PROCESS STUDENT PAYMENTS
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Objectives</td>
<td>3</td>
</tr>
<tr>
<td>Student Payments Overview</td>
<td>4</td>
</tr>
<tr>
<td>Security Access to Student Financials</td>
<td>5</td>
</tr>
<tr>
<td>Accepting Student Payments</td>
<td>12</td>
</tr>
<tr>
<td>Processing Cash Payments</td>
<td>16</td>
</tr>
<tr>
<td>Accepting Check Payments</td>
<td>18</td>
</tr>
<tr>
<td>What to Look For on a Check</td>
<td>18</td>
</tr>
<tr>
<td>Processing Check Payments</td>
<td>20</td>
</tr>
<tr>
<td>How to Void Receipts</td>
<td>24</td>
</tr>
<tr>
<td>How to Make Interim Deposits</td>
<td>27</td>
</tr>
<tr>
<td>Completing the Teller Proof “A” Form for Interim Deposits</td>
<td>30</td>
</tr>
<tr>
<td>Filling out the Deposit Slip</td>
<td>31</td>
</tr>
<tr>
<td>Filling out the Bank of America (BOA) bag for Interim Deposits</td>
<td>32</td>
</tr>
<tr>
<td>Closing Cashier</td>
<td>33</td>
</tr>
<tr>
<td>Review Receipt Tender Flow for Cash Transactions</td>
<td>35</td>
</tr>
<tr>
<td>Review Receipt Tender Flow for Check/Money Order Transactions</td>
<td>37</td>
</tr>
<tr>
<td>Appendix</td>
<td>41</td>
</tr>
</tbody>
</table>
Training Objectives

By the end of this training you will be able to:

- Process student tuition payments via check, cash, and money orders using the FIU Student Cashiering system.
- Create a receipt for customers
- Void payments that have posted
- Make interim deposits for maximum cash control
- Perform the total cashier closing process via the system and paperwork.
Student Payments Overview

Each semester, the FIU Bursar’s office accepts payments from students for their tuition. Staff from across the University join the cashiering team in the effort to process student payments while delivering World’s Ahead Customer Service.

This manual assists additional staff with processing student payments as well as other functions of the cashiering system, like creating receipts and voiding transactions.

Combined with the hands-on training, this manual can assist those who are brand new to the Cashiering function and those that just need a refresher.
Security Access to Student Financials

In order to accept student payments, cashiers must access screens within PeopleSoft that contain sensitive student information. Before being allowed to process these payments, each cashier must gain access by accepting/acknowledging the FERPA, and the Gramm-Leach Bliley Privacy Act disclosure. This must be done once an academic year.

1. Log in to PeopleSoft Campus Solutions.
2. Main Menu > End User Security Request

![End User Security Request](image)

3. Enter the Panther ID of the cashier.
4. Click Add

![Access Request Instructions](image)
5. Click Next

6. Check off the Student Financials box. Student Financials for Cashier student payment, allows student payments.
The below screen should be pre-populated with your Job information. Entering a phone number on this screen is optional.

7. Verify everything is correct and click Next.
8. The “Add Notes” screen appears. This is not a mandatory screen, but users may input the reason the access is being requested. Click Submit.
9. Click OK to accept the FERPA and the Gramm Leach Bliley agreements.

10. The acknowledgement screen appears. Check off “I AGREE TO THE ABOVE” and Click Next.
11. The Gramm-Leach Bliley Agreement screen appears. Check off the "I AGREE TO THE ABOVE" box and click Save.
12. Access Request Summary Page should appear with the user's information populated. Request status should say **Pending Functional Approval**.

The security request then routes to the Office of the Controller for approval.
Accepting Student Payments

Students have several ways to pay their tuition. Students have the ability to pay using multiple tenders (Cash, Check or Money Order). Each tender should be treated as a separate transaction on the student account.

The Cashiers office does not accept any credit card payments these types of payments must be done online.

1. Login to Campus Solutions and follow this navigation:

   **Student Financials>Cashiering>Post Student Payments**
2. **Business Unit** – verify it is FIU01
3. **Cashier’s Office** – Click search glass and choose UP or enter UP in the box.
4. **Receipt Number** - defaults
5. **ID** - Enter the Panther ID of the student
6. Click Add

**Note:** Depending on User Defaults, Business Unit and/or Cashier’s Office may populate automatically
The Student Payments screen appears. The top 2 sections should be prefilled with **Unit, Office, Business Date, Register, Cashier #, Panther ID, and name.**

7. Confirm that the student's Panther Id matches the name.

   **Ref Nbr** (optional) is used primarily for Org transactions or to indicate uniqueness of a transaction on student account.

The **Target Detail Section** is where we enter the method of payment the student is presenting.

8. **Target:** enter or choose the appropriate payment method by clicking on the search icon and selecting 'Target Key' corresponding to the transaction from the list.
Target Key Options and Description: Bolded items are what temporary cashiers work with and accept.

- ADMDEP – Admission Deposit
- CASH CHECK – For Check Cashing only (see Supervisor)
- HSG CASH – Housing Cash Payment
- HSG CHECK – Housing Check Payment
- MO – Money Orders, Cashier’s or Travelers Checks (Must be Payable in United States Dollars)
- ORG CASH – Post payment to Org ID
- ORG CHECK – Post Payment to Org ID
- STDNT_CASH - Student Cash
- STDNT_CHK – Personal check from Student or Parent (Must be Payable in United States Dollars)

Again, bolded items are what temporary cashier’s accept.
9. **Term**: If left blank, the system will automatically post payment to current term if left blank; if student is making payment for a term other than current term, click on magnifying glass to select a term.

The numbers available for selection represent the semester.

For example: Spring 2014 is noted as ‘1141’ where the first digit represents the century (1), the second and third digits represent the year (13) and the last digit represents the term (1 for Spring). (Values 1, 5 and 8 are used to represent the Spring, Summer and Fall terms respectively).

Invoice ID should be left blank.

10. **Amount**: Enter the amount being applied to the student’s account. For example, if a student gives you cash of $10 but they are only paying $5, enter $5 in the Amount field of the Target Detail section.

The Tender Detail section is where you enter the type of tender you accepted. Should match what was chosen for Target Detail.

---

**Processing Cash Payments**

When accepting cash from a customer:

- Count the cash three times to verify amount
- Place bills face up in the same direction for easier balancing
- Cash must be US Currency.

1. Enter **Tender** or click search glass for options (must match Target Key). Enter ‘**CASH**’ since **STDNT_CASH** was selected in Target field of Target Detail.

2. Enter the total **amount** of cash the student gives you. The system will calculate if there is and how much change is due the student from a cash payment only.
Deposit ID: Populates once you have entered all the required information on the Student Payment page. **Please do not override Deposit ID.**

3. After completing the tender detail section, move up on the page and click **Create and Print Receipt** to post the transaction.
4. An additional section will appear under **Tender Details** reflecting the change due to the student if any.

![Image of Tender Details](image)

---

**Accepting Check Payments**

Many of our students choose to pay by check. Accepting checks involves a bit more due diligence on the cashier’s part before entering into the system.

**What to Look For on a Check**

1. All temporary cashiers should perform a process in which we call D.A.M.P.E.R on each check.
   - **D - Date** – date cannot be ahead of the date presented. For example, a check presented for payment on January 14th cannot be dated January 15th.
   - **A - Amount** – make sure the amount is written in both the amount box and written in English on the line. The amount in numbers must match the amount in words. If not, see Cashier office supervisor.
   - **M - Maker** – the person writing the check. The maker’s signature should be in the bottom right corner of the check. Make sure each check is signed.
   - **P - Payee** should be Florida International University or FIU.
   - **E – Endorsement** – cashiers should use the provided deposit stamp and stamp the back of all accepted checks.
   - **R – Routing Number** - every check has a 9 digit routing number. Routing number is the first set of numbers found on the bottom of the check. Next to the routing number should be the customer’s checking account number.
2. Make sure the memo field has the student’s Panther ID clearly written.

Sample Check
In the **Target Detail** section:

1. Choose STDNT_CHK as the target
2. Enter the amount due to the university
3. Enter the term in which payment applies.

Invoice ID remains blank.
In the **Tender Detail** section:

1. Click the search glass next to the Tender field. The below screen pops up.

![Look Up Tender](image)

2. Choose **Check Payment**

   Once Check is selected in the Tender field of the Tender Detail section, the Check Information window opens

![Check Information](image)

   a. Complete the check number field. The number of the check can be found in the top right corner of the check.
   b. Enter the **Bank Account Holder Name**. The name should be found in the top left corner of the check.
   c. Click **OK**
3. Click **Create and Print Receipt** to post the payment.
If the payment is posted properly, the below screen appears with a **Receipt Nbr** and a **Deposit ID**.

4. Write the **Deposit ID** on the face of the check at the top.
5. Click **Print Receipt** to print the receipt for the customer
6. Click **New Transaction** to process another payment
How to Void Receipts

There may be a need to void a transaction for a student. In order to **void** a transaction for the customer, please follow this navigation:

1. **Main Menu>Student Financials>Cashiering>Cash Management>Void Receipts – Cashier**
Complete the fields.

1. **Business Unit:** Always FIU01
2. **Cashier’s Office:** Enter ‘UP’ for MMC Cashier’s Office or choose the appropriate campus by clicking the search glass.
3. **Search**

When voiding, make sure that you select the correct receipt #.

4. Click **Void** next to the appropriate receipt.
After clicking on **Void**, you will be directed to the reason code page.

2. Enter **ADM** for reason code. Print this page after void is completed.

3. Have the student sign and date the original receipt. This receipt must be included in the closing paperwork.

4. Cashier notates the reason for the void along with a signature and date.

5. Cashiers supervisor reviews and signs the void as well.

Below is a completed void screen.
How to Make Interim Deposits

In order to ensure cash control and management, cashiers may have to make deposits intermittently during their shift. In order to prepare your payments for interim deposits, follow these steps.

There are steps that need to be performed in the system and then deposit paperwork that must be assembled and completed.

1. **Main Menu>Student Financials>Cashiering>Cash Management>Make Interim Deposits**
2. Complete the Interim Deposits Screen

   a. **Business Unit**: Always FIU01
   b. **Cashier’s Office**: Enter ‘UP’ for MMC Cashier’s Office or choose the appropriate one by clicking on the search icon
   c. Click **Add**
3. Ref **Nbr:** Enter Deposit ID number follow by letter *
4. Tender Detail Header under the **Tender** field : Enter Cash
5. **Item Amount:** Enter amount being pulled out of drawer for deposit
6. Click **Create Receipt**

7. Print this page
8. Take money out of drawer and run through currency counter twice.

To complete this process, the cashier should fill out Teller Proof “A”* form. Instructions begin on next page.

*The letter indicates the number of times you've completed an interim deposit. For this example, the letter A indicates that this is the first time an interim deposit is done.*
Completing the Teller Proof “A” Form for Interim Deposits

Print the Teller Proof A form from the Controller’s Website. [http://finance.fiu.edu/controller/Forms.html > Student Financials > Teller Proof “A” Form]

1. Enter Deposit #
2. Enter Teller ID (Cashier’s Panther ID)
3. Enter BOA Bag # (BOA Bank of America)
4. Enter total value based on denomination
5. Enter Total of Interim Deposit

6. Print Page
Filling out the Deposit Slip

There must be a deposit slip that accompanies the ‘payments’. This slip is for the Bank to process the payments properly and apply to FIU’s account.

1. Enter today’s date in the date field.
2. Enter the amount of cash. Enter amount in bills in the currency section. Enter the coins in the coins section. For example, $2092.38, 2092 would be in the Currency field and the .38 would be in the coins field.
3. Do not list checks as they are remotely deposited.
4. The deposit slip has several copies. The pink copy Pink slip will be taped to the back of Teller Proof “A” form.
5. Place the white and yellow copies inside of BOA bag.
Filling out the Bank of America (BOA) bag for Interim Deposits

The Bank of America bag will be a clear plastic bag given to you at the Bursar’s office when it is time to end your shift for the day.

1) Always select Currency Only
2) Fill out the From & To fields accordingly

3. Give the following to the Cashiers Supervisor
   - Completed Teller Proof “A” form
   - Interim Deposit printout (if applicable)
   - Money bundled with currency counter receipt
   - Unsealed BOA bag
You will need to run the Tender Flow reports in PantherSoft for Total Deposit, and for Tenders Cash & Check. The illustrated example below will only show information on a particular Cashier ID and the assigned register. These totals will be used to complete Teller’s Deposit Proof.

Please follow this navigation:

1. **Main Menu>Student Financials>Cashiering>Balance by Business Day>Review Receipt Tender Flow**
2. **Cashier's Office**: Enter UP for MMC cashier's office or choose the appropriate one.
3. Click **Search**

![Select UP for MMC or BBC](image)

**Review Receipt Tender Flow for All Transactions (Cash and Check)**

![Receipt Tender Flow](image)

3. Enter **Business Date** or Click the Search Icon
4. Enter **Tender** or Click the Search Icon
5. Click the **Search** button

In the above example, all tender transactions are illustrated.
Please keep in mind that if you leave the “Include in Totals” check marked, then the total will take into account the $50.00 opening balance. See more info below.

Review Receipt Tender Flow for Cash Transactions

To review how much was taken in cash, follow this navigation.

Main Menu>Student Financials>Cashiering>Balance by Business Day>Review Receipt Tender Flow

1. Enter Business Date
2. Cashier Panther ID
3. Type of Tender. (Cash)
4. Click Search

Total Cash
For your **Cash Tender Flow** (reporting your cash) there are 2 ways to run the report, including the opening balance or not:

- With the **“Include in Totals”** checked includes the $50.00 opening balance. If the Receipt Tender Flow runs with the **“Include in Totals”** unchecked to exclude the $50.00 opening balance. This message will appear:

![Message]

The opening balance cannot be included in the totals in this case.
(14910,13019)

- Without the **“Include in Totals”** checked will omit the $50.00 opening balance and give you the exact amount that needs to be deposited to the bank.
Review Receipt Tender Flow for Check/Money Order Transactions

1. Enter Business Date
2. Cashier Panther ID
3. Type of Tender. (Check)
4. Click Search
1. Complete the Teller Proof “A” Form including checks and cash.

**Front of Form:**

<table>
<thead>
<tr>
<th>DATE: 12/13/2013</th>
<th>DEPOSIT #</th>
<th>TELLER ID</th>
<th>BOA BAG #</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECK COUNT TAPE TOTAL:</td>
<td>$22,815.16</td>
<td>Your Panther ID</td>
<td></td>
</tr>
<tr>
<td>CHECK TAPE TOTAL:</td>
<td>$22,815.16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CASH TOTAL:</td>
<td>$8,107.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEPOSIT TOTAL:</td>
<td>$30,923.15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COINS:</th>
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<tbody>
<tr>
<td>$0.01 $0.04</td>
</tr>
<tr>
<td>$0.05</td>
</tr>
<tr>
<td>$0.10</td>
</tr>
<tr>
<td>$0.25</td>
</tr>
<tr>
<td>$0.50</td>
</tr>
<tr>
<td>TOTAL COINS:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th># OF TENDER BUNDLES</th>
<th>NOTES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>$1.00 $2.00</td>
</tr>
<tr>
<td></td>
<td>$2.00</td>
</tr>
<tr>
<td></td>
<td>$5.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TELLER NAME:</th>
<th>#N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELIVERED BY ID:</td>
<td>1111111</td>
</tr>
<tr>
<td>DELIVERED BY:</td>
<td>#N/A</td>
</tr>
<tr>
<td>TOTAL NOTES:</td>
<td>$8,107.00</td>
</tr>
</tbody>
</table>

**RECEIVED BY:**

<table>
<thead>
<tr>
<th>TO: Teller Cashed out Petty Cash Checks Totaling:</th>
<th>DEPOSIT TOTAL: $30,923.15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial:</td>
<td>$</td>
</tr>
<tr>
<td>Count of Receipts</td>
<td>39</td>
</tr>
<tr>
<td>Total Cash from Receipt Tenderflow</td>
<td>$8,107.99</td>
</tr>
<tr>
<td>Petty Cash Checks Cash</td>
<td>$</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$8,107.99</td>
</tr>
<tr>
<td>Check Count</td>
<td>8</td>
</tr>
<tr>
<td>Total Checks from Receipt Tenderflow</td>
<td>$22,815.16</td>
</tr>
<tr>
<td>Petty Cash Checks</td>
<td>$</td>
</tr>
<tr>
<td>Subtotal</td>
<td>$22,815.16</td>
</tr>
<tr>
<td>Total from Receipt Tenderflow</td>
<td>$30,923.15</td>
</tr>
<tr>
<td>OVER / SHORT</td>
<td>$</td>
</tr>
</tbody>
</table>

(*) NUMBER OF VOIDS MUST MATCH ATTACHED SHEETS

VOIDS (*)

VOID NOTES:
Date: The date will automatically populate.

Deposit # Your Deposit # will be assigned to you, it is the same # you wrote on all checks & money order payments. It will also be on all of your receipts at the bottom left.

Teller ID Your Panther ID

BOA (Bank Of America) Bag# Is the number from the clear plastic bank bag you will be given for your deposit.

Check Tape Total Total of Checks and Money Order collected

Cash Total Will automatically populate once Coins and Notes are entered.

Coins Enter the amount of coins being deposited based on denomination. Use calculator tape for coins when entering amounts.

Notes Enter the amount of the currency being deposited based on denomination. Use the value column of currency counter machine receipt when entering in the notes fields.

Teller Name Your name will automatically populate.

Delivered by ID Your ID will automatically populate.

Delivered by Your name will automatically populate.

Received By ID Cashier Supervisor ID.

Received By Sign off from the Cashier Supervisor who verifies and seals the deposit bag.

Deposit Total Automatically populates.

Count of Receipts Number found above Receipt Nbr column on the total Review Receipt Tender Flow.

Total Cash from Receipt Tenderflow Automatically populates.

Check Count Total number of checks; use the check calculator tape to find the number of checks processed.

Total Checks from Receipt Tenderflow Automatically populates.

Total from Review Receipt Tenderflow Enter amount from total Review Receipt Tender Flow

Voids (*) Number of Voids Completed.

Void Notes Notate the reason void was made.
2. Complete the deposit slip.
3. Take the pink portion of the deposit slip and tape it to the back of Teller Proof A form.
4. Place the white and yellow copies in the BOA bag.
5. Tape currency counter receipt and check tape to the back of Teller Proof A form.

6. Enter Your Panther ID and Bag Number.
7. Enter Date and cash totals in appropriate boxes.
8. DO NOT SEAL BAG
9. Turn entire deposit and associated papers into Cashiers Supervisor.
## Completed Teller Proof A Form

### TELLER'S DEPOSIT PROOF

<table>
<thead>
<tr>
<th>DATE:</th>
<th>DEPOSIT #</th>
<th>TELLER ID</th>
<th>BOX #</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/15/2015</td>
<td>32782A</td>
<td>11111111</td>
<td>1000000000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHECK COUNT TAPE TOTAL:</th>
<th>TELLER TAPE TOTAL:</th>
<th>CASH TOTAL:</th>
<th>DEPOSIT TOTAL:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$1,000.00</td>
<td>$1,000.00</td>
</tr>
</tbody>
</table>

| DOLLAR TOTAL | $1,000.00 |

| O/F TENDER BUNDLE | 0 |

<table>
<thead>
<tr>
<th>TELLER NAME</th>
<th>N/A</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DELIVERED BY</th>
<th>1111111</th>
</tr>
</thead>
</table>

| RECEIVED BY | |
|-------------||

**Teller Cashed out Petty Cash Checks Totaling:** $ -

| DEPOSIT TOTAL | $1,000.00 |

<table>
<thead>
<tr>
<th>Count of Receipts</th>
<th>0</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total Cash from Receipt Tenderflow</th>
<th>$1,000.00</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Petty Cash Checks Cashed</th>
<th>$ -</th>
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</thead>
</table>

<table>
<thead>
<tr>
<th>Check Count</th>
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<table>
<thead>
<tr>
<th>Total Checks from Receipt Tenderflow</th>
<th>$ -</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Petty Cash Checks</th>
<th>$ -</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total from Receipt Tenderflow</th>
<th>$1,000.00</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>OVER / SHORT</th>
<th>$ -</th>
</tr>
</thead>
</table>

**Notes:**

*Enter data in these field only*
Completed Deposit Slip

- Tape pink slip of deposit slip and receipt from currency counter to the back of Teller Proof

<table>
<thead>
<tr>
<th>DENOM</th>
<th>UNIT</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1</td>
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<tr>
<td>TOTAL</td>
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<td>$5000.00</td>
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