

ASU FINANCIAL SERVICES
CASH HANDLING DESK MANUAL

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INTRODUCTION

This manual is meant to serve as a resource for Financial Services personnel that have procedural and/or policy questions. It is a document in progress, and will need to be updated continually in order to reflect changes in personnel, job titles, and position responsibilities. Likewise, policy and procedure changes will also need to be current. While there is important information included, ask your direct supervisor for clarification on any questions not fully answered. There are obviously unique situations that will arise that may not conform to routine transaction processing – when in doubt, bring them to your supervisor’s attention.

For any updates, additions, or changes to this manual that may be necessary, please contact:

Mike Kingery, Assistant Director, Financial Controls, Financial Services

480-965-2343 or mike.kingery@asu.edu

CASHIERING SERVICES DESK MANUAL

1 OPENING PROCEDURES

- 1.1 Turn on cpu under the teller desk.
- 1.2 Turn on the receipt printer.
- 1.3 Enter the teller's asurite and password.
- 1.4 Once teller is authenticated enter teller's asurite and cashiering password.
- 1.5 Enter location and teller number.
- 1.6 Verify opening cash.
- 1.7 If correct press y then enter.
- 1.8 If incorrect press n then enter correct amount.
- 1.9 Notify personnel with administrative authority to approve the correction.
- 1.10 Once approved press enter. System will indicate approval to proceed.
- 1.11 Press enter again.

2 PROCESSING SAAR PAYMENT

2.1 Payment in cash

- 2.2 Choose post transactions from menu #1.
- 2.3 Enter ASU id number to access accounts receivable billing.
- 2.4 To view additional information press PF8.
- 2.5 To return to payment screen press PF12.
- 2.6 Payment to SAAR short code is 07 01 (system default).
- 2.7 Indicate past due balance and total amount due.
- 2.8 Count cash that is given.
- 2.9 Enter payment and tab over to method of payment.
- 2.10 Choose 01 as method of payment. Press enter.
- 2.11 Keep the top copy of receipt and give all others to customer.
- 2.12 Place receipt in pile with all other receipts.
- 2.13 If change is required, count back money to customer, use calculator if needed.

2.14 Payment by credit card

- 2.15 Choose post transactions from menu #1.
- 2.16 Enter ASU id number to access accounts receivable billing.
- 2.17 To view additional information press PF8.
- 2.18 To return to payment screen press PF12.
- 2.19 Payment to SAAR short code is 07 01.
- 2.20 Indicate past due balance and total amount due to customer.

- 2.21 Enter payment amount and tab over to method of payment.
- 2.22 Choose 04 as method of payment.
- 2.23 Swipe credit card on edc machine.
- 2.24 Follow prompts on machine.
- 2.25 Enter customer id number.
- 2.26 Enter amount to be charged and press enter.
- 2.27 Wait for approval and printed receipt from machine.
- 2.28 Press enter on cashier computer to process payment and generate a receipt.
- 2.29 Write teller number and transaction number on credit card receipt.
- 2.30 Have customer sign on bottom of credit card receipt and give them the 2nd copy. Keep top copy of teller receipt and give additional copies to customer.
- 2.31 Retain top copy of credit card receipt in teller envelope at the end of day.
- 2.32 If payment is mailed, keep second copy of credit card receipt and invoice giving card information attached to the teller's receipt.

2.33 Payment by check

- 2.34 Choose post transaction from menu #1.
- 2.35 Enter ASU id number to access accounts receivable billing.
- 2.36 To view additional information press PF8.
- 2.37 To return to payment screen press PF12.
- 2.38 Payment to SAAR short code is 07 01.
- 2.39 Enter amount to be paid.
- 2.40 Default on system is check. No need to enter method of payment.
- 2.41 Stamp back of check with deposit stamp indicating teller location.
- 2.42 Toward the bottom of the back of check write teller and transaction number.
- 2.43 Retain check in whatever location is appropriate with all of the checks.
- 2.44 Keep top copy of receipt and give all other copies to customer.
- 2.45 If payment is mailed, discard invoice and additional receipts in sensitive ledger for recycle bin.
- 2.46 If two methods of payment are used, enter the first amount and method of payment on the first line, then the amount and method of payment on the second line.
- 2.47 Press enter. The system will do the addition and ask if it is correct. Press Y and enter again.
- 2.48 Foreign drafts that are over the amount of the billing are posted to a holding account for 15 working days.
- 2.49 Post the payment that is due, fill out a blank receipt form with the short code "02 01" and the id# and name. Write the date that the balance is available.
- 2.50 Post a payment to the appropriate short code. Keep the top copy of the receipt and the deposit form in the teller receipts.
- 2.51 Keep the second copy of the receipt and the deposit form in the cashiering office in a place provided. Give the third copy of the receipt and the deposit form to the customer.
- 2.52 Instruct the customer to bring the receipt and deposit form with them when it is time to pick up the balance of funds.

3 PROCESSING REFUNDS

- 3.1 Accept refund voucher from customer.
- 3.2 Verify picture id.
- 3.3 Choose refund #5 from menu.
- 3.4 Enter id# press enter.
- 3.5 Enter appropriate short code on the refund voucher.
- 3.6 Enter dollar amount on the voucher.
- 3.7 Choose method of payment.
- 3.8 Cash 01, Revolving check 05, Refund voucher 06 if applying refund to another account.
- 3.9 If account is delinquent, refund must pay toward billing unless customer has delinquent accounts department approval.
- 3.10 To bypass automatic delinquent account payment choose N on reference A/R line. Enter appropriate bypass code to initiate refund.
- 3.11 Have customer sign refund document.
- 3.12 Count out cash refund.
- 3.13 Attach top copy of refund voucher and teller receipt. Retain for balancing.
- 3.14 Attach second copy of voucher and teller receipt to send back to issuing department.
- 3.15 Only give a copy of teller receipt to customer.
- 3.16 If a revolving check is issued, print check with customer name and id and amount of the refund voucher. Enter the teller and transaction number on the teller copy of the check document.
- 3.17 Retain teller copy of the check document in teller envelope.
- 3.18 When a travel advance or petty cash is processed the document must be signed by an authorized person from the issuing department i.e. ICA, Business Services.
- 3.19 If the advance is an advantage document, choose #6 from the menu.
- 3.20 Put a "d" to indicate a decrease, then the amount and the method of disbursement, cash or revolving check.
- 3.21 Have them sign the document.
- 3.22 Attach the top copy of the cashier receipt to the top copy of the advance.
- 3.23 Attach the second copy of the receipt to the second copy of the advance and give to the office personnel that complete the level four approvals.
- 3.24 Give the third copy of the receipt and the advance to the customer.
- 3.25 If it is for petty cash then choose the #5 refund screen.
- 3.26 Check picture id.
- 3.27 Enter the id#, the short code on the document, the amount and method of disbursement.
- 3.28 Have them sign the advance.
- 3.29 Attach the top copy of the receipt to the top copy of the advance.
- 3.30 Give all other copies to the customer.
- 3.31 In the case of a refund from the holding account, ask for the customer's copy of the original deposit. Verify picture id. Check the SAAR account.

- 3.32 If no balance is due then choose the refund (#5) screen. Enter id#, short code 02-01, the amount and method of payment.
- 3.33 Have the customer sign the refund receipt to indicate that funds were disbursed. Keep one copy of the refund receipt with the teller refund receipting, attach the second copy with the original deposit receipts and return to the place assigned for them, give the last refund receipt along with the customer's copy of the deposit receipt to the customer.

4 REFUNDING USING A REVOLVING CHECK

- 4.1 Verify the check number is correct on the check machine.
- 4.2 Follow prompts on the screen.
- 4.3 Press F4 to print the check
- 4.4 Tear off the top third accountant copy and place into appropriate storage area.
- 4.5 Keep second cashier copy in the teller envelope.
- 4.6 Process the refund or advance as method of payment #5.
- 4.7 Give check and completed refund receipts to the customer.

5 PAYMENT FOR TRANSCRIPTS

- 5.1 Customer must fill out a transcript request form.
- 5.2 Check picture id.
- 5.3 The request must be made by the student unless a proxy letter is provided to the teller.
- 5.4 Enter id# onto cashiering payment screen.
- 5.5 If there is no delinquent account process the request.
- 5.6 Enter the appropriate transcript short code, amount and method of payment.
- 5.7 Keep the top receipt for the teller, attach the second receipt to the request document, and give the third receipt to the customer.
- 5.8 When the customer requests a same day pickup, charge the appropriate fee and keep only the top copy of the receipt. Give all other copies and the request form to the customer to take to the transcript office for immediate processing.
- 5.9 When the transcript is to be picked up at a later date or mailed, retain the request and receipt until they are picked up by the transcript office.
- 5.10 If there is a delinquency on the SAAR account, transcripts may still be processed if it is under 25.00. If the delinquency is in "write off", the billing must be paid first or a clearance given from the delinquent accounts office. In the case of a transcript requested by a military recruiter, the delinquency does not need to be paid.

6 GRADUATION PAYMENT

- 6.1 Choose the cashiering payment screen.
- 6.2 Enter the student id#.
- 6.3 If there is no delinquency proceed with the transaction.
- 6.4 Ask if they are a graduate or undergraduate student.
- 6.5 Ask what semester they are filing for.

- 6.6 Enter the appropriate short code for the semester chosen.
- 6.7 Enter \$18.00 for undergrad and \$25.00 for graduate.
- 6.8 Retain the top copy of the receipt.
- 6.9 Give the two receipts and an appropriate survey form to the student.
- 6.10 Instruct the student to fill out the survey form and return it with the receipts to the graduation office.
- 6.11 If the student is in the MBA program, they do not need to fill in the survey but they will need to submit their receipts.
- 6.12 If the student is in the Law College, they will submit their survey and receipts to the Law Registrar.
- 6.13 Only take payment for graduation for the current semester or next semester if registration for classes is available.

7 TUITION PAYMENT

- 7.1 Cashiering will take tuition payment by cash for registration before the payment deadline and when registering daily.
- 7.2 Cashiering will take tuition payment by cash, credit card and check if the student is paying a SAAR billing with the tuition payment.
- 7.3 If the student does not have a scheduled billing statement, the teller can look it up on the tuition screens.
- 7.4 To access the tuition screen, use the mouse and press PA2.
- 7.5 Choose the number 5 option from the menu.
- 7.6 Type in SF02, put in a space, the id# and semester.
- 7.7 Have the student fill in a remittance form with the id#, name and phone.
- 7.8 Write the amount due for tuition.
- 7.9 If the student is using an employee waiver, they must present the teller with the signed waiver. Recalculate the amount that will be due.
- 7.10 Press PA2 and choose the #9 option from the menu to access cashiering.
- 7.11 Choose the cashiering payment screen.
- 7.12 Enter the student id#.
- 7.13 Enter the appropriate short code for the semester, the amount and method of payment.
- 7.14 Keep the top copy of the receipt.
- 7.15 Give one receipt to the student.
- 7.16 Send one receipt and the remittance form or copy of tuition billing to the tuition office for processing.
- 7.17 Send the staff waiver along with the receipt to the tuition office.
- 7.18 The tuition office **MUST** receive the tuition receipts by the end of the day or the student may lose their classes.
- 7.19 If there is a delinquency of more than 25.00 it must be paid first unless a waiver from collections office is presented.

8 BUS PASSES

- 8.1 Bus passes sold at the cashiering office are, monthly, semester, book of ten metro tickets, ASU West and East shuttle passes.
- 8.2 Choose the cashiering payment screen.
- 8.3 Enter the id#.
- 8.4 Enter the appropriate short code for each type of pass.
- 8.5 Enter the amount and method of payment.
- 8.6 Tab down to the description line and enter the pass or book number.
- 8.7 Write the bus pass or book number on the receipt.
- 8.8 Keep the top copy of the receipt.
- 8.9 Give the second copy of the receipt and the bus pass to the customer.
- 8.10 Retain the third receipt to record bus pass number later.
- 8.11 Semester passes are for full time students only. Grad students may take only 9 hours to be considered full time.

9 WEES/ISAAC ACCESS CARDS

- 9.1 Choose cashiering payment screen.
- 9.2 Enter id#.
- 9.3 Enter appropriate short code, amount and method of payment.
- 9.4 Keep the top copy of the receipt and give the rest to the customer.

10 DRUG AND ALCOHOL CLASS

- 10.1 Choose the cashiering payment screen.
- 10.2 Enter the id#.
- 10.3 Enter the appropriate short code, amount and method of payment.
- 10.4 Keep the top copy of the receipt and give the rest to the customer.

11 COUNSELING AND CONSULTATION

- 11.1 Choose the cashiering payment screen.
- 11.2 The customer will have a form showing what services they are paying.
- 11.3 Enter the id#.
- 11.4 Enter the appropriate short code, amount and method of payment.
- 11.5 Keep the top copy of the receipt and give the rest to the customer.

12 READMISSIONS

- 12.1 Choose the cashiering payment screen.
- 12.2 Enter the id#.
- 12.3 Enter the appropriate short code, amount for resident or nonresident and method of payment.
- 12.4 Keep the top copy of the receipt and give the rest to the customer.
- 12.5 Advise them to return a receipt to the readmissions office.

- 12.6 If the id does not show up on the system, ask the customer if they are sure this is for readmissions and not admissions.

13 PETTY CASH/TRAVEL ADVANCE

- 13.1 Petty cash—verify picture id.
- 13.2 Voucher must be signed by Administrative Services personnel.
- 13.3 Choose the refund screen from the cashiering menu.
- 13.4 Enter id#, short code, amount, method of payment.
- 13.5 Have customer sign indicating receipt of advance.
- 13.6 If traveler has delinquency, use the bypass payment option.
- 13.7 Count out cash or create revolving check.
- 13.8 Travel Advance—This must be signed by departmental personnel.
- 13.9 Verify picture id#.
- 13.10 Choose the cufs screen on the cashiering menu.
- 13.11 Enter D for decrease, the amount and method of payment.
- 13.12 Have customer sign the form indicating receipt of advance.
- 13.13 Count out cash or create a revolving check.
- 13.14 If a check is issued, write the check number on the teller receipt.
- 13.15 Attach the top copy of the receipt to the top copy of the advance.
- 13.16 Give the second copies to the person to put on the level 4 approval
- 13.17 Give the third copy to the customer.
- 13.18 When a travel advance or petty cash is processed the document must be signed by an authorized person from the issuing department i.e. ICA, Business Services.
- 13.19 If the advance is an advantage document, choose #6 from the menu.
- 13.20 Put a “d” to indicate a decrease, then the amount and the method of disbursement, cash or revolving check.
- 13.21 Have them sign the document.
- 13.22 Attach the top copy of the cashier receipt to the top copy of the advance.
- 13.23 Attach the second copy of the receipt to the second copy of the advance and give to the office personnel that complete the level four approvals.
- 13.24 Give the third copy of the receipt and the advance to the customer.
- 13.25 If it is for petty cash then choose the #5 refund screen.
- 13.26 Check picture id.
- 13.27 Enter the id#, the short code on the document, the amount and method of disbursement.
- 13.28 Have them sign the advance.
- 13.29 Attach the top copy of the receipt to the top copy of the advance.
- 13.30 Give all other copies to the customer.

14 DEPARTMENTAL DEPOSITING

- 14.1 Advantage—Department Bags
- 14.2 Advantage documents processed on the #6 cufs screen.
- 14.3 “I” for increase, amount and method of payment.
- 14.4 Attach top receipt to top copy of deposit slip.

- 14.5 Attach second copy of receipt to next copy of deposit slip.
- 14.6 Give remaining receipt and documents to department.
- 14.7 "D" for decrease on cufs screen.
- 14.8 Enter amount and method of payment.
- 14.9 Attach top receipt to top copy of refund slip.
- 14.10 Attach second copy of receipt to next copy of refund slip.
- 14.11 Give remaining receipt and documents to department.
- 14.12 Count out cash or process a revolving check.
- 14.13 If refund direct deposit, indicate method of payment as 4.
- 14.14 Indicate appropriate direct deposit code on teller envelope.
- 14.15 The depositing department should provide backup verifying the amounts and type of direct deposit.
- 14.16 A direct deposit listing of appropriate codes are provided by Accounting Services.
- 14.17 Any discrepancies in the amount of cash, checks or direct deposit should be clarified with the depositing department before the transaction is cashiered.

15 CASHING CHECKS

- 15.1 The only checks that are cashed are petty cash for departmental use.
- 15.2 Cashiering will cash traveler's checks that are in excess of the amount being paid on the student's account.
- 15.3 Verify picture id.
- 15.4 Choose #7 cash check screen. Enter id#, and the amount of cashed amount. Hit enter.
- 15.5 Stamp with the cashed checks stamp on back of check and write the amount of cash given.
- 15.6 Have customer initial by "cashed" stamp to show cash received.

16 IN AND OUT

- 16.1 On #5 refund screen enter id#, short code, the amount and "6" (refund voucher) as method of payment.
- 16.2 On #1 payment screen enter id#, correct short code, the amount and "6" as method of payment.
- 16.3 Advantage in and out.
- 16.4 Choose number 6 cufs screen.
- 16.5 Enter "D" for decrease, amount and "6" as method of payment. Hit enter.
- 16.6 Enter "I" for increase, amount and "6" as method of payment. Hit enter.
- 16.7 For unidentified or departmental transaction other than cufs, choose the number 8 screen.
- 16.8 Enter "D" for decrease and hit tab.
- 16.9 Enter short code, amount and 6 as method of payment. Hit enter.
- 16.10 Enter "I" for increase, short code, amount and 6 as method of payment. Hit enter.

17 TRANSFERRING MONEY

- 17.1 All transfers require a cash transmittal slip signed by two people.
- 17.2 Indicate on the top whether it is to another teller or to the vault.
- 17.3 Indicate if the transfer is from the vault to the teller.
- 17.4 Enter the amount and the denominations transferred.
- 17.5 Sign document by two people (originating cashier and recipient).
- 17.6 The teller should retain a copy of the transfer to the vault or to another teller. The additional copy should be given to either the other teller or the manager in the case of a vault transfer.
- 17.7 Choose the transfer screen #3.
- 17.8 Choose if the transfer is to the vault or to another teller.
- 17.9 Enter amount and hit enter.
- 17.10 If money is transferred to another teller they must now accept the transferred money on the same screen option.
- 17.11 When tellers choose to switch money for different denominations, they must verify the amount they are exchanging and verify the amount they are given in exchange.

18 CASH SECURITY

- 18.1 The teller drawers should remain locked when the teller is away from their station for breaks, lunch or anytime they are out of the office.
- 18.2 The keys should remain with them or given to the office supervisor until they return.
- 18.3 In the case of a fire drill, the cash drawer should be locked up in the vault and the teller should take the keys with them or give to the office supervisor when they evacuate the building.
- 18.4 The teller drawer should keep a minimum amount available to adequately conduct business during the day.
- 18.5 Approximately 5 to 6 thousand dollars are acceptable.
- 18.6 Keep excess money contained in the bottom of the teller cabinet or some other secured place. This reduces the amount that is visible by the public.

19 ROBBERY PROCEDURES

- 19.1 Try to give the robber the bait money.
- 19.2 Keep any notes that are used. Do not leave the office with the robber.
- 19.3 Push the panic button as soon as it is safe to do so without being seen.
- 19.4 Inform the office supervisor of the robbery immediately.
- 19.5 Complete the robbery information cards provided at each teller window.
- 19.6 Supervisor duties include contacting ASU security; bring down the security gates, count the cash in the robbed teller's drawer. Secure the cashiering area until authorities have given permission.
- 19.7 Tellers not robbed should not process any further transactions and ask for name and id of anyone at the window at the time of the theft. They should also complete a robbery information sheet.

20 COURIER PICKUP AND DELIVERY

- 20.1 Verify that the checks being deposited agree with the deposit slip total.
- 20.2 Write the previous day's date on the canister and the tellers that are included in the deposit total.
- 20.3 Include the deposit slip and all adding machine tapes and checks.
- 20.4 Put the checks and any currency in a sealed plastic deposit bag.
- 20.5 Enter the bag number and the total deposit from each bag in the bank courier log book.
- 20.6 Verify that the bank courier has a picture id badge on their uniform. If there is no picture id do not let them enter and call Dunbar.
- 20.7 Sign for any money that is delivered.
- 20.8 Have the deposit listed in the Dunbar depositing book.
- 20.9 Be sure the courier signs out the deposit you are sending.

21 BALANCING THE TELLER DRAWER

- 21.1 Add all receipts on an adding machine.
- 21.2 Add all refunds on an adding machine.
- 21.3 Add all single payment checks with two adding machine tapes.
- 21.4 Add all checks including batched checks with two adding machine tapes to provide a total for the day.
- 21.5 Add all credit machine receipts with one adding machine tape.
- 21.6 Go to the cashiering teller menu.
- 21.7 Choose #4 reconcile monies.
- 21.8 Choose #1 reconcile monies.
- 21.9 Verify the receipt, refund, check, credit card and revolving check totals.
- 21.10 Enter the totals of each group on the teller envelope in the appropriate space.
- 21.11 On the back of the teller envelope enter the amount of each denomination.
- 21.12 Total the currency then total the coin.
- 21.13 Add both lines on the bottom of the envelope.
- 21.14 Verify that the total is correct on the reconcile screen.
- 21.15 Enter the total cash amount on the front of the envelope under the teller number upper right side.
- 21.16 Starting at the top of the envelope, add checks, direct deposits, and refunds.
- 21.17 Subtract any revolving checks.
- 21.18 Carry total to the next line right column.
- 21.19 Add the total cash amount and enter on the next line.
- 21.20 Subtract any cash transferred to the vault or to another teller from the beginning cash.
- 21.21 Add any cash transferred from the vault or from another teller to the beginning cash.
- 21.22 Carry this total to the next line in the right hand column.

- 21.23 Subtract this number from the total cash and checks etc.
- 21.24 This figure should match the total of the receipts.(Machine tape totals)
- 21.25 If there is a discrepancy, enter the amount as either over or short.
- 21.26 Direct deposit by department should be listed on the bottom of the envelope using the appropriate code provided by Financial Services.
- 21.27 List the credit card machine totals as “edc csh” on the bottom also.
- 21.28 If Discover card is included in totals, separate that total from the other cards used.
- 21.29 List separately as “edc csh” on the envelope.
- 21.30 Add all direct deposits and list in appropriate area on the top on the envelope.
- 21.31 Close out the credit card machine per the machine instructions.
- 21.32 Sign and date the envelope.
- 21.33 On the next day’s envelope under beginning cash enter the ending amount from the previous day.
- 21.34 Press “Y” on reconcile screen and print the screen.
- 21.35 Press F3 to see additional reconcile screen. Print this page.
- 21.36 Press F3 to return to reconcile page. With “Y” showing, hit enter.
- 21.37 Type “bye” then hit enter.
- 21.38 Include the “Y” reconcile page in the envelope.
- 21.39 Include the credit card slips, second adding machine tape of checks, any backup for departmental direct deposits, and any cash transfer slips in the envelope.
- 21.40 If there is a difference in any of the totals, recheck the addition first.
- 21.41 Determine which amount is incorrect.
- 21.42 Press F12 to go to the cashiering teller menu.
- 21.43 Press #4 reconcile menu.
- 21.44 Press #3 to view teller transactions.
- 21.45 Tab over to method of payment.
- 21.46 Enter the code for check, cash or direct deposit. Hit enter.
- 21.47 Compare the entries with the adding machine tapes.
- 21.48 To change the amount or method of payment, go to the main cashiering menu.
- 21.49 Choose #9 for account correction.
- 21.50 Choose “C” for correction or “V” for void.
- 21.51 Tab over to the document number. Enter document number. Hit enter.
- 21.52 Tab down to the error. Either amount or method of payment.
- 21.53 Make the change and hit enter.
- 21.54 Put new receipt in the teller receipts. Keep the incorrect receipt in the teller envelope.
- 21.55 A correction in the amount or a void will need to be approved by the supervisor before balancing can continue.
- 21.56 Verify totals on the reconcile screens.
- 21.57 Proceed with the balancing procedures listed above.
- 21.58 Put the checks and the teller envelope in the vault.
- 21.59 Put the receipts in the appropriate in basket.
- 21.60 Secure the cash in the locker provided for each teller in the vault.
- 21.61 Return the keys to the teller drawer or the office supervisor.

TRAVEL REIMBURSEMENTS - CASH HANDLING POLICY & PROCEDURES

Introduction:

The following policies and procedures are followed by the Travel Reimbursement Department (TRAVEL), within the Financial Services area.

Context:

All policies and procedures outlined herein conform to **FINANCIAL SERVICES MANUAL (FIN) 307: DEPARTMENTAL CASH AND CHECK RECEIPTING.**

This manual includes the following:

- **Section A:** Staff Roles and Responsibilities for adherence to internal policies and procedures;
- **Section B:** General procedures for timely and accurate deposits, handling and recording of University funds;
- **Section C:** Proper securing of University funds during working and non-working hours;
- **Section D:** Other miscellaneous Policy and Procedures (Check disbursement, examples of documents, etc.).

General Definitions:

- 1) **Authorized Staff:** Includes Financial Services classified staff authorized to handle University funds/checks.
- 2) **Traveler:** Any classified staff, faculty, and students on University business travel.
- 3) **University Funds:** Any checks (personal, ASU, or third-party) received for payment of unused Travel advances.
- 4) **CR Document:** Advantage documents entered on-line to receipt/deposit checks received.
- 5) **TE:** Travel Encumbrance
- 6) **TP:** Travel Payment

Section A: Staff Roles and Responsibilities for Adherence to Internal Policies and Procedures

It is the responsibility of the Office Supervisor and/or other Authorized Staff designated by the Unit Director to implement and practice all applicable policies and procedures governing the proper safeguarding of university funds.

Section B: General Procedures for Timely and Accurate Deposits, Handling and Recording University Funds

Types of checks received:

TRAVEL receives personal and University checks for payment due from travelers who owe monies back from a travel advance, overpayment, or from another entity that may be paying for an ASU traveler's expenses. TRAVEL also receives checks for Accounts Receivable for any travel payment that has been charged to AR.

TRAVEL will often have unused University advance checks for deposit that have been returned from the Cashier's Department after the trip dates have passed. Outstanding travel advances are monitored via bi-weekly Advantage reports that are reviewed by the TRAVEL Office Supervisor.

Procedures for Receiving Checks in In-Coming Mail:

Personal and University checks are received daily in the Financial Services mail room, either from on-campus mail delivery or by ASU courier. The Financial Services mail room is posted "**RESTRICTED AREA - AUTHORIZED PERSONNEL ONLY**". Checks are stamped "For Deposit Only" immediately upon receipt.

Checks received are usually in envelopes. Authorized Staff opens these envelopes and date-stamps all accompanying documentation. The check and any back-up documentation are then placed in appropriate TRAVEL staff's mail basket.

Authorized TRAVEL staff review their mail baskets daily. Checks are deposited via the Advantage online system with a "**CR**" (Cash Receipt) document. The CR document is entered to deposit the dollar amount either to a referenced **TE** (Travel Encumbrance) number or to a particular agency or sponsored account. The 2 types of documents entered are:

- **CRT**: Cash Receipt depositing monies back to an open Travel Advance (TE)
- **C1**: Cash Receipt depositing funds to a designated departmental Agency/Org.

Three copies of this CR document are printed and the actual check is stamped for deposit to ASU (see below #5). Two copies of the CR document are attached to the check and sent in an envelope via University courier to the Cashiering Department. The remaining CR copy stays with the individual traveler's file and is then filed in Financial Services alphabetically by traveler's last name.

All checks payable to Arizona State University must be stamped with a restrictive endorsement stamp (see FIN 305, "Deposits at University Cashiering Services") for deposit to ASU. Authorized personnel have these stamps at their desks, obtained from Cashiering.

Accounts Receivable Checks processed or received for payment are sent via University courier in an envelope to the Cashiering Department marked to Accounts Receivables' attention. The checks in the envelope are sent attached to a slip filled out by TRAVEL staff with the check information. (See example in Section D.)

All checks sent to the Cashiering Department and to Accounts Receivable are logged in a spreadsheet with the traveler's name, ASU ID number, the check amount, staff initials, and date sent.

Section C: Proper Securing of University Funds

All checks are locked up in the secure file box every night and during the weekends/holidays. These checks are taken out to be processed (deposited) on a daily basis.

Student workers are not allowed to process or handle these types of checks.

Assigned Authorized staff has access to the secured file box key described in above C.1.

If cash is received in error, the cash is locked in the secure file box until the department is called to come and pick up the money. Authorized staff does not return this money in campus mail for any reason. TRAVEL Supervisor is notified (as it is our policy not to receive or deposit cash in any circumstance) that the cash has been secured and whom from the department will pick it up.

Section D: Miscellaneous Policy and Procedures

Blank University TRAVEL checks are stored in a locked, climate-controlled room in Financial Services. Production Support uses these checks when processing the nightly TRAVEL check run.

Check stock numbers from each individual box are logged into the TRAVEL check log spreadsheet on a network drive folder titled "Check Log". These are logged on the sheet by box number and beginning and ending check numbers.

The Travel checks are sent via ASU mail courier to Main campus Production Support as they are needed. The date sent and beginning and ending numbers are entered on the check log.

Once a month, a Financial Services Accountant will audit the TRAVEL check log. TRAVEL Supervisor accompanies this person and waits while the Accountant verifies the actual checks on hand to the TRAVEL check log.

The Accountant will date and initial the log. TRAVEL Supervisor keeps the initialed log. This is in a binder on the TRAVEL Supervisor's desk at all times.

The key is kept in a secured place in TRAVEL Supervisor's desk and only assigned personnel have access to the key.

Process Flow:

TRAVEL CHECK DISTRIBUTION / USB RECEPTION

The Travel Reimbursements Office processes travel advances and reimbursement checks for all faculty, student, and staff ASU business travel. These checks are produced every night through the Production Support Department. All advance checks must be picked up with ASU picture ID. The reimbursement checks are mailed out through campus mail services.

All advance checks will have a copy of the TE (Travel Authorization) attached that contains all the pertinent information: traveler's name, department, direct inquiry name, phone extension, mail code, etc. Calls are made to each traveler's department to notify when the check is ready for pick-up. The following tasks are performed daily, and must be completed for morning check delivery to Cashiering via courier – a 10:00 a.m. pick-up.

Steps for distribution are as follows:

I. Check register and back-up documentation are picked-up by ASU Courier at the TRAVEL desk.

II. Pick-up of the following folders at Financial Services receptionist's desk:

- A. West Campus
- B. East Campus
- C. Checks to Cashiering for disbursement
- D. Small campus envelope from Accounts Payable mail room

III. The checks (in check number order) are matched to the check register to verify accuracy. If ASU Courier notes any discrepancies with the register, they notify TRAVEL immediately. When verification of the register is completed, the Courier will initial and date it in the upper right hand corner and staple all the pages together.

IV. Separate the checks first into two groups: the Advance checks and the Reimbursement checks. On the right hand side of the check, this is indicated.

A. Advance checks should be separated by the following:

1. If the payment voucher number includes a "W" – Travel Advance checks for West campus
 - a) Create a special handling document and copy for mail courier to sign.
 - b) Give West courier special handling documents to sign and a folder marked for West Campus.
 - c) Return special handling document with courier signature to TRAVEL for filing.
2. If the payment voucher number includes an "E" – Travel Advance checks for East (Polytechnic) campus
 - a) Create a special handling document and copy for mail courier to sign.
 - b) Give East courier special handling documents to sign and a folder marked for East Campus.
 - c) Return special handling document with courier signature to TRAVEL for filing.
3. If the payment voucher number includes an "M" - Advances for Main campus
 - a) Match the advance check to corresponding advance copy using Traveler's name and Document number.
 - (1) If there is not a document for a check, go to the black rolling file located in TRAVEL. The documents are all in alphabetical order. Make sure that the name, payment voucher number, and payment

amount all match. If still can not find – notify appropriate TRAVEL staff. If you have documents without checks, set aside for section “7”.

- b) Attach check to copy, folding the check over the top of the claim with the stub falling to the back.
 - c) Separate USB and mail services employees from the rest of the Main campus checks; putting the rest in a folder marked “checks to cashiers for disbursement”.
 - d) Keep originals and USB/Mail Services employee checks to the side. See “5”.
4. If the payment voucher number includes a “YG” – Travel Advance checks for ICA (Inter-Collegiate Athletics)
- a) Match the advance check to corresponding advance copy using Traveler’s name and Document number.
 - (1) If there is not a document for a check – notify appropriate TRAVEL staff.
 - b) Attach check to copy, folding the check over the top of the claim with the stub falling to the back.
 - c) Paper clip all these together with a sticky note “ICA”. These can now go into the folder “checks to Cashiering for disbursement”.
5. USB/mail services advances
- a) Call the “Direct Inquiries” name and let them know check is available for pick up at Financial Services’ front desk.
 - b) Give these checks and paperwork to Financial Services’ front desk.
6. For the remaining advance originals previously set aside:
- a) Call the “Direct Inquiries” name and extension to notify department of check pick up availability. Include the following in the message
 - (1) Travel check(s) ready for pick up for “*travelers full name*”
 - (2) Available at cashiers after 11 am
 - (3) If they have questions – contact TRAVEL desk @ 5-1480
 - b) Make a note on the back of the document of the date, time, and who was spoken to or if message was left. Initial.
 - c) Return all originals to TRAVEL.
7. Take the documents that are left over from section 3 and the check register.
- a) Match the documents to the register by ID # and Claim #

b) If there are still documents that do not match up, return them to TRAVEL.

B. Reimbursement checks

1. Match any reimbursement checks to appropriate adjustment form, matching name and adjusted amount. Staple the adjustment form and the adjustment letter to the check.
2. The remaining adjustment letters need to be matched with the register ensuring the direct deposit was made.
3. These all now are placed in envelopes
 - a) On campus, place in the **blue windowed envelope**.
 - b) Off campus address, place in a **white windowed envelope**.
4. Go through the remaining Reimbursement checks. If there are any more with off campus addresses, pull and place in envelopes.

V. Take all of the envelopes to the alcove across from Travel and place in the correct mail bins.

VI. Return reimbursement checks to Financial Services for mailing preparation.

VII. The check receipt that is found on top of the checks when first received is used to fill out two forms:

A. Advantage check control report

1. The run date will always be the business day before. (The checks are run at night.)
2. State the beginning and ending numbers.
3. Run a tape for the total number of checks. First enter the large number then add the smaller number. Then press the subtraction button. Then add 1. Then press the total button “*”. Attach the part of the paper with numbers and total to the top of the Advantage check control report.
4. Staple the check receipt to the bottom of the check control form.
5. Make a copy of the document once finished.

B. Yellow Checks Issued Log

1. Write the numbers with the smaller first – then larger.
2. The issue date is the business day before.

3. The amount is on the last page of the check register.
4. No copy is needed

C. Take a copy of the report and the log and put in a small campus envelope. Send it to the Associate Director, Student Business Svcs.

D. Place the envelope for "Treasury Services" in the Financial Services Mailroom/File room to the right as you enter.

E. The original report and the check register are returned to the travel bookshelf.

ACCOUNTS PAYABLE CASH HANDLING

Returned Checks

Everyday, returned checks are received in Accounts Payable. It is necessary to sort through the checks and either re-mail them to the correct address or forward to the department requesting the payment. When forwarding the checks to other departments, be sure to include the envelope it was mailed in so all information is available to them for re-mailing.

The following lists how to deal with the checks based on the PV number printed on the check:

AR - Forward the check to Student Accounts.

BK - Forward the check to the Bookstore. This includes all checks that have an incorrect address or need to have additional information sent with the check so the company can identify the payment.

HAY - Forward the check to Hayden Library.

PAYM - Locate the original invoice in Accounts Payable files, and then re-mail the check to originating department.

PAYW - West Campus - Send check and envelope to them with the original envelope for correct mailing address.

PAYE- Polytechnic Campus - Send check and envelope to them with the original envelope for correct mailing address.

Checks returned with any other PV numbers should be kept in the files of the main Accounts Payable office. Only contact departments for more information if the new address is not printed on the returned envelope or not stated on the PV backup. Each re-mailed or forwarded check needs to be logged in the "Returned Checks" spreadsheet (*F:\Check Schedules*) and a change of address form sent to Advantage Helpline if necessary.

Refunds

Refund checks sent to the University need to be deposited into the account that the original payment was drawn from. Before depositing, the check needs to be researched to determine what the refund is for and if it should be taken or not. If no information is written on the check stub, contact the vendor to request additional information. Once it is determined which agency org to deposit the money in, a C1 is done in Advantage by the Office Supervisor.

C1 Documents

C1 documents are used to deposit funds into University accounts via the Cashiering office. Accounts Payable uses these documents to deposit refund checks, checks to clear foreign drafts, and wire transfers.

Three copies are printed of each page. Send two copies to Cashiering with the check and keep the third copy for the Accounts Payable files. Request a receipt from Cashiering to be included in the backup for each transaction.

Manual Warrants

Manual warrants are checks cut in Accounts Payable for emergency situations only. Before processing a manual warrant, all approvals and signatures must be on the PV document.

Verify approvals on the PV and that the PV is coded **MW** in the check category field. Do the final approval and give to the Accounts Payable supervisor to issue the Manual Warrant.

The Accounts Payable supervisor creates the Manual Warrant and gives the check and the backup to the front desk personnel to send for signature. When the check is returned, disperse the check as requested.

Check Cancellation

Cancellation is the process of voiding a check in Advantage and making the funds available for a new/modified payment to be issued or for the payment to be cancelled. Check cancellations occur when the check is in the University's possession and needs to be reissued due to an error or change in the original payment information (or simply because the check is no longer needed). Cancellations cannot be processed without written permission from the department or directly from the vendor.

Accounts Payable Checks

Accounts Payable checks are created from three different types of documents: invoices, blanket orders, and payment vouchers.

- Invoices create a system generated PV when the purchase order, invoice, and receiver match. This takes overnight processing.
- A blanket order is a manual PV that Accounts Payable creates when we have a signed “ok to pay” from the University departments.
- Payment vouchers are created by the end-user to pay vendors or reimburse University employees.

Payment vouchers have a check category to aid in the disbursement of each check. Everyday, these PV’s are sorted by the check category for audit. This audit is done twice a week following each check run. This is to ensure we have verified paperwork for each check leaving the Accounts Payable office.

The checks are audited to ensure the amount is correct. Any check greater than \$50,000.00 requires a second signature before the check can be released. This signature is done by Financial Services accountants with signature authority. After the secondary signatures, the checks are returned to Accounts Payable front desk for disbursement along with the rest of the check run.

Departments requesting pickup of checks are sent to the Cashiering office by courier where the University departments with proper ID can sign for their check. All other checks are picked up and signed for by Mail Services.

ACCOUNTING SERVICES CASH HANDLING

State Check Deposits

There is an extremely low volume of cash and/or check that come through Accounting Services. Most transactions are via wire transfer (which has its own training and procedural manual). All employees that handle checks must go through the mandated training that covers all university and departmental cash handling procedures. All new employees are required to have a background investigation and be fingerprinted if handling cash or checks on a regular basis.

Procedures:

When receiving and depositing checks, review the checks to see where they should be deposited. Please see FIN 301-01, "Deposits – General Policy," and FIN 301-02, "Deposits – ASU – Approved Financially Related Organizations" if you are not sure.

Checks should be deposited on the same day they are received. No more than \$2,500 in checks can be kept overnight without approval of Financial Services and ASU DPS (see FIN 301-01, "Deposits – General Policy").

If holding onto checks, they need to be kept in a safe, or a secure lockable cash box placed in a locking desk or cabinet.

A log of the checks received was established showing date the check was received, date of check, check number and check amount. This log is used mainly for tracking purposes to show a history of checks received. Checks come through so infrequently, there is nothing to reconcile against.

A C1 will need to be created for the department receiving the check. Verify the agency the check is going to and that the revenue codes are correct. Make two copies of the C1 for cashiering and one for your records.

Deposit check(s) with Cashiering Services and make sure to obtain a receipt.

Mark off checks deposited from your deposit log.