # 16 ¹
- NDSL Loan assignment - Policy Memorandum # 19 ²
- Collection of Income (cash) and Disbursement of funds - Policy Memorandum #32 ³
- Off Campus Bank Accounts - Policy Memorandum # 40 ⁴
- Procedures for Processing Withdrawal Refund For Title IV Funds⁵

PROCEDURES AND REGULATIONS

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A. Deposit Requirements

All deposits must be kept in a locked and secure location at all times. All payments received by a University employee or student organization are required to be deposited with the Cashier’s office timely or no later than the morning of the first business day following the date of receipt/collection.

¹ Exhibit 4
² Exhibit 5
³ Exhibit 6
⁴ Exhibit 7
⁵ Exhibit 8

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B. Bank Accounts

No campus unit or other University entity shall establish a bank account off campus. All accounts shall be set up through the Office of the Comptroller.

C. Written Departmental Procedures

Each department must have written procedures for the handling of cash in that department. The University Comptroller must approve all departmental procedures for handling of money. Departments who have new revenue generating activities must submit for approval, departmental cash handling procedures to the Vice Chancellor for Finance and Administration through the Comptroller's Office before engaging in accepting cash transactions.

D. Removal of Funds from the University

No individual is authorized to remove money from the campus for safekeeping or to use a cash fund to cash personal checks for themselves or others. Checks made payable to the University shall be endorsed immediately and shall not be assigned to any other party.

F. Non-compliance

Evidence of non-compliance with these policies should be brought to the attention of the Vice Chancellor for Finance and Administration or the University's Internal Auditor. Non-compliance with these policies may be grounds for termination of employment. The University's Internal Auditor will audit compliance with cash handling policies at unannounced intervals.

EFFECTIVE SYSTEMS OF INTERNAL CONTROL

Policy	The Office of the Comptroller's, Unit of Bursar Operations, shall maintain an effective system of internal controls in order to monitor compliance with policies and procedures established by the State of Louisiana and management of the Southern University System, Federal, State government.
General	The Internal controls are divided into two areas: Administrative controls and Accounting controls. Administrative controls deal with the operations business policies and procedures, whereas the accounting controls deal with accounting, financial management, and operations. This manual focuses on internal accounting controls (although there may be some overlap between the two). These accounting controls are designed to achieve five basic objectives:

Validation

Validation is the examination of documentation with an understanding of the accounting system for evidence that a recorded transaction actually took place, and that it occurred in accordance with the established policies and procedures. The validation confirms that all relevant details of a transaction are properly recorded.

Accuracy

The accuracy of amount and account classification is achieved by establishing controls to check calculations, extensions, addition, and account classifications. The control's objective is to be certain that each transaction is recorded for the correct amount, in the appropriate account, and in the right accounting period. Controls, which ensure that transactions are recorded and reported in the proper accounting period, are essential to accurate financial reporting.

Completeness

Completeness of control tasks ensures that all transactions are initially recorded on a control document and accepted for processing once and once only. Completeness controls are designed to ensure proper summarization of information and proper preparation of financial reports. To ensure proper summarization of recorded transactions in the General Ledger, as well as a final check of completeness, subsidiary ledgers and journals with control accounts are maintained. Individual transactions are the source of the ultimate product-financial reports.

Completeness is achieved by using the following techniques: Sequentially number all transactions via documents as soon as the transactions occur and then apply the control task of accounting for all the numbered documents completed in the process. The use of "control totals" provides information by which control is exercised. This is done by totaling the critical numbers before and after processing. When the two totals agree, one assumes that the processing is complete.

Maintenance

The objective of the maintenance controls is to monitor accounting records after the entry of transactions to ensure that they continue to reflect accurate financial information for each account. The control provides systematic responses to errors when they occur, to changed conditions, and to new types of transactions. The maintenance function is accomplished principally by the operation of the system itself. Control maintenance requires policies, procedures, decisions, documentation, and subsequent review by a responsible, authorized individual. Disciplinary control, such as supervision and segregation of duties, ensures that the internal control system is operating as planned.

Physical Security

It is important in the University's environment that assets are adequately protected. Physical security of assets requires that access to assets be limited to authorized personnel. One means to limit access to both assets and related accounting records is through the use of physical controls. Protection devices restrict unauthorized personnel from obtaining direct access to assets or indirect access through accounting records, which could be used to misappropriate assets. Locked storage facilities restrict access to inventories, and fireproof vaults prevent access to petty cash vouchers. Transaction recording equipment limits access to assets by limiting the number of employees involved in recording and posting transactions, thereby minimizing the possibility of fraudulent misrepresentation. Electronic cash registers record cash sales both on cash register tapes and at an off-site electronic storage facility, creating two records of a single transaction.

RESPONSIBILITY/ADMINISTRATION

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The Unit of Bursar Operations is under the day-to-day management and supervision of the Bursar. An organizational chart for the area is included in the section entitled "Exhibits"⁶. The functional areas, units and related processes are shown below.

Functional Unit: Bursar

Unit 1: Cashiers
Unit 2: Billing and Receivables
Unit 3: Collections and Receivables

OPERATIONAL PROCESSES:

The following processes are performed within the Unit of Bursar Operations;

Cashiers

Process 1: Cash Receipts and Disbursements
Process 2: Billing and Receivable System (BRS) and Financial Records System (FRS) Batch Posting
Process 3: Petty Cash
Process 4: Daily Cashier Change
Process 5: Stop Payments on Student Refund Checks

Billing and Receivables

Process 6: Billing Statements
Process 7: Enrollment Letter
Process 8: Duplicate Billing Statements
Process 9: Student Withdrawals
Process 10: Student Refunds
Process 11: Third Party Billing

Collections and Receivables

Process 12: Checks Returned by Bank
Process 13: Previous Semester Balances
Process 14: Student Accounts Receivable Collections and Management
Process 15: Delinquent Account transmittals to the Department of Justice for Collection
Process 16: Student Refund Check Processing and Monitoring
Process 17: Federal Perkins Loan Program Collections and Payment Processing

Bursar

Process 18: System Controls and Monitoring

⁶ Exhibit 1&2

POLICIES AND PROCEDURES

PART I: CASHIERS

**GOVERNING
CASH RECEIPTS, PETTY CASH, STOP PAYMENTS, PAYROLL DEPOSITS,
CASHIER CHANGE AND POSTING OF BILLING AND RECEIVABLES SYSTEM
(BRS) AND FINANCIAL RECORDS SYSTEM (FRS) BATCHES**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to ensure that all funds received by the University's Baton Rouge Campus, the Law Center, Agricultural Research and Extension Center, and the Laboratory School have been accounted for and are properly receipted. This section of the document defines and outlines University policy with respect to the handling, receiving, transporting and depositing of *cash*. The term *cash* includes currency, checks, money orders, negotiable instruments and charge card transactions. All funds are receipted using generally accepted accounting procedures.

University funds are monies received from tuition, contracts and grants, (delivery of) *revenues* from University services, state and federal appropriations, gifts and all other sources of revenue or expense reimbursements, whether restricted or unrestricted as to purpose or use. All checks made payable to the University or any subdivision of the University is considered University funds. This includes funds received through the mail, registration, electronic transfer, departmental and vendor deposits, and walk-in payments. All funds are to be receipted using general accepted accounting procedures.

LOUISIANA LAW

The Louisiana Constitution Article VII, Section 9 (A) requires "all monies received by the State or by any state board, agency, or commission shall be deposited immediately upon receipt." NOTE: "Immediately" is defined as "within 24 hours of receipt." The State Treasury cash management practices require state depositing entities to deposit receipts in the State's central depository account or designated regional depository accounts. The depositing agency is responsible for account classification in the accounting system.

POLICY

All collections made or funds received in the name of Southern University or the Southern University System by an official or employee of this agency shall be deposited into the properly designated account within 24 hours after its collection or receipt.

PROCEDURES:

- ✓ Any cash received shall be evidenced by the issuance of a handwritten receipt or machine-produced receipt. One copy of the receipt is to be given to the payee and one copy is to be retained by the agency.

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- ✓ All checks to be deposited by Southern University shall be endorsed with a restrictive endorsement.

"For Deposit Only to the account of Southern University"
*Account Number ******

Note: No University employee is authorized to endorse checks on behalf of the University using any other form of endorsement. The Cashier's Office is the designated office to endorse incoming checks using the restrictive endorsement.

- ✓ The responsibility for preparing and making the deposit shall be assigned to an employee other than the one assigned the responsibility for opening the mail, maintaining the incoming check received log ⁷, writing checks, and preparing the bank reconciliation.
- ✓ The employee assigned the responsibility of deposit preparation will prepare the deposit ticket and secure the funds. An employee other than this employee will deposit the funds into the proper bank account with the University's financial institution.
- ✓ The Daily Cashier Change, Petty Cash, Checks on Hand and Certificate of Deposit documentation shall be maintained in a combination safe located in a secured locked area. The combination to the safe and keys to the locked area shall be held by only three people in the Bursar's Office: the Bursar, the Associate Bursar, and the Cashier Supervisor.
- ✓ All receipts shall be pre-numbered. The pre-numbered BRS and FRS receipts, which are issued to the Cashiers, shall be maintained in a secured locked area. All pre-numbered receipts must be sequentially accounted for at the end of the day (e. g. Void receipts must not be destroyed and must be stamped "VOID" and placed in the daily cash bag). The Cashier Supervisor or higher level manager must approve all void cash receipts.
- ✓ All cash deposits shall be uniquely identified in the ledger by transaction code and shall be reconciled to the cash control account in the general ledger.
- ✓ All refund checks shall be monitored to ensure that the funds are received by the recipient only. Stop payments shall be issued promptly upon written receipt of notification of any discrepancies.

⁷ Exhibit 17

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DUTIES AND RESPONSIBILITIES

The Cashier's Section within the Bursar's Division of the Comptroller's Office is under the reporting responsibility of the Bursar and Associate Bursar to ensure that the day-to-day operations are processed in a timely manner and according to the established policies and procedures. During the course of a day, this office processes Cash Receipts, Petty Cash, Stop Payments on Student Refund Checks, Payroll Deposits, Posting of BRS and FRS Batches, and maintains Daily Cashier Change.

Beginning of Work Day:

Prior to a cashier's processing payments or deposits, the Associate Bursar or designee will issue a pay-in-voucher (PIV)⁸ and working change to be used during the day. These funds will be issued along with a Daily Cash Count that lists by denominations the amount of funds being issued. The cashier will verify the funds received and sign the Daily Cash Count certifying the funds received. He/she will return the pink copy of the PIV to the Associate Bursar or designee who issued the funds and place the original in his/her cash drawer. The pay in voucher that is assigned to the cashier is to be used for that day's activity only. Cashiers will then sign on to the BRS for posting transactions to the student's account. Cashiers are issued pre-numbered receipts for transactions posted to the BRS and FRS. The receipts are logged as they are issued to the Cashiers. The receipts must be sequentially accounted for at the end of the day. Void receipts must be approved by the Cashier Supervisor or higher level manager, filed in the daily cash bag, and sequentially accounted for at the end of the day.

When students enter the cashier's office, they can make cash or credit card payment on their account and receive cash refunds for room and key deposits. Students can make payments for tuition and fees, key deposit/replacement, room deposit, vehicle registration, parking and/or towing fines, library fines, duplicate ID cards, duplicate billing statements and payments on account balances. The following procedures outline the processes followed to post payments to student accounts and the disbursement of cash refunds.

PROCEDURES FOR RECEIPTING AND DISBURSING FUNDS

CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
BR and Cash Receipts	Student Payment on Account The Cashier goes to screen 405 (Add Charge/Payment). The cashier obtains the students' ID card and requests the method of payment for the transaction. The cashier enters the student's social security number (SSN)/student ID, semester, sub code for the method of payment, their initials and pay-in-voucher

⁸ Exhibit 19

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	number. The cashier then presses the enter key and the student's name appears. The Cashier then receives funds from the student and verifies amount received, enters payment amount and changes the receipt flag to "y". He/she then presses enter for a receipt screen and presses the print screen, signs the receipt and gives the original receipt and change, if any, to student; places the receipt carbon and funds in cash drawer until end-of-day checkout.
	<p>Lockbox Payments on Students Accounts</p> <p>Lockbox payments are received from the bank daily during the official registration periods. The bank transmits the Billing Statement, copy of check, if any, and transmittal of total deposits by check and credit cards to the local branch of the bank in closest proximity to the University. The Bursar/designee picks up the lockbox documents from the local branch and processes payments. Pay-In-Vouchers (PIVs) are issued for payments made by check and credit cards. The PIV amounts are reconciled to the transmittals from the bank. The payments are posted to the students' account as stated above. Receipts for mail-in and lockbox payments are printed and mailed to students after the 14th class day of enrollment.</p>
	<p>Disbursing Room Deposits Refunds</p> <p>Students present their ID and the pink room deposit form and white refund form from Housing to the Cashier's Office. The cashier informs student to sign the back of the pink room deposit form. The Cashier goes to screen 405 (Add Charge/Payment Screen) and follows the procedures to receipt a cash payment except he/she will change charge/payment indication from credit "C" to debit "D". The cashier will then give student the original receipt; funds from the cash drawer and place receipt carbon and refund form in cash drawer until end-of-day checkout.</p>
	<p>Disbursing Key Deposit Refunds</p> <p>Students must present blue key card along with white Residential</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>Housing Refund form and student ID to cashier. The cashier will have student to sign and write SSN/student ID on the back of the key card. The cashier completes a short (FRS) receipt and validates the receipt using his/her cashier imprint card. The cashier gives the student the yellow copy of the receipt and funds from the cash drawer (normally \$10.00 for each key card). The cashier will then place the original and pink copy of the receipt along with the key card in the cash drawer until end-of the day checkout.</p>
BR and Cash Receipts	<p>Receipt of Payments from Faculty/Staff, Departments and/or Auxiliary Sales Units</p> <p>The customer enters the cashier's office and states the nature of their business. A short (FRS) receipt is written and validated by the cashier. The yellow copy is given to the customer. The cashier places the original and pink copies and funds in the cash drawer along with any supporting documents received until end-of-the-day checkout.</p>
	<p>Departmental Deposits (Admissions, Registrar & Campus Police)</p> <p>The purpose of departmental deposits is to properly record money orders and checks received as payment of the following:</p> <ul style="list-style-type: none"> ✓ Admissions fees ✓ Transcripts fees ✓ Parking permits, towing and parking fines ✓ Library fines. <p>The various departments are allowed to collect fees and fines in the form of money orders or Cashier Checks. The office of Campus Police may accept personal checks from employees for parking permits and fines levied.</p> <p>The department must prepare a transmittal listing of all money orders and checks. The department must include in the transmittal, the name on the check/money order, the amount of the checks, and the total amount transmitted. The transmittal is</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>to be submitted to the Cashier's Office along with the FRS account number.</p> <p>The Cashier, in the presence of the department designee, must add all money orders and checks and compare totals. If totals agree, the cashier initials all checks and money orders; places funds in drawer and signs transmittal; prepares and validates short (FRS) receipt; returns yellow copy of receipt and copy of transmittal to department designee; files original receipt, pink copy of receipt and transmittal in temporary file until end-of-day.</p> <p>If totals do not agree, the cashier must return funds and transmittal to department designee and point out discrepancy, if possible. Once discrepancies are resolved and the transmittal has been corrected to equal the deposit and signed by the department personnel, the cashier will follow the procedure listed above.</p>
BR and Cash Receipts	<p>Deposits from Student Union, Lab School, and Small Farm Sales</p> <p>The purpose of these type deposits is to properly record funds (cash) received from various sales on the campus.</p> <p>The selling unit collects funds following the standard operating procedures for that department. The department must verify the amount of funds collected and prepare a transmittal listing the amount of deposit for sales, and taxes if applicable, and include FRS account number(s) to be used. The department brings these documents to the Cashier's Office.</p> <p>The Cashier must verify funds in the presence of the selling department's designee and compare totals. If totals agree, the cashier initials all checks and money orders; places funds in drawer and signs transmittal; prepares and validates short (FRS) receipt; returns yellow copy of receipt and copy of transmittal to department designee; files original receipt, pink copy of receipt and transmittal in temporary file until end-of-day.</p> <p>If totals do not agree, the cashier must return funds and transmittal to department designee and point out discrepancy, if</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	possible. Once discrepancies are resolved and the transmittal has been corrected to equal the deposit and signed by the department personnel, the cashier will follow the procedure listed above.
	<p>Sales of Athletic Tickets and other Sponsored Events</p> <p>The purpose of these deposits is to properly record the proceeds from the sale of tickets to university athletic and sponsored entertainment events held on campus.</p> <p>The Ticket Office conducts sales following normal operating procedures; prepares deposits on a pay in voucher (PIV) and deposits funds in bank the next business day. The Ticket Office staff must then transmit the Bursar's copy of the validated PIV with General Ledger account numbers and file copy of receipts to the Cashier's Office.</p> <p>The Cashier must verify PIV totals, receipts used, and receipt and batch amounts listed per the PIV. The cashier then balances the totals and returns the yellow copy of receipts to the Ticket Office Personnel.</p>
BR and Cash Receipts	<p>Master Charge, Visa, Discover and American Express Payments</p> <p>Student presents credit card and ID to cashier indicating the amount to be charged. The cashier compares the credit card and student ID and checks the expiration date. If the name on the credit card and ID matches, the cashier runs the credit card authorization for the charge indicated. The credit card authorization process will alert cashier as to whether the card is approved or declined. If approved, the student signs the sales draft. The original is placed in a temporary file until end-of-day and the yellow copy goes to the student. The cashier posts the amount charged to the student receivable account sub code 91003 for MC/VISA, 91004 for Discover and 91005 for American Express. If an automatic charge account, (i.e. traffic fines, parking, add/drop, transcript, etc.), the cashier uses the 90000 sub code series to process these type transactions.</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	If the last name on the credit card and the last name on the ID do not match, a verbal approval must be made by telephone.
	<p>Money Order, Cashier Check, or Travelers Check Payments</p> <p>The student presents the money order, cashier check or traveler's check to the cashier. The cashier reviews the check or money order for the date and the amount. If the check is made payable to Southern University, the cashier must indicate the student's name and SSN/student ID number on the check. If the check is made payable to the student, the student must sign the check or money order and note his/her SSN/student ID number by his/her name. The cashier then stamps the checks or money order with the deposit stamp. If payment is for registration, the cashier indicates the amount of the check or money order. The cashier then places the check or money order in the moneybox.</p> <p>At the end of the day, the cashier computes the total amount of checks on hand and provides two adding machine tapes. The cashier reviews the checks to ensure that the deposit stamp has been affixed to each check.</p>
BR and Cash Receipts	<p>Deposit of the Payroll Cover Checks</p> <p>Once the payroll cover checks are received from check release, the Associate Bursar or designee prepares a payroll pay in voucher. The check is stamped with the payroll deposit stamp and a deposit slip is prepared. A file copy is made of the check, deposit slip and PIV and then taken to the bank by the designated carriers. The Associate Bursar then prepares a short (FRS) receipt for each designated campus and each receipt is then validated with the preparer's name. A FRS bag and daily bag are created and filed according to date. The FRS bag is placed in bin to be keyed and the Daily bag is filed for future reference.</p>
End of Day Check Out Procedures	<p>After The Office Has Closed For The Day (Normally at 3:00 P. M.):</p> <p>The cashier returns to the Cashier Supervisor change funds equal</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>to, if available, change received from the cash drawer at the beginning of the day. If change funds are not available, the cashier returns to the Cashier Supervisor a FRS change receipt equal to the amount of change funds received at the beginning of the day. The cashier then separates and totals funds in drawer by denominations and enters the amounts on the cash count. The cashier verifies checks/money orders by running two (2) adding machine tapes. The cashier also ensures that all checks have the restrictive endorsement stamp "for deposit" affixed to the back of checks/money orders and enters the total amount on the cash count. The cashier adds one total for actual cash (currency, coins, and checks) and a second total for all other amounts on the cash count. The cashier signs the cash count in the space marked "cashier". The cashier turns over all funds to the Cashier Supervisor or Designee for certification. Once the funds are certified in the presence of the Cashier, the Cashier Supervisor/designee verifying the funds will enter his/her totals on the cash count, sign and return the cash count to the cashier to place in daily bag. The Cashier Supervisor/designee will verify all sequentially numbered cash receipts assigned to the cashier counting from the beginning receipt number to the ending receipt number used for the day. NOTE: The cashier's beginning receipt number should be the next sequentially numbered receipt from the previous day ending receipt number. Differences in amounts must be resolved between the cashier and the certifier before removing the funds from the cashier. This will require a recount and possibly a change of the daily cash count form if the discrepancies cannot be reconciled.</p> <p>The Cashier Supervisor/designee certifying the funds completes the PIV and gives it to the cashier to sign. A copy of the PIV and a deposit slip, along with the funds, are placed in a deposit bag that includes the University's identifying information. All bags are then totaled and placed in one large bag and a manifest is prepared for the designated armored car pickup. The Armored Car Services deliver the funds to the Bank the next business day. The Bank verifies the funds, and stamps the PIV. The stamped PIV is returned to Operational Auditing for verification following standard operating procedures for that unit.</p> <p><u>Note: Please refer to the policy governing PIV Verifications included in the Operational Auditing Section of the Policies and Procedures Manual for the Comptroller's Office.</u></p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>The cashier goes to BRS screen 410, (Cashier Daily Checkout Screen) and prints all pages. The cashier separates FRS receipts by credits and disbursements, completes FRS batches and nets all batches. The cashier enters the net amount on the Daily Cashier checkout form in the space marked FRS. From the Cashier Daily Checkout (printout from screen 410), cashier enters the total amount to be accounted for (line #1). This is the net amount of BR transactions posted on-line. The amount is located at the end of the BR detail transactions.</p> <p>From the Cashier Daily Checkout (printout from screen 410), the cashier will net automatic charges. These amounts are picked up from the sub code summary and are the transactions total for sub codes. The sub code range is 41120 through 41299, Line #2 of cashier daily checkout form. The cashier will then net these three (3) transaction totals, which should equal the amount accounted for on Line #4.</p>
End of Day Check Out Procedures	<p>The Cash in Drawer should be the same as the actual cash amount from the Daily Cash Count on Line #5. Less Cashier Change is the amount of Cashier change received but not returned, Line #6. The Net Incoming Cash is the difference in cash-in-drawer minus the cashier change. This amount should equal to the amount accounted for. If these two (2) figures agree, the cashier is balanced, Line #7.</p> <p>If amount accounted for is greater than net incoming cash, the cashier is short. A shortage can be the result of one of the following:</p> <ul style="list-style-type: none"> ➤ A cash disbursement was posted as a credit not a debit. Compare room deposit refund forms to cashier checkout. ➤ Cashier is not accounting for all key refunds. Compare key cards to FRS receipts. ➤ Cashier issued a receipt without collecting the funds. ➤ Cashier issued too much change from a transaction(s). <p>If amount accounted for is less than net incoming cash, the</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>cashier is over. An overage can be the result of one of the following:</p> <ul style="list-style-type: none"> ➤ Cashier collected funds but did not issue a receipt. ➤ Cashier posted a room deposit refund but did not issue the funds. ➤ Cashier issued a receipt for a key refund but did not issue the funds. <p>Once the cashier has balanced, he/she will complete a FRS receipt to the BRS account for the net of lines #1 and #2 from the daily Cashier Checkout form. This represents the cash amount for transactions posted in BRS.</p>
FRS Posting	<p>Posting to FRS</p> <p><u>All Cash transactions shall be receipted and posted to FRS within 24 hours.</u></p> <p>To post to FRS, the Operator must first sign on the system with his/her ID and password. Once signed on, the following steps are performed.</p> <p>At the screen prompt, type 030 (FRS Data Input Session Open/Close) and press enter. When screen 030 shows, type the PIV number, session status, description, and bank number and enter. This screen opens a session. Once the session is open, at the screen prompt, the cashier types 012 and press enter. On screen 012 (FRS Cash Receipt Posting Screen), type FRS account number, trans code digit, reference number, date, description and the amount of the transaction and whether the transaction is a credit or debit. If cashier has multiple entries, he/she must go to screen 033 (FRS Multiple Cash Receipt Posting Screen) and enter the appropriate information for each receipt.</p>
BRS Posting	<p>Posting to BRS</p> <p><u>BRS is an on line-line real-time System. All Cash transactions shall be receipted and posted to BRS at the point of collection.</u></p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>To post to BRS, the Operator must first sign on the system with his/her ID and password. Once signed on, the following steps are performed.</p> <p>At the screen prompt, type 050 (Batch Initialize Screen) and press enter. When screen 050 appears, type the batch reference, batch number, date and press enter and this will take you to screen 051. Once screen 051 appears, enter the element number and total and press enter. At the screen prompt, type 463 (BR Detail Add (64A) Screen) and press enter. When the screen appears, from the batch detail, type student ID, sub code, term, amount, and credit or debit indicator. Only enter an external indicator if it is a campus other than 02 (SUBR). If cashier need to delete a batch, he/she must go to screen 054 (Batch Delete Screen), enter the batch identifier and batch date, press enter, and delete incorrect entries. Screen 053 (Batch List Screen) provides a batch list.</p>
Reconciliation of Cash Receipts	<p>Reconciliation of Cash Receipts</p> <p><u>All Cash transactions shall be reconciled to ensure accurate posting to the cash control account not less frequently than weekly.</u></p> <p>All PIVs are logged into a database maintained in the Conversational Monitoring System (CMS). The PIV number and amount are maintained in the database. Focus report FRS 025 is ran to compare the PIV amount entered into the database to the total PIV amount posted to FRS. All discrepancies are investigated and corrected.</p>
Petty Cash Fund	<p>Petty Cash Advances</p> <p>University employees or student organizations' designees may obtain reimbursement or an advance for small infrequent purchases. Student organizations must have a full-time University employee/sponsor to approve all requests for petty cash advances. All petty cash advances must be processed for clearance within a 24-hour period. Before a petty cash advance is</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>given, a University Responsibility form must be completed which informs the person that if all documentation for petty cash advance is not turned in, it will be deducted from his/her payroll check. Student organizations are required to have a full-time University employee/sponsor complete the responsibility form authorizing payroll deduction from his/her payroll check if receipts are not turned in.</p> <p>The cost of items that may be purchased and reimbursed by the petty cash fund cannot exceed Fifty Dollars (\$50.00). No individual can be reimbursed for sales tax paid. The following items cannot be purchased with petty cash funds: typing Services, labor, printing, flowers, gas, equipment, dues and subscriptions, partial payment of a purchase order, doctor fees, freight and postage.</p> <p>For reimbursement, the employee or student organization designee presents the petty cash form to the Petty Cash Custodian. The Petty Cash Custodian reviews the form and ensures that receipts attached are complete, reasonable, agrees with the amount on the petty cash form and complies with requirements for petty cash advances. If the amount does not agree, the Petty Cash Custodian will make the necessary changes and complete applicable parts of the form. Once the form is completed, the Custodian will get the employee's/student organization designee's signature. The Custodian then issues the funds from the petty cash drawer and retains a completed copy of the petty cash form. The Custodian then files the form in a temporary file. At the end of the day, the Custodian removes all forms from the temporary file.</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
Daily Cashier Change	<p>Maintenance of Cashier Change</p> <p>The daily maintenance of Cashier Change (normally \$1,000; \$25,000 for registration) is the responsibility of the Cashier Supervisor or designee.</p> <p>At the beginning of each day, the Supervisor/Designee prepares a Cash Count and gives each cashier start-up change in the amount of \$100.00 (usually \$50.00 in denominations of ones and \$50.00 in denominations of fives). The supervisor signs the cash count and gives it to the cashier. The cashier verifies the cash count and if there are no discrepancies, signs the cash count and turns in the pink copy. If there are discrepancies, they are handled and corrected immediately.</p> <p>A cash count is used to record the change kept on hand by Supervisor/ Designee daily and verified by another employee. The total may include cash; reimbursement checks not cashed, and/or change receipts, which should equal the total amount of change received.</p> <p>A departmental invoice is submitted along with the yellow copy of the change receipt for reimbursement when change receipts total \$300 or more. The departmental invoice is submitted to accounts payable for processing.</p>
Stop Payments of Student Refund Checks	<p>Processing Stop Payments</p> <p>Stop payments are processed for refund of overpayments if a check has been lost, stolen or never received.</p> <p>The student comes to the cashier's office and is given a Stop Payment form and an Affidavit of Stolen, Lost/Misplaced or Non-Receipt of Check Form. The student must complete those sections of the Stop Payment Form as indicated, sign and date the form. The student must complete the affidavit in the presence of a Notary and obtain a notarized seal.</p>

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CASH RECEIPT FUNCTION	PROCEDURE/REQUIRED ACTION
	<p>If the check was received by the student but was lost, misplaced or stolen, the student must also obtain a police report. The student must present all three forms to the Cashier's Office. The cashier reviews these forms for completeness before the student leaves. Once everything is reviewed, the student is informed that the replacement check will be ready in three working days. The Cashier's Office then records the information and transmits them to Accounts Payable before 2:00 p.m. for a stop payment confirmation. <u><i>Note: Please refer to the policy governing stop payments included in the Accounts Payable Section of the Policies and Procedures Manual for the Comptroller's Office.</i></u></p> <p>The Accounts Payables designee provides cashier with stop payment confirmations and Cashier reviews them immediately and processes departmental invoice. Departmental invoices are submitted before 2:00 p.m. to receive a typed (manual) replacement check, the next day. Once accounts payable processes replacement check, the voucher and check are forwarded to check release section for post auditing. <u><i>Note: Please refer to the policy governing post auditing of disbursement vouchers included in the Check Release Section of the Policies and Procedures Manual for the Comptroller's Office.</i></u></p> <p>Check Release notifies Cashier when check is ready. The Cashier's Office signs for the check from Check Release, make a copy of the check for placement in files and places the check in check can (drawer) until student returns. Cashier issues check to student upon the presentation of valid and proper identification.</p>
Cashier Safe	The Daily Cashier Change, Petty Cash, Checks on Hand and Certificate of Deposit documentation is maintained in a combination safe located in a secured locked area. The combination to the safe and keys to the locked area are held by only three people in the Cashier's Office; the Bursar, Associate Bursar, and Cashier Supervisor. The pre-numbered BRS and FRS receipts, which are issued to the Cashiers, are also maintained in the secured locked area.

Table 1

POLICIES AND PROCEDURES

PART II: BILLING AND RECEIVABLES

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**GOVERNING
STUDENT FEES AND BILLING**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that Students' Billing Statements are processed and mailed in a timely manner. This policy sets forth guidelines to ensure student tuition; fees and financial aid are accurately reflected on the Billing Statements.

DUTIES AND RESPONSIBILITIES

The duties and responsibilities for processing Billing Statements are as follows:

RESPONSIBLE PERSON/DEPARTMENT	DESCRIPTION OF TASK
Bursar	Notify major third party contractors (i.e. Vocational Rehabilitation, Department of Army, Department of Navy, East Baton Rouge (EBR) Head Start, etc.) that a list of the students that they will sponsor fees for the current term is needed by specified date.
Bursar	Notify bank of the date for mailing Billing Statements. Ensure that the lockbox is operative during the mail-in period.
Bursar	Ensure that there are sufficient return envelopes for the applicable term or prepare requisition to order return envelopes. Verify number of envelopes on hand with Central Stores and/or Information System Division. If amount on hand is insufficient, obtain three quotes from supply vendors and prepare purchase requisition. Send approved purchase requisitions to Purchasing for processing.
Bursar	Copy tables from prior semester using the Rate Table Load/Utilities (TLD) table. Enter current term on TLD screen. Enter "C" in function field and specify term to be copied.
Bursar	Set up tables Student Fees (TFE), Institutional Tuition Rates

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RESPONSIBLE PERSON/DEPARTMENT	DESCRIPTION OF TASK
	(TIR), Optional Fees (TOP), Housing Rates (THG), Board Rates (TBD), Course Fees (TCF), Course Tuition Rates (TCR), and Contract/Waiver Rules (TCW) according to the schedule of tuition and fees for the current term. Ensure sub code amounts on each table agree to schedule of tuition and fees.
Registrar	Set Term Calendar (CAL) table for applicable dates according to the academic calendar.
Bursar	Load tables using Rate Table Load / Utilities (TLD) table with current term. Enter current term on TLD screen. Enter "L" (Load) in function field and specify tables to be loaded.
Bursar	Using screen Sub code Group Definition (BSG), group the tuition and fee sub codes for "general fees". Enter applicable sub code group for each sub code for the specific term.
Registrar	Run focus report SFR197 and SFR214 to ensure credit hours equal financial hours.
Registrar Bursar	Verify that all cross-registered students have been properly input (set tuition option on screen 111 to "N"). Run focus report BFR148. Ensure all cross-registered students have been marked paid on screen 431.
Bursar	Remove bill suspense flag for students with payroll deductions from screen 404 (Bill Print Field) and delete hold code on students with zero balances from screen 448.
Bursar	Update the billing statement instructions for the current term and have them duplicated. Make copies to mail to all students pre-registered for the current term.
Bursar ISD	Coordinate with vendor, (Moore Document Solutions) to use the pressure seal equipment to fold the billing statement instructions.

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RESPONSIBLE PERSON/DEPARTMENT	DESCRIPTION OF TASK
Bursar	Ensure that all third party students have been properly linked based on the lists received from the contractors (See procedures for Financial Support Letters.).
Residential Housing	Input/update information for students who applied for housing.
Admission	Input/update residency codes for out-of-state students based on GPA for previous Fall term.
Financial Aid	Input financial aid information as "estimated aid". Input scholarships, SEOG and PELL Grants and Tuition Opportunity Program for Students (TOPS) scholarship information based on students' eligibility.
University College	Ensure that class schedules for 1 st time freshman, re-admit and transfer students have been input.
Bursar	Run tuition calculation in non-update mode. Complete tuition calculation service request to run program BC220B1. Fax service request to the Information System Division
Bursar	Notify the mailroom of the date that Billing Statements will be mailed.
ISD	Verify that the Xerox printer and Moore pressure seal equipment are working properly.
Bursar	Verify tuition calculation to ensure that the tuition and fee amounts agree with the schedule of tuition and fees and run again in update mode. Run SFR 455 to verify the tuition calculation for students by enrolled hours.
Bursar	Run SFR138 to ensure that the tuition calculation flag is set

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RESPONSIBLE PERSON/DEPARTMENT	DESCRIPTION OF TASK
	to "N".
Bursar	Run a bill mailer extract (program BBB302B1) for previous term and ensure that all prior activity has rolled up to "previous balance".
Bursar	Run BFR 237 to create data set to run billing statements
Bursar	Run bill extract (program BBB302B1) for current term on stock paper. Review and make necessary corrections, if any.
Bursar ISD	Run bill print (program BBB310B1). Print billing statements and send to mailroom to be mailed.

Table 2

The Office of the Comptroller, Unit of Bursar Operations mails bills to pre registered students before the first day of arena registration. This gives students the options on how and when to pay their fees. Students can pay fees by Lockbox Payment, Mail in using Cashiers Checks or Money Order, Credit Card or walk in. Arena registration is offered to students who prefer to have one-on-one contact during the registration process, those who did not pre register, or those who may require special handling and assistance. In addition to cashiering services, the Bursar's office also offers assistance related to account balance and validation.

DUTIES AND RESPONSIBILITIES

- ✓ Ensure that adequate resources are available to meet the demands of students during the registration process.
- ✓ Ensure that students' bills are accurate.
- ✓ Provide efficient, effective and convenient payment methods for the student.
- ✓ Ensure that registration payments are processed in a timely manner and according to the established policies and procedures.

**GOVERNING ARENA REGISTRATION PROCEDURES
FOR CASHIERS**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to ensure that all funds received during the registration process has been accounted for and properly receipted. These funds are to be receipted using general accepted accounting procedures. The Cashier's Section of the Bursar's Division is responsible for receiving and receipting monies during the registration periods (Fall, Spring, Maymester and Summer).

DUTIES AND RESPONSIBILITIES

The Cashier's Section within the Bursar's Division of the Comptroller's Office is the responsibility of the Bursar and Associate Bursar to ensure that registration payments are processed in a timely manner and according to the established policies and procedures.

The registration procedures for Cashiers are as follows:

RESPONSIBLE PERSON/SECTION	PROCEDURE
Associate Bursar or Designee	Beginning of First Day of Registration Each Cashier is required to sign a Certification of Temporary Access to BR Plus System. The Certification lists the Cashier's SIS Plus ID, password and screen access. The Cashier keeps a copy of the Certification and returns the original to the Associate Bursar or Designee. This ID and password will be used by the Cashier throughout the duration of the registration period. See copy of Certification of Temporary Access to BR Plus System at Exhibit 1. The Cashiers are also issued a Validation Card to be used during the

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RESPONSIBLE PERSON/SECTION	PROCEDURE
	<p>registration period. The Validation Card contains the Cashier name and the registration period (Spring 2004, Fall 2004, etc.). The card is used to validate each student's registration documents, i.e. Billing Statement, receipt, etc.</p>
<p>Associate Bursar or Designee</p>	<p>Beginning of Day</p> <p>Assign each Cashier a PIV and bag number. Prepares a cash count and issues each Cashier start-up change in the amount of \$100 (\$50 in ones and \$50 in fives)</p>
<p>Cashier</p>	<p>Verify start up change, sign cash count and return pink copy of the cash count to the Associate Bursar or Designee. Secure validation card and bag number on the Validating Machine. Sign on SIS Plus with the ID and password issued on the first day of registration. On screen 405 (Add Charge/Payment), enter applicable term and PIV # in cashier ID field.</p>
<p>Student</p>	<p>Approach Cashier window with Billing Statement, payment and other documents, if applicable.</p>
<p>Cashier</p>	<p>Require student to sign the Billing Statement. Before posting registration payment, review the Billing Statement and the following screens,</p>

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RESPONSIBLE PERSON/SECTION	PROCEDURE
	<p>Screen 431 (Optional Student Fees) - Verify student is not enrolled. If paid code and insurance date indicated on screen 431, the student is already enrolled.</p> <p>Screen 109 (Student Schedule) - Ensure student has classes for applicable term</p> <p>Screen 407 (Tuition Calculation) - perform tuition calculation to ensure tuition and fees are accurate</p> <p>Screen 408 (Billing Statement) - Ensure that student balance on screen 408 agrees with balance on Billing Statement. If balance is different, inform that student that a new Billing Statement is needed.</p> <p>If balance is due, determine the method of payment to be used by the student (cash, credit card and/or check). Review lists of most commonly used sub codes to determine sub code needed. See list of most commonly used sub codes at Exhibit 2.</p>
Cashier	<p>Go to screen 405 (Add Charge/Payment) - Enter student's SSN/Student ID number in SID field. Enter appropriate sub code depending on the method of payment in the SC field. Enter "ZZ" and the PIV number in the reference field. Enter payment amount in the amount field. Enter "y"</p>

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RESPONSIBLE PERSON/SECTION	PROCEDURE
	<p>(yes) in receipt field to print receipt.</p> <p>If the student is paying with cashier check or money order, obtain students' signature and SSN on back of check.</p> <p>If the student is paying with credit card, scan credit card in credit card terminal, enter transaction amount, remove printed receipt and obtain signature of credit card holder.</p>
	<p>If student has tuition discount and/or payroll deduction forms. Review forms and ensure documents have been approved by the Human Resource Office. Post payment using the applicable sub codes.</p>
	<p>If student has accounts receivable form. Review form and ensure documents have been approved by the Financial Aid Department. Post payment using the applicable sub code.</p>
	<p>If student has credit balance, posts refund overpayment for the credit balance amount.</p>
	<p>After payment is posted, validate Billing Statement and receipt. Indicate payment method, amount and sign Billing Statement. Give student yellow copy of Billing Statement and green copy of receipt. Staple remaining</p>

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RESPONSIBLE PERSON/SECTION	PROCEDURE
	documents, place cash and checks in cash drawer.
Cashier	<p>At end of day</p> <p>Verify funds in cash drawer. Complete Registration Cash Count indicating total funds collected by denominations, total checks and total credit card payments by type (MasterCard, VISA, Discover and American Express). Indicate PIV #, bag number, number of Billing Statements, date and sign. Make copy of all checks and stamp with endorsement stamp. Go to screen 410 (Cashier Checkout) and print all pages. Place Billing Statement and supporting documents check copies and print out of screen 410 in envelope. Tape Registration Cash Count on the front of envelope. Take registration bag and funds to Bursar, Associate Bursar or designee for checkout.</p>
Bursar, Associate Bursar or Designee	Verify accuracy of registration cash count. Certify the cash and checks in the presence of the Cashier and complete the PIV. Sign the Registration Cash Count.
	If there is a difference in amounts, they are to be resolved between the cashier and the certifier. Return the funds to the cashier for a recount and change of the registration cash count.

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RESPONSIBLE PERSON/SECTION	PROCEDURE
	<p>The person certifying the funds completes the PIV and gives it to the cashier to sign. A copy of the PIV and a deposit slip along with the funds are placed in a deposit bag with the University's information. All bags are then totaled and placed in one large bag and a manifest is prepared for the designated armored car pickup. The Armored Car delivers the funds to the bank the next business day. The bank verifies the funds, stamps the PIV and the stamped PIV is returned to Operational Auditing for verification.</p>

Table 3

**GOVERNING
THE REVIEWING OF REGISTRATION BAGS**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to ensure that all tuition and feed payments processed during registration are properly posted to the Billing and Receivables System (BRS) and that cash collected is correctly receipted to the Financial Records System (FRS).

OVERVIEW

During the registration process, the Bursar's Unit of the Comptroller Office is required to process payment for registration fees and properly post the payments to the student's account. The posting is accomplished as shown in the procedural section of this manual entitled "Cash Receipts, Petty Cash, Stop Payments, Payroll Deposits, Cashier Change and Posting of BRS and FRS Batches." After the registration payment process is completed, the registration bags are audited to ensure that all cash and non-cash items are correctly posted and accounted for.

PROCEDURAL REQUIREMENTS

- ✓ All source documents shall be maintained in an envelope herein referred to as "Registration bags."
- ✓ Registration bags must be audited by someone other than the person responsible for the cashiering process.
- ✓ Registration bags must be audited within 3 working days.
- ✓ All transactions posted to BRS shall be validated to the source documents contained in the registration bag.
- ✓ The total amount of registration cash collected per BRS shall be validated to the amount posted to FRS in the cash awaiting distribution account.

DUTIES AND RESPONSIBILITIES

The Bursar section of the Comptroller's Offices is responsible for the audit process.

The procedures for reviewing registration bags are as follows:

Responsible Person/Department	Procedure
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Responsible Person/Department	Procedure
Designated Bag Reviewer	<p>Total the payments due from all Billing Statements in the bag. Place total in the Balance Due field in Part One of the registration cash count on the front of the registration bag. Attach the adding machine tape that validate total to the registration cash count.</p> <p>Separate Billing Statements with non-cash payment methods by memo type, i.e. debit/credit adjustment letters, payroll deductions, key deposits, estimated aid and refund overpayment from students paying entire balance with cash, check or credit card.</p> <p>Total each non-cash memo type and enter amount in the applicable memo type field on the registration cash count, i.e. debit/credit adjustment letters, payroll deductions, key deposits, estimated aid and refund overpayment.</p> <p>Determine if bag contains a change cash count; if so, enter change amount in Cashier Change field of registration cash count.</p> <p>Complete Part One of registration cash count by subtracting the total non-cash transactions from the total of payment due amounts, debit adjustments amounts and cashier change.</p> <p>Validate Part Two of the registration cash count, which has already been completed by the Cashier.</p> <p>Subtract total deposit in Part Two from total amount to account for in Part One. The total amount to account for and the total of the deposit amount should equal.</p>

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Responsible Person/Department	Procedure
	<p>If total of the “amount to account for” is greater than total deposit, the bag is short.</p> <p>If total of the “amount to account for” is less than total deposit, the bag is over.</p> <p>Sign registration cash count.</p> <p>Complete the Reconciliation of BR Plus System to Registration Cash Count Form.</p> <p>Transfer PIV #, Date, Bag # and the information from Part One of the registration cash count to the Reconciliation of BR Plus System to Registration Cash Count Form. Enter total of all amounts in “amount to be accounted for” by BR Plus System field.</p> <p>Review the Cashier Checkout (Screen 410) in the registration bag. Enter sub code amounts from the cashier checkout screen to the Reconciliation of BR Plus System to Registration Cash Count Form. Total all sub code amounts.</p> <p>Subtract total sub code amounts from the amount to be accounted for by BR Plus System. If total is other than zero, research discrepancies by reconciling each Billing Statement to screen 410 (Cashier Check Out) to ensure that each payment was posted correctly.</p> <p>Prepare a schedule (list) of discrepancies, indicating the student SS#, sub code and amount in the Plus/Less unrecorded transactions adjustment fields.</p>

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Responsible Person/Department	Procedure
	<p>Add the unrecorded transactions to the total sub code amounts and enter amount in System Total Adjustment field. This amount should agree to the “amount to be accounted for” field in the BR Plus System.</p> <p>List identified cash shortage/overage amounts by listing student name, SS# and amount.</p> <p>Place completed Reconciliation of BR Plus System to Registration Cash Count Form and all items in bag.</p> <p>Forward bags to Bursar for approval.</p>
Bursar, Associate Bursar or Designee	<p>Review registration cash count and reconciliation form for completeness. Post adjustments needed to students’ accounts in the Billing and Receivable on screen 405.</p> <p>Print Cashier Checkout (screen 410) and place in bag to verify that all adjustments were posted correctly. Approve reconciliation.</p> <p>Write over/short receipts, if applicable.</p> <p>File bags.</p>

Table 4

Note: Random reviews of the registration bag after audit are conducted by the Financial Management section of the Comptroller’s Office.

GOVERNING
Enrollment Reporting

Enrollment Letter

The Billing and Receivable Section is responsible for providing complete and accurate data concerning the number of students enrolled.

The steps required for processing the enrollment letter are outlined below:

Responsible Person/Section	Procedure/Required Action
Cashiers	Each Day of Registration: Cashiers post registration payments on screen 405 (Add Charge/Payment) using ref "ZZ" and the PIV Number. After Cashiers have posted their last transaction for the day, program BFR265 is run. BFR265 identifies accounts with the "ZZ" and posts the applicable paid code on screen 431 (Optional Student Fees). Paid codes for students on campus are "C"; for off-campus students the paid code is "O". The next day, the BFR455 is requested. This report comes in the form of a matrix broken down by hours for continuing education, graduate, law-school and undergraduate.
BR Manager	BFR455 Report: The Billing and Receivable Manager is required to apply the enrollment numbers to an enrollment form letter for reporting. Enrollment numbers from other campuses must be received for reporting. This report is submitted to the Bursar for approval. The enrollment letter is then forwarded to the Vice-President for Finance and Business Affairs and Comptroller for signature.
Cashiers/BR Manager	The next registration day:

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Responsible Person/Section	Procedure/Required Action
	Procedures 1 & 2 as discussed above are repeated daily until the 14 th day of class.
Information Systems Division	The Fifteenth Class Day: Information System Division runs a comparative match between the SFR111 and SFR455 programs. The purpose is to ensure enrollment numbers are the same. It is the collective responsibility of the Billing and Receivable Section, the Registrar's Office and the Information System Division to resolve the discrepancies quickly before submitting the final count to the Board of Regents.

Table 5

GOVERNING
SPECIAL REGISTRATION SERVICES

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure students' requests for duplicate billing statements; student withdrawals, and student refunds are processed accurately and timely. The Billing and Receivable Section of the Bursar's Division has the vested responsibility to process duplicate billing statements and student withdrawals.

DUTIES AND RESPONSIBILITIES

Duplicate Billing Statement

The Billing and Receivable Section within the Bursar's Division is responsible for the preparation of duplicate billing statements. The steps required are outlined below.

Responsible Person/Section	Procedure/Required Action
Student	Pays the Cashier \$2.00 and completes the Application for Duplicate Billing Statement. ⁹ <i>Note:</i> If the student requests the billing statement before 12 noon, the statement will be completed and ready for pick up by 2:30pm the same day. If the student requests the billing statement after 12:00 noon, the student may pick it up at his/her earliest convenience the next business day.
Billing and Receivable Manager or Designee	Reviews student snapshot on screen 408 (Billing Statement). Prepares the duplicate statement. ¹⁰ Forwards to the Bursar for approval.
Bursar or Associate Bursar	Reviews duplicate billing statement for accuracy. Signs duplicate billing statement and affix the Comptroller's Office

⁹ Exhibit 11

¹⁰ Exhibit 11

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Responsible Person/Section	Procedure/Required Action
	seals. (Note: The letter certification of duplicate billing is not valid unless the seal is affixed. Forwards to the Billing and Receivable Manager or Designee.
Billing and Receivable Manager or Designee	Makes copy of sealed and signed letter. Files copy and application in alphabetical order. Maintains original letter until issued to student.
Student	Presents valid University ID or driver's license with picture and social security number to the Billing and Receivable Manager or Designee. Receives Duplicate Billing Statement.
Student	Requests that duplicate billing statement be mailed.
Billing and Receivable Manager or Designee	Mails duplicate billing statement to student.

Table 6

The Comptroller's Office maintains a seal in the safe of the Bursar's Unit. Use of the seal is monitored by the Bursar and Associate Bursar.

University Withdrawals

The Billing and Receivable Section of the Bursar's Division along with the Registrar's Office, the Financial Aid Office and the Residential Housing Department are collectively responsible for processing student withdrawals.

The steps required for processing withdrawals are outlined below.

Responsible Person/Section	Procedure/Required Action
Student	Submits approved withdrawal form to the Registrar's

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Responsible Person/Section	Procedure/Required Action
	Office.
Registrar's Office	Stamps the withdrawal form and indicates withdrawal date in Student Record System. Forwards notification of withdrawal and withdrawal forms to the Bursar's Office, Office of Financial Aid and Residential Housing Department within two days of withdrawal.
Billing and Receivable Section of the Bursar's Office	Reviews withdrawal form for stamp from Registrar's Office. Reviews student snapshot on screen 408 to determine if the student received Title IV Funds (PELL and SEOG grants, and/or Federal loans). If the student received Title IV funds, prepares withdrawal calculation based on Federal Return of Title IV Funds regulations. Completes the federal refund calculation by entering the financial aid disbursed and not disbursed to the student, the student's withdrawal date and the tuition and fees paid by the student. The federal regulation calculates the students' refund based on the percentage of the term the student attended (number of days enrolled compared to the total number of days in the term). See copy of Title IV calculation at Exhibit 9.
Billing and Receivable Section of the Bursar's Office	If the student did not receive Title IV Funds, completes the University refund calculation. Completes the University calculation by entering the tuition and fees paid by the student and the withdrawal date. If the student lives on campus, obtains the housing refund from the Residential Housing Department. The refund due the student under the University calculation is determined by the number of class days the student was enrolled. See copy of the University Refund Policy at Exhibit 9.
Billing and Receivable Section of the Bursar's Office	Submits a copy of withdrawal calculation to the Bursar for review and approval.

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Responsible Person/Section	Procedure/Required Action
Bursar	Reviews and approves withdrawal calculation. Forwards to Billing and Receivable Section.
Billing and Receivable Section of the Bursar's Office	Prepares transmittal and forwards approved Federal calculations to the Financial Aid Office.
Financial Aid Office	Determines the distribution of the Title IV funds to be returned based on federal regulations. Returns Title IV funds to applicable source, i.e. Federal loan program, PELL program or SEOG. Return distribution to the Billing and Receivable Section of the Bursar's Office.
Billing and Receivable Section of the Bursar's Office	Prepares batch to adjust the student's account for the refund amount. Forwards batch to the Bursar for approval.
Bursar	Reviews and approves batch. Forwards to Billing and Receivable Section.
Billing and Receivable Section of the Bursar's Office	Forwards batch to Data Control for posting to the Billing and Receivable System.
Data Control	Posts batch to the Billing and Receivable System.

Table 7

Student Refunds

The Billing and Receivable Section is vested with the responsibility of ensuring the accuracy of student refund checks.

The steps required for processing student refund checks are outlined below.

RESPONSIBLE PERSON/SECTION	PROCEDURE/REQUIRED ACTION
BR Manager/Designee	Submits a Billing and Receivable (BR) to Accounts Payable (AP) Feed service request ¹¹ (program BBA400)

¹¹ Exhibit 15

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RESPONSIBLE PERSON/SECTION	PROCEDURE/REQUIRED ACTION
	to the Information System Division daily. Four copies are requested.
BR Manager/Designee	The next day, receives all 4 copies of the 400 reports. The four copies are distributed as follows: <ul style="list-style-type: none"> a. Cashier b. Accounts Payable c. Collections d. BR Section
BR Manager/Designee	Checks each student listed on the report for verification. The criteria are as follows: <ul style="list-style-type: none"> a. Ensures the student's hours reflect eligibility for the financial aid given. b. Ensures there is no outstanding balance over the amount of \$100.00 in the account. c. Ensures financial aid is not overstated.
BR Manager/Designee	If the refund is not accurate, indicates "void" and a brief explanation for voiding the check next to the student name on the BBD400. After the BBD400 report has been verified, reports all adjustments, if any, to the other three offices. All checks indicated with "void" will be pulled and voided.
BR Manager/Designee	Prepares the Accounts Payable batch for check distribution. The batch must include a copy of the BBD400 report, which identifies the Adjustment. Transmit the batch to the Accounts Payable Supervisor for batch audit and check distribution. <i><u>For additional details concerning the batch audit process, please refer to the Policies and Procedures section of the Comptroller's Office Policies and Procedures Manual for Financial Control and Check Release/Distribution</u></i>
Check Release	Note: All checks are mailed to students' local address.

Table 8

**GOVERNING
INVOICING, COLLECTING AND MONITORING
THIRD PARTY ACCOUNTS**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to enhance the students' ability to have their fees paid by private and governmental contractors. This policy sets forth guidelines to ensure that third party accounts are processed in a timely manner so that the time elapsed between when the accounts receivable is established for the Third Party Contractor and when reimbursements are received is minimal.

DUTIES AND RESPONSIBILITIES

The Billing and Receivable Section is responsible for posting third party support from Contractors to cover tuition and fees for sponsored students.

Before posting the support to the students' account, the BR Manager sets up the TCW (Contract/Waiver Rules) table for each contractor in the Billing and Receivable System. Each contractor account is set up with tuition and fees by sub code for the specified term. Once the contractor account is set up on the TCW table, the students' account is set up on screen 430 (Contracts and Waivers). Screen 430 lists by sub code the specific tuition and fees that the Contractor will pay for the applicable student.

The specific criteria outlined below must be followed when processing Third Party Support Letters:

Type of Support Document	Required/Criteria for Billing Process
Teacher Tuition Exemptions (TE) (Parish School Boards) Teachers and Paraprofessionals	The classes listed on TE forms must match classes in which student is enrolled. The amount may sometimes be specified if the School Board pays less than the standard tuition amount. Otherwise, bill for the tuition amount set by University. Only Paraprofessionals receiving Pell Grant funds are not eligible to receive Tuition Exemptions. If students did not use TE for tuition payment, they may be reimbursed individually by their respective school board offices.
Military Tuition Exemption Forms (Army, Navy)	The classes listed on Tuition Assistance (TA) forms must match classes in which student is enrolled. The amount sponsored by military will be indicated on the form. The military will not pay for classes not indicated on the form unless it has been coordinated and

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Type of Support Document	Required/Criteria for Billing Process
	approved by the Military.
Vocational Rehabilitation Services (Louisiana, Arkansas, Tennessee, Veterans Affairs, Acadiana Works, Community Services)	A student can only receive financial support from vocational rehabilitation services if the student is not receiving a Pell Grant or the Pell Grant did not cover all of his/her fees.
United States Department of Agriculture (USDA) (182-S)	Students are eligible for the tuition amount specified on the 182 form.

Table 9

The Billings and Receivables Manager within the Bursar's Division is responsible for the preparation and submission of invoices, letters to contractors as well as letters to students and other methods of requesting reimbursements such as phone calls or emails. The steps required for processing third party invoices are outlined below.

All invoicing must be prepared and remitted by the Bursar's Division. The invoices shall be processed in accordance with the terms and conditions of the award and the applicable State and/or Federal Regulations. Financial Support letters, agreements and names with Social Security numbers are necessary for validation and verification and, if possible, should be submitted by the student prior to the beginning of the specific term.

The table below outlines the invoicing requirements and the frequency of invoicing Third Party Contractors. The BR Manager is responsible for ensuring that the University receives timely reimbursement from Third Party accounts receivables.

Invoice Type	Required Submission Date(s)
Letters to Contractor	These letters are mailed 1-2 months before the beginning of the term.
1st Invoice	After the 14th Class Date
2nd Invoice (Second Notice) (If Needed)	45 Days after the first Invoice

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Invoice Type	Required Submission Date(s)
3rd Invoice (Third and Final Notice) and Letters requesting payment before reversing charges back to the student for payment.	Two weeks prior to the beginning of the next term
Letters to Students	If payment is not received before the current term ends, students will receive notices from the University informing them of the contractor's failure to pay and that the student must now pay the outstanding balance.

Table 10

The Billings and Receivables Section is responsible for all billings and for providing monthly financial reports to the Comptrollers Office. The information reflected in the ledger shall be reported to the Associate Comptroller.

Invoice processing shall begin on the 14th class day of Fall and Spring semesters. During the Maymester and Summer sessions, the invoices are prepared after the 7th class day. All financial support letters, authorized forms, vouchers, certificates and agreements received from the students must be approved by the Financial Aid Department before acceptance by the Billing and Receivable Manager.

The steps required for preparing third party invoices are outlined below.

RESPONSIBLE PERSON	PROCEDURE/ACTION REQUIRED
BR Manager/Designee	<p>Obtain a copy of the detailed sub code report for each third party account for the specific term and a copy of the approved financial support letter, certificate, or voucher approved by financial aid. See copy of detail sub code report at Exhibit 6.</p> <p>Reconcile the detailed sub code report to the students' snapshot.</p> <p>Prepare third party invoice, listing tuition and fees for each student sponsored by the applicable contractor.</p> <p>Prepare a reconciliation of amounts posted to students' accounts and amounts posted to third party contractor's account.</p>

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	Prepare a reconciliation of unpaid invoices.
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Table 11

After completion, the third party invoices are forwarded to the Bursar for approval. After being reviewed and signed by the Bursar, the invoices are mailed to the respective contractors. The Billings and Receivables Manager maintains a database to monitor receipt of funds from Contractors. Upon receipt of the check or electronic transfer, the funds are receipted to the Contractor's account and/or the students' accounts as applicable.

The Billings and Receivables Manager is responsible for mailing delinquent notices for any invoice when payment is not received within 30 days, except for the School Board offices. The local School Boards normally pay at the end of the semester pending receipt of the grades from the Registrar' Office. The students sponsored by the School Boards are aware that if they do not receive passing grades, the School Board is not obligated to pay their tuition balance.

INVOICE MONITORING AND FOLLOWUP:

All invoices not paid within 30 days of the invoice date are considered delinquent. The table below sets forth the responsibility and requirements for monitoring invoice payments.

RESPONSIBLE PERSON/SECTION	PROCEDURE/REQUIRED ACTION	DELINQUENT PERIOD
None	These payments are considered current; no action required.	1 - 30 Days
BR Manager	After 45 days, the BR manager is required to contact the contractor on a weekly basis or until payment is received. The BR manager is required to denote " past due " invoices on the current invoice and a " Second Notice " on the second invoice.	31- 60 Days
BR Manager	The BR manager is required to submit a report to the Bursar on all requests for payments that have not been paid. It must be determined by contractor why the invoice had not been paid. Immediate suspension of future tuition advances must be	60-90 Days

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RESPONSIBLE PERSON/SECTION	PROCEDURE/REQUIRED ACTION	DELINQUENT PERIOD
	enforced. The student will not be able to enroll into school for the next term unless the balance is paid. A letter is sent to the student and contractor notifying each of the outstanding balance and requesting payment immediately.	
BR Manager	The amount billed to third party contractors is reversed from the contractors' accounts and recorded in the students' accounts.	Over 90 Days

Table 12

POLICIES AND PROCEDURES

PART III: COLLECTIONS AND RECEIVABLES

GOVERNING CHECKS RETURNED BY BANK

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that Checks and Money Orders deposited by the University and returned by the bank for any reason is recorded into the general ledger's Non Sufficient Fund check account via the Billing and Receivables System (BRS).

OVERVIEW

The Collections and Receivables Section of the Comptroller's Office has the vested responsibility for ensuring that Non Sufficient Funds Checks returned from the bank to the University are recorded in the Billing and Receivables System (BRS). The Collections Section is also responsible for billing the party, whether it is a student or non-student on a monthly basis as part of the collection effort.

DUTIES AND RESPONSIBILITIES

The Collections Manager and staff are responsible for recording all checks and money orders deposited by the University and returned by the bank for any reason. In addition, the collection staff is responsible for recording the entries in BRS, and billing the parties on a monthly basis in order to collect the debt. A physical file is maintained for all checks. On a monthly basis, the staff prepares a reconciliation to ensure that the physical file reflects what is recorded in the BRS sub codes (41701) and (41700). The Financial Records System (FRS) has a general ledger account that corresponds to BRS. Both files must reflect the same total, and adjusting entries are recorded to correct any differences.

PROCEDURES

Responsible Person/Section	Procedures
Financial Compliance/Bank Reconciliation	Opens mail from the bank. Updates log record of non-sufficient funds (NSF) checks received. Makes copy of

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Responsible Person/Section	Procedures
	check/ and debit item memorandum form/s. Transmits original check/s to Collections Manager. Files copy of checks and debit item memorandum forms in permanent file.
Collections Manager (Designee)	Reviews and signs transmittal log for NSF checks. Determines who wrote the check and the purpose for which the check was written. Assigns student identification number for non-students. Prepares a BRS Non Cash Adjustment Ticket and Batch Header using the BRS sub codes (41701) for General Operating returned checks and (41700) for the Auxiliary Fund. Forwards batches to Bursar for approval. Completes and forwards a non-student attribute update form to Bursar. Prepares and forwards to Bursar for approval notification letters to persons advising them of the returned check, and that payment is due. If the person is a University employee a letter is sent informing him/her that the NSF check will be deducted from his/her next payroll check. Prepares and forwards to the Payroll Section a list of employees with NSF checks for payroll deduction. Forwards above list to Bursar to revoke the employee's check writing privileges. Prepares a ledger card and files in a permanent file.
Bursar	Reviews and approves BRS Non-Cash Ticket and Batch Header. Posts

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Responsible Person/Section	Procedures
	attributes for non-students on Screen 414 (External Accounts). Signs and returns notification letters for mailing. Forwards BRS Batch to Data Control for processing.
Collections Manager (Designee)	At the End of Month: Submits Service Request for NSF sub code Report to the Information System Division. Reviews sub code report and reconcile physical file to report. Resolves any discrepancies. Prepares and forwards a report listing NSF check on hand to Bursar. Returns check to sender, when paid.
Bursar	Reviews report and distributes to the Associate Comptroller.
Collections Manager (Designee)	At End of Fiscal Year: Removes checks written off from physical file. Reconciles physical file to general ledger and resolves discrepancies. Prepares a schedule of NSF checks on hand. Forwards report to Bursar.
Bursar	Reviews and approves report. Forwards report to the Associate Comptroller.

Table 13

**GOVERNING
VALIDATION AND CORRECTION OF PREVIOUS SEMESTER BALANCES**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that a student with a prior semester outstanding indebtedness pays the balance before enrolling in school. If evidence is provided to the Collections & Receivable Staff to substantiate that the previous balance is erroneous, a temporary clearance letter is issued during the registration period pending a complete analysis.

All previous credit balances for which a refund may be due must be reviewed and approved by the Collections Manager before funds being reimbursed to the student.

DUTIES AND RESPONSIBILITIES

During the registration periods, the Collections Manager and staff are responsible for issuing Temporary Clearance Letters for prior semester balances. After the registration period, the Collections Staff is responsible for making the necessary adjusting entries to BRS to correct or adjust the student's previous balance.

PROCEDURES

Responsible Person/Section	Procedures
Student	Reports to Account Adjustment Station section at registration. Presents to the Collection's staff member his/her Statement of Account along with evidence to support the clearing of the balance. Examples of supporting evidence provided are clearance letters from the library, traffic and parking office, and from the Payroll Section of the Comptroller's Office stating that the student's balance is being cleared through one or more of these offices.
Collections	Reviews evidence provided by student. Analyzes student's account to determine if evidence provided relates to or will clear

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Responsible Person/Section	Procedures
	the outstanding balance. Completes signs and dates the Temporary Clearance Letter if the evidence substantiates that the account can be cleared. Issues to the student the original and student's copy of Temporary Clearance Letter. Also returns Statement of Account to student. Instructs student to presents the original clearance letter to the cashier, and keeps his/her copy for personal files.
Student	If the evidence provided is not proof enough to clear the balance and if further research is needed, student must sign and date letter acknowledging further research. Proceeds to the next station.
Collections	Files Temporary Clearance Letter in temporary file. After the registration period - Retrieves temporary clearance letter from temporary file. Forwards light blue copy of letter to Collections Manager. Makes copies of required documentation and prepares a BRS Non-Cash Adjustment Ticket and Batch Header for adjustments. Forwards BRS Non-Cash Adjustment Ticket and Batch Header to Collections Manager. Prepares letter (s) addressed to students for whom, after further research, adjustments could not be made to clear his/her previous outstanding balance. Forwards letter along with supporting documents to Collections Manager for approval.
Collections Manager	Reviews and approves BRS batches. Reviews supporting document for letters

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Responsible Person/Section	Procedures
	written. Forwards approved BRS Batches and letters to Bursar.
Bursar	Reviews and approves BRS Batches and letters. Forwards BRS Batches to Data Control employee.
Data Control	Follows normal procedures for processing BRS Batches.
Collections Manager	Files copies of Temporary Clearance Letter issued in permanent file. Reviews the letters, makes copies, and mails letters to students whose balances could not be cleared after further research. Files copy of letters in permanent file.

Table 14

**GOVERNING
INVOICING, COLLECTING, AND MONITORING
STUDENT ACCOUNTS RECEIVABLES**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that student receivables related to tuition and fees are billed and payment received in a timely manner. This policy sets forth guidelines to ensure that bills are submitted and monitored timely so that the time elapsed between the recognition of the receivable; the notification of the debt and collection of payment is minimal.

PROCEDURES:

- Bill accounts timely. All accounts shall be billed when goods are provided or services rendered, unless contractual requirements specify other billing terms. Payment terms shall be when the first available funds are received by the University or thirty days after bill date which ever is sooner unless contractual requirements specify otherwise.
- Maintain control records summarizing the receivable transactions and a detailed record of individual receivable transactions.
- Provide a monthly reconciliation of individual receivable activity to the general ledger control account.
- Provide an aged trial balance of all receivables. Southern University at Baton Rouge requires the following age categories for reporting and record management purposes.
 - 1-30 days
 - 31-60 days
 - 61-90 days
 - 91-120 days
 - 121-180 days
 - 181 days- 1 year
 - Over 1 year
 - Over 2 years
 - Over 3 years
- Provide monthly (15th of each month for the preceding month) management reports on the status of student receivables. The report must contain at a minimum the following information:
 - ✓ The aggregate amount of the receivables
 - ✓ Age of receivable, including the amount for each period.
 - ✓ Information relative to the status of collection of past due accounts.
 - ✓ Specific information concerning collection efforts, increases/decreases in overall balances and the purpose of the charge, if significant, shall be included.
- Provide a realistic estimate, properly account for doubtful accounts, and provide

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adequate documentation on the methodology used to determine when an account reaches doubtful account status.

- Write off receivable when accounts are determined to be uncollectible.
- Provide a quarterly Accounts Receivable Report in prescribed format to the Office of Statewide Reporting and Accounting Policy forty-five (45) days after the end of each quarter.

DUTIES AND RESPONSIBILITIES

The Bursar’s Division, Collections Manager section and staff are responsible for insuring that billings for all student receivables are submitted both accurately and timely. Student bills must be accurate. If discrepancies exist, the Collections Manager shall ensure that corrective action is initiated immediately and the appropriate corrections are reflected in the financial records and the student’s account.

<u>Responsible Person/Section</u>	<u>Procedures</u>
<u>Collections Manager</u>	Completes a Service Request Form for a “SIS Plus Billing Receivables System Bill Mailer Print Extract”. Submits request to ISD to run Program: BBB302B1 Completes a Service Request Form and fax to ISD requesting to Backup BI-Files after Billing Service Request Form is completed.
<u>Information System Division (ISD)</u>	Completes Service Request using standard operating procedures established for the Division.
	On the next business day forwards bill samples to Collections Manager.
<u>Collections Manager</u>	Reviews samples and advise ISD of any errors.
<u>Collections Manager</u>	If no errors fills out SIS Plus Billing/Receivables System “Bill Mailer Printing Program: BBB312B1” Service Request Form for printing on Bill Mailer Forms. If errors, interacts with programmer to resolve discrepancies, and rerun program.
<u>Collections Staff</u>	Receives billing statement reviews bills for accuracy and checks for missing addresses.
<u>Collections Staff/ISD</u>	Forwards bills to mail room for mailing.

Table 15

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ACCOUNTS RECEIVABLE COLLECTION, MONITORING, AND FOLLOWUP:

All past due balances not paid within 30 days of the due date are considered delinquent. The table below sets forth the responsibility and requirements for monitoring invoice payments.

RESPONSIBLE PERSON/SECTION	PROCEDURE/REQUIRED ACTION	DELINQUENT PERIOD
None	These payments are considered current; no action required.	1-30 Days
Collection Management Staff	Contacts the debtor not less frequently than monthly until full payment is received.	31-45 Days
Collection Management Staff	Sends a written notice of the deficiency to the student on the 5th working day of each month. The letter is generated by ISD using the Mailer system.	30-60 Days
Collection Management Staff	Sends formal Demand letters to students.	Over 60 Days
Collection Management Staff	Continues to send delinquency notices. Note: after a student has not returned to school for one term, the Collection Management Staff sends a final demand letter to begin the process of referring the account to an outside agency for collection.	90 Days to 1 Year
Collection Management Staff	Continues to send delinquency notices; establishes allowance for doubtful accounts.	Over 1 Year
Collection Management Staff	Continues to send delinquency notices; maintains allowance for doubtful accounts.	Over two Years
Collection Management Staff	Continues to send delinquency notices; Writes- off doubtful accounts.	Over three Years

Table 16

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ALLOWANCE FOR DOUBTFUL ACCOUNTS:

After an account remains past due for a period of at least 1 year, the Bursar's Office and the Comptroller's Office general accounting section staff shall take appropriate action to establish an allowance for the doubtful accounts receivable. The establishment of an allowance for doubtful account receivables is established to ensure that the University's accounts receivable balances are not overstated on the financial records. The estimate for the allowance shall be based on historical data or other information relative to the receivable in question. If a positive response has not been received from the debtor within one year, the account is considered doubtful of collection.

Once an account reaches doubtful status, the account shall be referred to the Comptroller's Office Collections and Receivable Division for submission to the State of Louisiana Department of Justice. Past due accounts shall also be referred to the local Credit Reporting Agency. To transfer an account to the Department of Justice, the following procedures are used.

A student who becomes an inactive student is one who has not been enrolled in school for a least one (1) semester.

- ✓ The inactive students are billed twice a year, usually in July and December.
- ✓ Final demand letters are mailed out annually to inactive students informing them of their outstanding past due balances. This letter gives the former student one last chance to pay the debt in full, dispute the debt, resolve any discrepancies or make payment arrangements before the account is submitted for outside collection. The former students are given thirty (30) days to respond before the account is actually prepared for submission to an outside agency for collection.

TRANSFERRING ACCOUNTS TO THE LOUISIANA DEPARTMENT OF JUSTICE (DOJ) FOR COLLECITON

The Collections Manager and Collection Specialists within the Collections Section of the Comptroller's Office are responsible for the preparation and submission of inactive students with past due outstanding account balances for One Hundred Dollars (\$100.00) or more to the Louisiana Department of Justice for collections. After 30 days from the date of demand letters, any student who has not made an inquiry to dispute the charge, or who has not paid off the account in full, or who has not made payment arrangements will be subject to the Collections Specialist starting the submission process to DOJ for collection purposes.

Responsible Person/Section	Procedures
<u>Collections and Receivables</u>	Completes a request to run focus report

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Responsible Person/Section	Procedures
<u>Collections and Receivables</u>	<p>(BRF 188). Submit request to Information System Division. This report will identify all students who have not enrolled in school for at least one year and have a balance of \$100.00 or more.</p> <p>Receives and reviews (BRF 188) report. Reviews accuracy of the report to make certain that the correct student accounts were pulled, and deletes any duplicate accounts.</p> <p>Forwards a request to ISD to run a focus report (BFR 181) to create demand letters from the data set created by the (BFR 188) report.</p> <p>Receives and reviews draft copy of demand letter and makes changes in the letter if needed.</p> <p>Requests that ISD run the (BFR) 181 to print demand letters on pressure seal mailers. Letters are picked up from Information System Division by SU Post Office for mailing.</p> <p>Receives inquiries from former students who call in after receiving the demand letter.</p> <p>Assists in resolving any discrepancies, and, when necessary, interacts with other personnel within the University to resolve problems.</p> <p>Makes payment arrangements for students who agree to pay monthly.</p> <p>Mails out repayment schedules, and makes comments on BRS Screen 448 (BR Holds</p>

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Responsible Person/Section	Procedures
	and Comments) to hold accounts because payment arrangements have been made. Monitors accounts monthly to ensure payments are being made according to arrangement. Forwards accounts to Collections Specialist for submission to DOJ if payment arrangements were made and not kept.

Table 17

ACCOUNTS RECEIVABLE WRITE-OFFS:

Uncollectible accounts are written off after remaining in doubtful status for a period of at least 1 year. *Note: Accounts written off are removed from the University's Financial Records System and are recognized as uncollectible for "financial reporting purposes only." The legal obligation to pay the debt remains. All accounts written off require the following approvals:*

- ✓ Associate Vice Chancellor For Financial Operations and Comptroller
- ✓ Vice Chancellor for Administration and Finance

**GOVERNING THE PROCESSING,
VOIDING AND MONITORING OF STUDENT
REFUND CHECKS**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that funds issued to students as refunds of overpayment on their accounts are processed and received by the students in a timely manner. A refund results when a student receives Financial Aid Awards in excess of the amount owed. The purpose of this OP is also to establish the procedures and guidelines to ensure that student refund checks are processed accurately and timely. This policy sets forth guidelines to ensure that refunds are posted and monitored timely so that the time elapsed between when funds are posted, when checks are processed, reprocessed, and mailed to students is minimal.

OVERVIEW

It is the policy of Southern University that all student aid awards and scholarships received by the University for or on behalf of students who are enrolled is posted to the students account for payment of required tuition and fees. A student refund is a payment to the student for reimbursement of funds posted in excess of the amount required to meet the financial obligation of the student to the university. The funds posted are based on but not limited to financial aid awards, electronic funds transfer of Federal Family Educational Loans, University and private scholarships and other awards posted to the students' accounts via the Billing and Receivables System (BRS).

The Collections and Receivables Section of the Comptroller's Office has the responsibility for ensuring that student accounts are accurately maintained as it relates to tuition and fees and the processing of refund checks. The Collections Manager and staff function as the financial liaisons between the students and the Office of Student Financial Aid on financial matters related to their financial aid awards and the processing of refund checks. The Collections Section also has the responsibility for analyzing and making the necessary correcting entries to students' accounts.

SCOPE

This policy pertains to amounts owed to the student because of tuition and fee over payments. This procedure is only applicable to student receivables, loans to students,

or third party tuition receivables. Other amounts that may be owed to students that are not directly linked to the payment of tuition and fees are not considered refunds for this purpose.

AUTHORITY FOR WRITING, UPDATING AND INTERPRETATION

The authority for writing, updating and interpreting the applicable policies and procedures is vested with the Office of the Vice Chancellor for Finance and Administration.

The authority for compliance with these requirements rests with the Office of the Comptroller, Bursar, Collections Manager, Associate Comptroller and the Associate Vice-Chancellor for Financial Operations and Comptroller.

RESPONSIBILITY FOR NOTIFICATION OF CHANGES

The responsibility for notification of changes in applicable laws, regulations, policies, and procedures is vested with the Office of the Comptroller, Unit of Bursar Operations.

PROCEDURES:

- Make timely payments to student.
- Ensure that all payments are reasonable when compared to students enrolled under similar status.
- Ensure that payment of applicable tuition and fees are paid using the first available funds received by the University and posted to the student's account.
- Maintain control records summarizing the refund transactions and a detailed record of individual refund transactions.
- Ensure that all refunds for overpayment are properly posted and supported by detailed information in the Billing and Receivable System and the Financial Records System.
- Prepare a monthly reconciliation of individual receivable activity to the general ledger.

DUTIES AND RESPONSIBILITIES

The Collections Section within the Comptroller's Office is responsible for the posting of student refund checks via the Billing and Receivables System. The Collection Section is

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Unit of Bursar Operations

also responsible for the voiding of student refund checks written in error by the Financial Records System (FRS), and making the correcting entry in the Billing and Receivable System (BRS). This section is also responsible for preparing a monthly reconciliation to compare refunds posted and voided in BRS to those in FRS, and to resolve discrepancies, if any.

Responsible Person/Section	Procedures
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Responsible Person/Section	Procedures
<u>Collections Specialist</u>	<p>Runs focus report BFR 129 daily to identify the students who have credit balances and who are currently enrolled.</p> <p>Distributes report to other Collections Specialists to aid in processing refunds.</p> <p>Reviews report and analyze account balance to determine if the credit balances are accurate, due and payable to the student.</p> <p>Determines if the student is officially enrolled in school for the term for which the refund is due. Validation is accomplished using screen 431 (Optional Student Fees).</p> <p>Validates that tuition and fees have been correctly calculated using screen 407 (Tuition Calculation). This is the tuition calculation screen. Logging on to screen 407 will automatically update and will reflect any increase or decrease in the students' fees that may affect his/her credit balance.</p> <p>Validates that tuition has been correctly charged using screens 408 (Billing Statement) and 409 (Account Snapshot). These screens are used to make certain students are charged the correct tuition and fees and the duplicated.</p> <p>Validates student enrollment status using screen 109 (Student Schedule). This screen is used to determine if the student's</p>

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Responsible Person/Section	Procedures
<u>Collections Specialist</u>	<p>enrolled hours are the required number of hours.</p> <p>Proceeds to Screen 437 (Multiple Item Entry), if no problem exist and posts a debit to the student's account using sub code 61005 (Refund of Overpayment). The cashier will also be required to enter his/her Cashier's ID. Note: The entries posted to Screen 437 will also appear on Screen 410, (Cashier Checkout). This screen provides a listing of all transaction posted to the student's account on line. If there is a problem, the Collections staff must resolve it immediately.</p> <p>Prints pages from Screen 410.</p> <p>Prepares a BRS batch header, using Screen 410 as a guide.</p> <p>Attaches Screen 410 and a copy of the Credit Balance report as source documentation.</p> <p>Forwards BRS batch header to Collections Manager.</p>
<u>Collections Manager</u>	<p>Reviews refund batches for accuracy.</p> <p>Corrects any discrepancies by voiding any entries that cannot be validated on screen 406 (Adjustment/Charge/Payment Screen).</p> <p>Determines if refund needs to be reprocessed.</p>
<u>Collections Manager</u>	<p>Forwards refund batch together with a copy of the 410 to Bursar for review and</p>

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Responsible Person/Section	Procedures
	approval.
<u>Bursar</u>	Forwards batches to BRS Manager
<u>BRS Manager/Designee</u>	<p>Reviews refund batches and compares to checks generated from the Account Payable Feed Report (AP Feed BBD400).</p> <p> voids any entries that are not correct on the AP Feed Report and determines if the check need to be reprocessed.</p> <p>Forwards AP Feed Report to Bursar for review and approval.</p> <p>Forwards AP Feed report to Accounts Payable Section and Check Release Section.</p>
<u>Check Release</u>	<p>Receives AP Feed Report and reviews for voids. Pulls the checks to be voided; makes copies and forwards copies to the Collections Manager.</p> <p>Transmits original refund checks to the Accounting Section for voiding in FRS.</p>

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Responsible Person/Section	Procedures
<u>Collections Manager</u>	<p>Receives copy of voided check. Reviews Account Snapshot (Screen 409) to determine if the check needs to be voided or if the check needs to be reprocessed.</p> <p>Reviews Account Snapshot (Screen 409) to obtain the sequence number that corresponds to the date and the amount of the transaction to be voided.</p> <p>VOIDS refund transaction on Screen 406 (Adjust Charge/Payment) by changing the AP Feed flag from "P" (Paid) to "V" (Void). Posts a debit entry to Screen 437 (Multiple Item Entry) to sub code 61005 (Refund of Overpayment) if a check needs to be reprocessed.</p> <p>Runs focus report BFR278 sub code report for BRS.</p> <p>Runs focus FRS017 report for FRS account number 01-3560-2160 (Refund of Overpayment).</p>
<u>Collections Specialist</u>	<p>Prepares monthly a reconciliation to compare BRS to FRS and resolves discrepancies. Posts necessary adjustments to BRS.</p> <p>Forwards reconciliation to Collections Manager for review and approval.</p>
<u>Collections Manager</u>	Reviews, approves and forwards reconciliation to Bursar.
<u>Bursar</u>	Reviews, approves and forwards reconciliation to Associate Comptroller.
<u>Associate Comptroller</u>	Reviews, approves, and forwards to designee in Accounting Section for FRS

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Responsible Person/Section	Procedures
	adjustments that cannot be made by the Collections Specialist.

Table 18

Processing Note:

The Unit of Bursar Operations processes refund checks during nightly cycle processing each working day. During peak periods, beginning with the first day of registration and ending on the 14th class day, refund processing is accomplished using a computerized program for generating refund batches. The control procedures for this process are outlined below. A service request is submitted to ISD by the Billing and Receivable Section to run the program and generate the refund batch.

- ✓ Verify the accuracy of the financial aid amounts. Determine that loans are not duplicated and that the student is enrolled at least halftime. Verify that the PELL award is accurate based on the number of hours enrolled.

- ✓ Post paid codes for all students enrolled each day (run TRANS 40E).

- ✓ Verify that the student is enrolled for the applicable term (paid code on screen 431).

- ✓ Identify all students with a credit balance. Prepare dataset of students with credit balance.

- ✓ Run tuition calculation for dataset of students with credit balances.

- ✓ Identify students whose credit balance is due to a status change.

**GOVERNING
THE COLLECTING
AND PROCESSING OF PAYMENTS
RECEIVED FOR THE FEDERAL
PERKINS LOAN PROGRAM**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that funds received from payments on National Direct/Perkins Students Loans are processed timely. This policy sets forth guidelines to ensure that payments received are posted timely, so that the time elapsed between when the funds are received and payments are processed is minimal

OVERVIEW

The Collections and Receivables Section, of the Comptroller's Office has the vested responsibility for ensuring that the accounts of borrowers who have outstanding balances from the National Direct/Perkins Loan program are accurately maintained as it relates to receiving payments. The Collections Section functions as a financial liaison between the borrowers on financial matters related to their Perkins Student Loan account.

The University has contracted with a third party provider who bills borrowers and receipts payments collected from borrowers, and transmits funds via Electronic Funds Transfer to the University. All funds received from the third party provider for payments made by borrowers are deposited by the University into the Perkins Loan clearing account.

The third party provider, Campus Partners has been retained by the University to assist with collections and due diligence as it relates to the National Direct/Perkins Loan portfolio. Campus Partners assists the University with the interpretation and application of legal issues as it relates to federal regulations involving the Federal Perkins Loan Program. The provider also assists with preparing the Fiscal Operations Report for the Perkins Loan Program. The Collections staff has on line access to Campus Partners web site via its on line data link system.

The Louisiana Department of Justice, Collections Section also aids in the process of collecting unpaid loans for the University.

DUTIES AND RESPONSIBILITIES

The Collections Section within the Comptroller's Office is responsible for receiving and transmitting payments as it relates to the Federal Perkins Loan Program, via the Financial Records System. This section is also responsible for maintaining the accuracy of the borrower accounts, safeguarding the Perkins files, resolving discrepancies, insuring due diligence, and facilitating the collection process.

The Collections Specialist within the Comptroller's Office is responsible for the preparation of a monthly reconciliation of payments deposited in the Federal Perkins Student Loan clearing account; preparing a monthly payment report for payments received from the Louisiana Department of Justice and from Campus Partners; and keeping abreast of federal regulations.

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Responsible Person/Section	Procedures

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Responsible Person/Section	Procedures
<p><u>Collections Specialist</u></p>	<p>Receives monthly payment report and check from LA Dept. of Justice.</p> <p>Reviews report and prepare an Excel spreadsheet, with borrowers name, SS#, amount of payment, amount applied to principal, interest and late fees.</p> <p>Forwards check to cashier to hold pending completion of report. Forwards completed report to Collections Manager for review and approval.</p> <p>Forwards report to Cashier's Section for receipting of payments to the FRS general ledger account established for the Federal Perkins Loan Program.</p> <p>Reconciles monthly, the University's Federal Perkins Student Loan Clearing Account for loan payments received from borrowers and from Campus Partners.</p> <p>Accesses FRS general ledger account number 01-3546-1646 (Department of Justice Clearing) and print report.</p> <p>Reviews the print out and compares the payments posted to payments listed on Campus Partners cash activity report.</p> <p>Prepares Journal Voucher to record payments to each borrower account via FRS.</p> <p>Records reconciling entries to resolve any discrepancies.</p> <p>Responds to inquiries received from borrowers, Third Party Provider, DOJ, and other out side agencies in reference to account balances, payments received and any disputes that may occur.</p>

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Responsible Person/Section	Procedures
<u>Collections Specialist</u>	<p>Records reconciling entries to record payments for each borrower's account via FRS.</p> <p>Responds to inquiries received from borrowers, Third Party Providers, DOJ, and other outside agencies in reference to account balances, payments received and any disputes that may occur.</p> <p>Assists the Collection Manager with the preparation of the annual Fiscal Operations Report for the Federal Perkins Loan Program.</p> <p>Attends workshops to keep abreast of current regulations as it relates to the Perkins Loan Program.</p> <p>Performs research when needed.</p>

Table 19

POLICIES AND PROCEDURES

PART IV: System Controls and Monitoring

**GOVERNING
RECONCILING THE BILLING AND RECEIVABLES SYSTEM (BRS) AND THE
FINANCIAL RECORDS SYSTEM (FRS) ACCOUNTING DISTRIBUTION FILES**

PURPOSE

The purpose of this Operating Policy/Procedure (OP) is to establish the procedures and guidelines to ensure that the Billing and Receivables System (BRS) transactions are transferred via an accounting feed into the Financial Records System (FRS) in a timely manner. This policy sets forth guidelines to ensure that BRS transactions that are transferred via an accounting feed into FRS are accurate and recorded timely.

OVERVIEW

The Unit of Bursar Operations and the Financial Accounting Section of the Comptrollers Office have the collective responsibility for reconciling the accounting applications for the Southern University System. Accordingly, the staff must keep abreast of constantly changing policies and procedures to ensure compliance with the policies and procedures of the awarding agency, the State and the University.

DUTIES AND RESPONSIBILITIES

Each working day, the BR Manager who is assigned to manage the BRS-FRS accounting feed reconciliation shall submit a service request to the Information System Division. The request shall include the BBD110, Application of Credit and the BBD120, Accounting Feed Distribution.

The Information Systems Division shall on each night run the required reports. The reports shall be delivered to the Office of the Comptroller via the Conversational Monitoring System (CMS) file transfer process.

By 9:00 A. M. each working day, the Comptroller's Office Technology Transfer Specialist shall validate that all required reports have been transmitted to the designated CMS file; download and post the required reports to compact disc (CD) and to the Comptroller's Office internal web site (Office Zone).

By 10:00 A. M. each day, the Comptroller's Office Systems Control Manager shall validate that the accounting feed distribution amount per the BBD120 equals the amounts transferred to FRS. Validation is accomplished utilizing the following methodology:

- i. Receive the FRS nightly cycle. Review the FDD009 to ensure that the amount per the BBD120 feed to FRS. The batch number will show on the FBD009 as

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BRS001 and the date. The corresponding batch amount must equal the batch amount on the BBD120.

- ii. The BBD120 batch totals are verified to the FBD009 batch totals and agreed to the batch total amount. If there are any discrepancies, the Systems Control Manager must **STOP** and notify his/her supervisor immediately. E-mail is the preferred method of notification. A copy of the e-mail outlining the discrepancies must be sent to the Accountant Manager, Information System Division and the Director of Accounting Services. If the incorrect amount or incorrect batch feeds to FRS, ISD must be notified immediately because the system may need to be restored to the last correct backup to delete incorrect transactions that may rest in the Financial Record System as a result of the invalid feed.
- iii. If the BBD120 and FBD009 agree, then the FBD009 must be agreed to the FBD010 to verify that the amount, account, and campus have successfully loaded.

On the same day, the system control manager shall notify the Plant Fund Accountant of any transactions that were posted to the suspense file because of invalid account numbers. The Plant Fund Accountant shall correct all suspense error postings within 24 hours in accordance with the procedures entitled "Monitoring and Correcting Suspense Transactions"

On the 1st working day of each month, the Systems Control Manager shall complete a service request for a BFR283 and a BRS sub code report. The sub code report must be run for current year, using the same effective date as the BFR283.

Within 2 working days, the BFR283 report shall be sent via CMS file transfer and hard copy to the Comptroller's Office. If the file and report are not received timely, the Systems Control Manager must send a deficiency notice to ISD.

On the same day of receipt from the Information System Division, the System's Control Manager shall download the reports (BFR283 feed =2, BFR283 feed= blank and the Sub code summary report) to CD for storage and use during the reconciliation process.

By the 10th working day of the month, the Systems Control Manager shall prepare a reconciliation of the Accounting feed amounts by accounts as shown on the BFR283 to the amount by sub code on the Summary Report. The total of the amounts per the sub code report must equal the combined total of the amounts shown on the BFR283 where feed = 2 and feed = blank.

The steps required for reconciliation follow:

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RESPONSIBLE PERSON/SECTION	PROCEDURE
<u>Systems Control Manager</u>	<p>Download BFR 283 feed = 2 report, into an excel file.</p> <p>Download sub code summaries into an excel file</p> <p>Combine work sheets into a single file and create a work sheet that will link and compare the amounts by sub code on the summary report to the sub code amount with descriptive information on the BFR283. The two should equal.</p> <p>If they do not equal, compare discrepancies to the amount as shown on the BFR283 report where feed = blank.</p>

Table 20

By the 10th Working day of the month, the Bursar Division of the Comptroller's Office shall prepare a report of BRS transactions by Sub codes and FRS as of the preceding month. The report must be submitted via hard copy (receipt acknowledged) and via e-mail. The report must meet the following standards:

- ✓ The completed report of BRS transactions by account for accounts receivable transactions.
- ✓ Sign cover page, which shows reconciliation of the detailed report to the BRS Trail Balance.
- ✓ Copy of the BRS sub code Summary Report.
- ✓ Copy of the Control total page of the BRS Trial Balance.
- ✓ The completed report of the BRS transactions by sub code and account for third party activity.
- ✓ Copy of the BRS sub code summary for third party transactions.

GLOSSARY OF TERMS-DEFINITIONS

GLOSSARY OF TERMS-DEFINITIONS

Accounts Receivable is an asset of the University reflecting a debt that is owed to the University if a payment has not been received. The term includes claims, damages, fees, charges for goods and services on accounts, fines, forfeitures, and overpayments.

Allowance for Doubtful Accounts - A contra-asset account that is credited with an estimated amount of uncollectible receivables. This account is offset against gross receivables so that net receivables reported by the University are not overstated.

BBD400 Report - The BBD400 is a report requested for refund checks. It contains students' name, address, check amount, account balance and social security number. This report is audited by the BR Section before checks are disbursed to the students.

Billing and Receivable System (BRS)-The financial system that maintains the detailed records of all transactions related to students' receivable accounts.

Billing Statement- a statement that a student receives in the mail notifying him or her of an outstanding amount owed the University via the Billing and Receivable System (BRS). The charges are related to tuition and fees, library fines, parking fines, and financial aid charge backs, etcetera.

Contractor is an independent agency that has agreed to pay for the tuition and fees of a particular student. A contractor could be a private or public business, city, state or governmental agency (i.e. GM Motors, Louisiana Vocational Rehabilitation, Parish School Boards, State Departments and military), or a foundation/scholarship program hosted by another organization, group or institute.

Debtor - An individual, a fiduciary, a firm, a partnership, an association, a corporation, a unit of government, or another group acting as a unit who owes an account receivable.

Delinquent Account - Receivables for which payment has not been received within 90 days after the due date.

Duplicate Billing Statement is a sealed letter issued to the student to verify the student's enrollment in a specified term. The University's seal is maintained in a secured locked area in the Cashier's Office. The Duplicate Billing Statement letter states the student's name, social security number/student ID number, term, charges, payments, payment methods, refund of overpayments and account balance. Students must complete an Application for Duplicate Billing Statement form and pay \$2.00 in the Cashier's Office to receive a duplicate billing statement.

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Financial Records System (FRS)- The financial accounting system that records, summarizes, and maintains the detailed and summary records of all financial activities at the University.

Financial Support Letters are documentation approved by the Third Party Contractors that state their obligation to pay the University for tuition and fees incurred by specified students. Students present the signed documents from the paying contractor along with an approved signature from the Financial Aid Scholarship Counselor to the Billing and Receivable Section for processing. The Billing and Receivable Section will post a credit to the student's account based on the amount approved by Contractor. See copy of Financial Support Letter at Exhibit 1.

Invoice is a form used for requesting reimbursement from the third party contractors based on the students' tuition and fees for a specific term. See copy of Third Party Invoice at Exhibit 2.

Non Sufficient Funds Check is a check or money order deposited by the University and returned by the bank for any reason.

Outstanding Indebtedness (previous balance) is a balance that the student owes from his or her previous semesters of enrollment at the University. Examples of previous balances are library fines, traffic fines, tuition and fee adjustments, housing, and payroll deductions.

Past Due Receivable - Receivables for which payment has not been received by the due date.

Payee - An individual, a fiduciary, a firm, a partnership, an association, a corporation, a unit of government, or another group acting as a unit to which payment is due.

Recoveries of Accounts Written Off - Amounts collected on accounts that have been previously written off.

Refund for Overpayment - The amount posted to the student' account in excess of the amount owed the University.

Student Withdrawal Form is a form completed by the student, which indicates his/her desire to withdraw from the University. A student must submit an approved withdrawal form to the Registrar's Office to officially withdraw from the University.

Temporary Clearance Letter of prior semester indebtedness is a temporary letter issued to the student during the official registration period to temporarily clear a previous balance due to error or the need for further research.

Write-off - A transaction to remove amounts from the University's financial accounting records on an account that management has determined to be uncollectible. Authorization to write-off an account receivable does not constitute a forgiveness of the indebtedness. The debtor remains obligated to the University.

Unit of Bursar Operations

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