

PROCEDURE

Effective Date: September 1, 2014

Approved By: Teresa Hart, Financial Services Director

Authority: [POL-U5352.03](#)

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|-----------|---|---|
| Cancels: | PRO-U5352.03E
PRO-U5352.03B | Correcting or Adjusting Student Accounts
Correcting or Adjusting General Receivable Accounts |
| See Also: | FRM-U5352.03A
FRM-U5352.03B
PRO-U5352.03B

PRO-U5352.03C
PRO-U5352.03D | Credit/Debit Memo - Student Accounts
Credit/Debit Memo - General Receivables
Refunding Credit Balances on Student Accounts via Automatic Banner Chain Process
Reviewing Refund Exclusion Report (TWPRPOP)
Petitioning a Registration Adjustment |

PRO-U5352.03A REQUESTING AN ADJUSTMENT TO A STUDENT OR GENERAL RECEIVABLE ACCOUNT

(Excludes Alternative Loans and Registration Adjustments)

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| <u>Action by:</u> | <u>Action:</u> |
| Student/Customer | 1. Contacts department that created the charge to request a credit. |
| Department that placed charge on account | 2. Determines that an adjustment needs to be made to the amount charged/credited.

3. Completes applicable <i>Credit/Debit Memo</i> (refer to “See Also” above for applicable e-forms).

4. Attaches supporting documentation and routes in accordance with routing procedures on form.

5. Files copy of e-form and supporting documentation with original invoice documentation, if applicable. |
| SBO Office – Fiscal Tech | 6. Receives completed e-form and reviews (within one business day of receipt of form) for: <ul style="list-style-type: none"> • Accuracy and validity, • Required documentation attached, and • Required approvals. |
| SBO – Fiscal Tech (cont.) | 7. If e-form does not meet criteria in #6 above or corrections are needed, contacts appropriate budget authority to request revisions be made and to resubmit form to SBO. |

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Action by:

Action:

8. **Records** Credit/Debit transaction in Banner within three business days.
 9. **Locks** Credit/Debit Memo when it meets criteria in #6 above.
 10. **Attaches** a copy of completed Credit/Debit memos to daily cashiering session.
 - a. For General Receivable adjustments, **saves** a second copy of the memo in the customer P:drive electronic file.
 11. **Closes** session (TGACREV).
 12. **Prints** and **reviews** TGRCSHR report daily to ensure there is supporting documentation for each transaction and that the report balance matches the supporting documentation.
 13. **Ensures** signature on report to indicate review completed and **provides** reviewed reports to Student Account Lead.
- Student Account Lead
14. **Reviews** TGRCSHR and TWRAADJ reports within 72 business hours to verify credit entries:
 - Balance,
 - Credited properly via automatic system,
 - Are reasonable, and
 - There are no outliers.
 15. **Documents** the following on reports:
 - Signature and date of review,
 - Issues found and needing to be researched, and
 - Action taken to resolve issues.
- Accounting Services
16. **Follows** procedures to refund credit balances.
- Charging Department
Financial Manager
17. **Ensures** monthly financial statements are reviewed in a timely manner to ensure adjustments to funds are accurate.