

## PROCEDURE

Effective Date: April 30, 2007

Approved By: Vice President George A. Pierce

Authority: POL-U5352.01 Charging and Billing the Public for Goods and Services

POL-U5352.03 Applying Credits to Students' and General Receivable Accounts

Cancels:

### PRO-U5352.03B

### CORRECTING OR ADJUSTING GENERAL RECEIVABLES INVOICES

Public – customers, clients, students, or patrons who are obtaining goods and/or services provided by the University. Includes other entities such as state or governmental agencies, corporations, other universities, etc.

General Receivable Account – the record of charges, payments, and adjustments for non-student customers. Fines are not included in charges to the account.

General Receivables – a division of Student Fiscal Services that records and monitors general receivables for the campus.

Action by:

Financial Manager

Action:

1. **Determines** that an error has been made in charging a customer or that an adjustment needs to be made to the amount charged to a customer.
2. **Documents** the reason for the correction or adjustment. Reductions in fees, not caused by error, must be applied consistently to all customers.
3. **Completes** Credit/Debit Memo form (from General Receivables Fiscal Technician II).
4. **Maintains** copy of memo and **attaches** any supporting documentation.
5. **Files** memo with original invoice documentation.
6. **Sends** completed memo form to General Receivables along with copies of supporting documentation.
7. **Receives** completed Credit/Debit Memo form and **reviews** memo.
8. **Records** memo in Accounts Receivables (A/R) Subsystem.
9. **Files** completed memo in customer file.

General Receivables  
Fiscal Technician II

## PROCEDURE

Action by:

General Receivables  
Supervisor

Action:

10. **Reviews** General Receivables files and A/R Subsystem reports on a sample basis to verify that entries are current and accurate.
11. **Documents** review with name and date.