



## Office Hours

**Policy:** The Cashier's Office hours are 8:30 am to 4:00 pm Monday – Friday.  
Please note that Office hours may change during the Summer Semester.

**Scope:** Applies to all Faculty, Staff, and Students

## Methods & Forms of Payments

**Policy:** The Cashier's Office accepts Cash, Personal Checks, Cashier's Checks, Money Orders, Discover, MasterCard, & Visa.

Payments can be made in the Cashier's Office, online, by mail, or by wire transfer.

\*Credit Card payments can be made over the Phone for Non-Ebill items only.

\*Please be advised that Personal Checks cannot be accepted for payment of Transcripts

Please be advised that there may be an extended wait time during peak periods which are usually during the first 4 weeks of the semester. It is recommended that Students pay online to avoid long wait times since payments still post in real time. Departments may need to drop off deposits and pick up receipts at a later time so Students can be serviced.

**Scope:** Applies to all Faculty, Staff, and Students

## **Procedures:**

### Payments Made in Person

Customers can visit the Cashier's Office during regular hours to make payments. Customers can pay with Cash, Personal Checks, Cashier's Checks, Money Orders, Discover, MasterCard, & Visa.

A receipt will be provided to the customer once the payment has been processed.

*\*\*The Cashier's Office will not accept nor process any payments made in the form of large amounts of change if that change has not been wrapped prior to being presented to the Cashier's Office staff.*

### Payments Made Over the Phone

Students can contact the Cashier's Office to make credit card payments over the phone during regular hours at 919-530-6234, 6209, or 6014. Callers will be placed on hold if a Cashier is servicing another customer when the call is received.

Customers calling to pay for e-Bill items such as Tuition or Traffic Fines will be directed to pay online or in our Office.

### Online payments

Customers have two methods for paying online depending on what login information they have. Payments will post in real time and receipts will be emailed to the email address provided during the payment process.

Only students can add or remove authorized users.

Customers can contact the Cashier's Office if they need assistance with the online payment process.

\*\* Contact Information Technology Services at 919-530-7676 if you need your pin reset

### **MyEol (NCCU Username & Password)**

1. <http://www.nccu.edu>
2. Select "Login to MyEOL"
3. Enter Username & Password
4. Select BANNER SSB
5. Select STUDENT TAB
6. Select VIEW E-BILL
7. Select NCCU ACCOUNT SUITE
8. Select MAKE PAYMENT

### **Payment Webpage (Banner ID & Pin or Email Address & Password)**

1. Visit [https://secure.touchnet.com/C20148\\_tsa/web/login.jsp](https://secure.touchnet.com/C20148_tsa/web/login.jsp)
2. For Students & Staff enter your Banner ID & Pin (DOB by default)
3. For Authorized User enter your Email Address & Password
4. Select MAKE PAYMENT

### Mailed payments

Payments can be mailed to the address listed below. Please include all details related to the payment such as Student Name, Banner ID, contact number, and purpose of payment such as remaining balance Fall 2016, Application Fee, Housing Hold, etc.

Mailed payments are usually received within 7 business days of being mailed.

NCCU  
c/o/ Comptroller  
P.O. Box 19713  
Durham, NC 27707

### Wired Funds

Students can send funds directly from their bank via a Wire Transfer. This is not the same as a bill payment feature that some banks offer. Students or Parents will need to contact the Cashier's Office to obtain the instructions on how to wire the funds which will depend on where the funds are coming from such as a domestic or international wire. The Cashier's Office will notify the student once the funds are received and identified. Wire Transfers are usually received within 1 week of the funds being sent.

## **Departmental Deposits**

**Policy:** Banner Finance requires us to use account strings known as **FOAP** (Fund, Organization, Account and Program).

Departments must completed the Department Deposit Form with the correct **FOAP** information in order for the funds to be processed.

**All departments are required to bring departmental deposits to the Cashier's Office daily if you have deposits that total \$250 or more. If your deposit is less than \$250, the deposit must be made weekly.**

Departments are not authorized to submit deposits for funds to be received electronically. Instead the Cashier Office will notify the Department when funds have been received into the University bank account. The Department will then instruct the Cashier's Office what FOAP(s) to use and a receipt will be emailed within 1 business day.

If no processing directives are provided within 3 business days then the funds will be placed in the University Holding Account. The Department will then be responsible for taking the needed action to have the funds moved into the correct account.

*\*\* Please contact the Comptroller's Office if you have any questions regarding what FOAP to use for the deposit. \*\**

**Scope:** Faculty, Staff, & Students

**Procedures:**

1. For non-credit card payments obtain a Department Deposit Form from Cashier's Office webpage under POLICIES, FORMS, and DOCUMENTS.
2. Complete all necessary information such as department name, description, FOAP, and dollar amount of deposit.
3. Print the form and submit to the Cashier's Office.

Departments can choose to drop off deposits which is recommended during our peak periods. Dropped off Departmental Deposits are completed in 1 business day.

**Inter-Agency Wire Transfers**

**Policy:** The State Cash Management Control System (CMCS) is checked several times daily for Inter-Agency Wire Transfers. All departments expecting funds to be transferred through CMCS should notify & provide the Cashier's Office with FOAP information in order to process the funds.

If no notification is received then the Cashier's Office will attempt to determine where the funds should go. If no determination can be made then the funds will be placed in the University Holding Account.

**Scope:** Faculty and Staff

**Procedures:**

1. Notify the Cashier's Office of expected CMCS Transfer
2. Provide Cashier's Office with FOAP
3. A Copy of the receipt will be made available for pick up or sent via email.

**Non-Business Related Change Request**

**Policy:** When possible the Cashier's Office will provide change to individuals as requested however the request may be denied should the Cashier's available change be running low. The purpose of the Cashier change on hand is meant for customer transactions.

**Scope:** Faculty, Staff, & Students

**Payroll Check Distribution**

**Policy:** The Cashier's Office no longer distributes payroll checks. Payroll vouchers can be printed from Self-Serve Banner.

**Scope:** Faculty, Staff and Students

### **Student Refund Check Distribution**

**Policy:** Refund checks are no longer distributed in the Cashier's Office. Students have the option of having their refund checks deposited in their designated checking or saving account. If you do not desire direct deposit, your refund check will be mailed.

**Scope:** Student

**Procedures:**

1. A direct deposit form can be completed online via Banner SSB by selecting Student Account under the Student Tab.

**All Faculty, Staff and Students must show a picture ID in order to pick up checks from the Cashier's Office. A North Carolina Central University ID is preferred.**