

Purpose

To outline the procedure used for the collection of the University funds for returned unpaid checks and E-checks.

Returned Checks

If a paper check or E-check is returned by the bank for any reason a returned check fine will be assessed based on the total amount of the check. Only if a bank error occurred and documentation of the error is provided can the returned check fine for a physical check be waived.

All paper checks are automatically submitted by the bank twice before being deemed uncollectible. This is an automatic process and the second submission cannot be canceled. All returned paper checks are sent from our bank; Bank of America to Student Financial Services. Upon receipt of a returned check, Student Financial Services will determine if the check was posted to a student account or originally received as a departmental deposit. Late payment fees may be added to a student account, if the uncollected payment items are for current tuition and fines.

The Notification and Collection Process

The collection process is administered by the Student Financial Services for payments made to a student account.

All returned checks received through a departmental deposit will be charged back to the original department, including the returned fine. The department will be responsible for collection of the debt. Upon collection of the returned check and fine a new departmental deposit must be processed.

Collection for all returned items should be paid by a guaranteed form of payment; cash, cashier's check, money order or credit card (only for a student returned payment).

A negative indicator, SBC returned check hold, is placed on the student's account. A message will be posted to the student on their my.fiu.edu account, thereby providing notification of the returned check. The amount of the returned check along with the returned check fine will be posted on the student account in which it was credited. The SBC (returned check service indicator) impacts the student from the following: registering for classes, paying by personal check or an e-check, a student refund from being processed, purchasing a transcript and receiving a diploma. The Negative indicator "SBC Hold" will be removed from the student's account once the amount of the returned check and fine are paid to Student Financial Services.

If the payment was processed as a departmental deposit, then that department is responsible for collecting repayment for the returned check and the returned check fine.

Based on Section 832.08(5) of the Florida Statutes the following returned fines are applied to all uncollected / returned checks.

The check fine rates for all **PHYSICAL CHECKS** are as follows:

- A \$5.00 returned check fine for a check amount up to \$10.00.
- A \$25.00 returned check fine for a check amount between \$10.01 and \$50.00.
- A \$30.00 returned check fine for a check amount between \$50.01 and \$300.00.
- A \$40.00 returned check fine for a check amount over \$300.00.
- A 5% fine for the total amount of a returned check if 5% of the check exceeds \$40.00.

PHYSICAL RETURNED STUDENT PAYMENT CHECKS STEP-BY-STEP PROCEDURES:

1. A letter and the front and back copy of the returned item will be received from Bank of America. Date stamp the letter when received.
2. To assign a BD # to new returned item; open the Excel spreadsheet file located in the shared N Drive, "Cashiers" folder, select "Returned Check & Echeck for 20XX-20XX" folder, and select current year folder.
3. Then, use the six digit receipt number listed on the copy of the returned check to print out the receipt detail page. Log into **Campus Solutions**, select **Student Financials, Cashiering**, and select **Review Student Payments**. The Business Unit box should automatically appear as **FIU01**, leave the Cashier's Office box blank, input the Receipt Number in the box and press the Search key. If the returned item was originally collected as a **student payment**, the **Receipt Detail** page will display the payment receipt. If the returned item was not collected as a **student payment**, the page will display **"No matching values were found."**
Note: If "No matching values were found", the payment could be a Departmental Deposit. Instructions for a returned item from a departmental deposit are listed separately in this process.
4. Use the **student payment receipt detail** page as a worksheet to calculate the fine listed above. Also, write the check number and the assigned BD# on the worksheet.
5. For all students with returned items, a (SBC) Negative Service Indicator will be placed on the student's account in Campus Solutions. When placing the negative SBC service indicator on the student's account, write the following information in the reference line: BD#, reason for return, check number, and Return Post Date. No Term Date should be listed only the Starting Date; use the current date.
6. Post the **Check Returned Item** and the **Returned Check Fine** charges for each returned check item in **Campus Solutions, Student Financials** and select **Post Student Transaction**. Input the information requested. The Item type number for the amount of the returned physical check is 530000000010. A

second **Post Student Transaction** must be done for the returned check fine. The item type number for the check fine is 530000000020. Reference the BD#, reason for return, check number, and Return Post Date on both **Post Student Transactions**.

7. After reviewing the student accounts, proceed with assigning messages to the student accounts via **Campus Solutions, FIU Custom, Campus Community, Process**, and select **Message Board Send Messages**. Select the **Add** tab and input the student PID number in **Run Control ID**. A new page will be displayed, in the **Message Set Number** input 3200 and in the **Message Number** input 10. This is a pre-set message; you will only be required to input the BD# in reference line, the check number, amount, service charge (fine), total and the payment due; "As soon as possible".
8. Next, give a copy of the top of the bank notice and the copy of the original check to Stephanie Luis, Account Specialist, for MMC Student Financial Services to scan into the Cannon Scanner system.
9. Then, send a copy of the bank notice, worksheet, and copy of the check via inter-office mail to Maria Castillo, Accounting Specialist, Accounting and Reporting Services.

PHYSICAL RETURNED DEPARTMENTAL CHECKS STEP-BY-STEP PROCEDURES:

1. A letter and the front and back copy of the returned item will be received from Bank of America. Date stamp the letter when received.
2. To assign a BD # to new returned item; open the Excel spreadsheet file located in the shared N Drive, "Cashiers" folder, select "Returned Check & Echeck for 2011-2014" folder, and select current year folder.
3. Then, use the six digit receipt number listed on the copy of the returned check to print out the receipt detail page. Log into **Campus Solutions**, select **Student Financials, Cashiering**, and select **Review Department Receipts**. The Business Unit box should automatically appear as **FIU01**, leave the Cashier's Office box blank, input the Receipt Number in the box and press the Search key. If the returned item was originally collected as a Departmental Deposit, the **Receipt Detail** page will display the department receipt.
4. Use the **student departmental receipt detail** page as a worksheet to calculate the fine listed above. Also, write the check number and the assigned BD# on the worksheet.
5. Next, give a copy of the top of the bank notice and the copy of the original check to Stephanie Luis, Account Specialist, for MMC Student Financial Services to scan into the Cannon Scanner system.
6. The department is notified along with Lesbia Gutierrez, Accountant, for MMC Student Financial Services by email. Copies of the returned check, original departmental deposit receipt and departmental returned check letter are emailed to the departmental contact. Lesbia Gutierrez, Accountant, for MMC Student

Financial Services generates the journal entry debiting the activity number and accounting information from the original departmental deposit.

RETURNED E-CHECKS STEP-BY-STEP PROCEDURES:

All student account electronic payment authorizations (E-checks) are presented by our financial institution only once.

1. The first step is to log into **Bank of America CashPro Online** system, to Download & print out current/daily ACH Returned Items Report-AM. To log in into the **CashPro** you will need to input the **floint03** into the Company ID line, then use your **User ID** and **Password** provided to you to access the system.

The next step would be to go to the **Online Statements and Reports** screen; the following selections must be made:

- For **Statement/Report Type** select the **ACH Returned Items Report –AM**.
 - For **Account** select the account ending in 4027.
 - For **Date** select the date of the report.
 - For **Format Options** select TXT.
 - For **Delivery Options** select View Now.
2. Then printing out the bank report and highlight the **return reason code, return postdate listed on the report, student's PID#, and the individual name**.
 3. Use the **ACH Returned Items Report** as a worksheet. Write correct E-check fine amount underneath each returned items. Write the following shortcut reminders on the ACH Returned Items Report: **BDE, SBC, POST, LOG, and MESSAGE BOARD**. You will mark them off as reminders while you move along the procedure.
 4. Then log in to **CASHNet** system to locate the **BDE#** for each returned e-check transaction. The steps are as follows: enter **000** into the Station line, input your employee ID number in the operator line, enter your password into the password line, and then click on login box to gain access to the access. You will need to use the student's panther ID number in order to obtain the BDE#. Once you locate the returned e-check item by its **Amount** and **Date**, the **Transaction #** for that particular transaction becomes the **BDE#**. Write the **BDE#** (Transaction #) on top of the **Individual ID** (student PID#) on the bank report sheet.
 5. For all students with E-check returned items, a (SBC) Service Indicator will be placed on the student's account in Campus Solutions. When placing the negative SBC service indicator on the student's account, write the following information in the reference line: **BDE#, reason for return, and Return Post Date**. No Term Date should be listed only the Starting Date; use the current date.
 6. Post the **E-check Returned Item** and the **Returned Check Fine** charges for each returned check item in Campus Solutions, Student Financials and select Post student Transaction. Input the information

requested. The Item type number for the amount of the returned physical check is 530000000015. A second Student Post must be done for the returned check fine. The item type number for the check fine is 530000000020. Reference the BDE#, reason for return, and Return Post Date on both Student Post transactions.

7. After reviewing the student accounts, proceed with assigning messages to the student accounts via Campus Solutions, **FIU Custom, Campus Community, Process**, and select **Message Board Send Messages**. Select the **Add** tab and input the student PID number in **Run Control ID**. A new page will be displayed, in the **Message Set Number** input 3200 and in the **Message Number** input 11. This is a pre-set message; you will only be required to input the BDE# in the transaction number line, check the reason the returned item was returned, amount, service charge (fine), and total and the payment due.
8. Enter the bank report information in **the ECHECK RETURNED ITEMS LOG** spreadsheet file locate in the N drive, "Cashiers" folder, select "Returned Check & E-check for 2011-2014" folder, and select current year folder.

*Note: When entering the BDEs information on the spreadsheet remember to organize it by **Return Post Date** and within that particular Return Post Date organize the **BDE #s in ascending order**.*

Students with three returned paper checks or E-checks will be restricted from paying by check for one academic year. A service indicator S02 will be placed on the student account.

Returned checks and the returned fine must be paid by cash, money order, cashier's check, or online with a credit card; Master Card, American Express or Discover Card. All credit card payments include a 2% non-refundable service fine.