

Learning and Assessment Services

Cash Handling

Revised 8/01/14

I. SOURCES OF CASH/FUNDS

Learning and Assessment Services (LAS) receives cash/funds from the following sources.

1. **Registration Fees** - LAS collects fees from test and workshop registrants. These fees are collected from UH and Non-UH students (those who have never enrolled at UH). For billing of UH and Non-UH students, please review the ***Billing Procedures Section***.
2. **Test Administration** - LAS receives honorarium and fees from testing agencies (e.g., ACT, ETS) for administration of tests. Testing companies will be invoiced through a Summary Voucher provided by the companies. If a Summary Voucher is not provided, LAS will issue an invoice to the vendor for services rendered.
3. **Services** - LAS receives fees for scanning, research, and consulting services from internal and external clients (e.g. UH Dept, Baylor College of Medicine,). LAS issue an invoice to bill for these services.
4. **Reimbursement/Reallocation** – LAS also processes College/Department invoices for services provided to UH Departments and Programs (e.g., UHPD, Continuing Education). UH Departments and Programs are invoiced for services rendered and they may be paid by the client with a Service Center Voucher (SCV), Journal, budget transfer or reallocation of salaries. Employees can reimburse LAS by cash or check.

II. BILLING PROCEDURES

LAS uses several billing methods:

1. **Invoices:** Invoices are prepared by LAS staff and reviewed by the UH Director of Educational Testing Services before they are issued. Invoices are generated electronically and submitted to the client/customer as well as maintained for the files. When payment is received for a particular invoice by check, the check is stamped and matched with the invoice by the Financial Coordinator or Secretary II of LAS. A copy of the check and invoice is then made; a copy of the invoice is attached to the original check and a receipt is written by the Financial Coordinator or Secretary II. The Financial Coordinator or Secretary II then writes a receipt for the payment, which contains the receipt #, check #, name of the client and date payment was received
The copy of the check is then attached to a copy of the invoice for updating of the billing spreadsheet and for filing. If payment is received by a Service Center Voucher (SCV) via PeopleSoft workflow, the Financial Coordinator or Secretary II will match the SCV to the appropriate invoice. The cost center information of the appropriate LAS cost center is verified on the SCV by the Financial Coordinator or Secretary II, printed, and then forwarded to the UH Director of Educational Testing Services for approval. The UH Director of Educational Testing Services then signs the SCV and returns it to the Financial Coordinator or Secretary II for further processing. The Financial Coordinator or Secretary II then removes the LAS copy of the SCV and attaches it to the invoice and places it in the income box; which is then reconciled with the billing spreadsheet by the Financial

Coordinator or Secretary II. The SCV and invoice is then filed in the bills paid file which is organized by fiscal year by the Secretary II. The Financial Coordinator then scans the original copy of the SCV and submits the SCV through workflow to the certified signatory personnel for their approval.

2. **UH Student Billing:** UH students can register online for any of the institutional tests. The students are billed, by the Secretary II, according to the billing dates set by Student Financial Services. The Secretary II extracts the student file and puts it in an excel file which is then emailed to Student Financial Services for posting in PeopleSoft. Billing of the Spanish Heritage exams are processed and billed by the Secretary II using a different Trans Code approved by the Student Financial Services Office. Revenue from this transaction is processed/deposited equally between LAS and the Spanish Department.

The students billing information is updated on the billing database system based on the type of examination the student takes.

Check Rejects

The Student Financial Services will send the billing report to the printer at Room 210A_SSC_1. When there are rejects, Secretary II verifies student information from the admin system and changes, updates the necessary information, and removes the billing dates from the Date_Billed column. The students will be billed in the next billing week.

Record Reference Number

The Student Financial Services will send the billing report to the printer at Room 210A_SSC_1. Record the reference number into the Reference worksheet in o:
///UTS/Work/Billing/Billing Workbooks/Billing[Year].xls

3. **Non-UH Student Billing:** Non-UH students can pay for services by cash, check, money order, and or by credit card by using our online e-commerce system. For detail procedures for handling cash, check and money order please review the Receipt Writing section of the manual under Section III.
4. **Employees:** For payments by employees, follow the same procedures as Non-UH students.
5. **Summary Vouchers:** Vouchers are customarily used when billing testing companies. The Vouchers are completed by the University Testing Services staff and sent to the testing companies by the Test Administrator. A copy of the completed voucher is forwarded to the UH Director of Educational Testing Services for review and placed in the billings box to be updated in our billing spreadsheet. The Secretary II then updates the spreadsheet and files the voucher in the billings folder by fiscal year. When payment is received use the procedure as outlined in section II, Invoices is followed.

III. CASH/CHECK HANDLING PROCEDURES

The following personnel are authorized to write receipts and have completed training. :

Sandra Marino. Financial Coordinator, Learning and Assessment Services
Albertha Shields, Secretary II, Learning and Assessment Services

1. The cashiers above have been provided with the capability to write a paper receipt as well as generate an on-line receipt from our e-commerce web based system. Financial Coordinator has cash fund in the amount of \$100.00. Deposits must be made within 1 working day of receipt if \$100 or more; within 5 working days if less.
2. Cash and Checks can be deposited using the same tamper-proof bag.

The following cash/check handling procedures must be followed by the personnel above:

1. **A receipt must be written** for all money received whether in person or through the mail. The funds may be received in cash, check, money order, or cashier's check. All checks and money orders received by mail are forwarded to the Secretary II.
2. **Both the paper and online receipts** must include the following pieces of information:
 - a) Date receipt written
 - b) Payer's full name
 - c) Complete mailing address (not required if paying by cash)
 - d) Write out the amount paid, then print in the amount next to the "\$" sign
 - e) Reason for payment
 - f) Check # on the second line under "For". (If paying for testing services, try to include the date and name of test)
 - g) Under "How Paid", enter the amount paid next to the correct form of payment
 - h) Signature of the person writing the receipt (online receipt will automatically indicate person's name that wrote the receipt)

3. Receipts

a. Handwritten Receipts:

If receipt is voided, write the word "VOID" on the face of the receipt and staple the white copy to the yellow copy.

Each receipt has two copies: The White copy goes to the payer, and the yellow copies are turned in with the deposits.

Please see section VII for Deposit Preparation.

b. Online Receipts

Cash receipts can be written is the UTS test management administration site (<https://testing.las.uh.edu/admin>)

Examinees register through the UTS test registration site (<https://testing.las.uh.edu>), and have the option of paying by Cash, Check, Money Order or Credit Card. If they take this option the registration form clearly states that they have not yet paid and that they have 1 hour to pay for their test before their registration is automatically cancelled.

When Examinees bring this registration form to the cashier in SSC room 210 with their payment, the cashier goes to the UTS test management administration site and logs in with their cougarnet login if they have not already done so earlier. From the list on that page, the cashier chooses “Cash Receipt”

When the UTS Online System creates a Receipt page opens, the cashier types the examinee’s PeopleSoft ID or the Registration Number and clicks search. The Cashier selects the test the examinee is paying for which takes him or her to the UTS Online System, which generates a Receipt page:

Search for receipt to write.			
First Name:		Last Name:	
Registration Number:		PeopleSoft ID:	
UHD:			
Name:			
Test Name:			
Test Time & Date:			
Walk In:	No - Walk In Cost: \$10.00		
Registration Number:			
Test Cost:			
Payment Type:			
Payment Amount: \$			
Check or Money Order Number:			
If Check/Money Order, enter Name:			
If Check/Money Order, enter written date: (MM/DD/YYYY)			
Receipt Written By:			
Comments:			

Generate Cash/Money Order/Check Receipt	
RECEIVED FROM:	
ADDRESS:	
FOR:	
Payment Type:	
Payment Amount: \$	
Check or Money Order Number:	
Check or Money Order Written Date: (MM/DD/YYYY)	
Receipt Written By:	

The Cashier types in the amount paid, selects payment type, types in check # or money order # if applicable.

When the receipt appears, two copies are to be printed: one for the examinee and one to include with the deposit. The cashier will instruct the examinee to bring the receipt on the day of the test.

2. **If the money is in the form of a check, money order, or traveler's check:**

- a) A picture I.D. is required (e.g., driver's license, Texas ID card, and passport)
Not applicable to checks received by mail
- b) The driver's license/I.D. number and expiration date must be written on the face of the check (applicable to personal checks only)
- c) The correct name, current address and phone # should be pre-printed on the check
- d) The check or money order should be made payable to the "University of Houston". If it is not made out for UH, the cashier must stamp the check or money order with the "University of Houston" stamp.
- e) It should be immediately stamped "For Deposit Only"

The receipt book and money bag is secured (in a locked desk) when the cashier is on a break, out for lunch, running an errand, or out of the office. On-line test registration system is logged off.

IV. DEPOSITS

Prepare checks for deposit

- Remove remittance advices from checks
- Write each check (check number and amount) on the deposit ticket
 - deposit tickets hold 28 checks; if the department regularly deposits in excess of 28 checks, contact the Treasurer's Office to obtain a check scanner that will deposit checks as credit card receipts
- Endorse checks (if not done at time of receipt) with a UH deposit stamp ordered from the Treasurer's Office. All stamps must say "for deposit only".
- Scan or photo-copy checks (must block bank account and routing numbers)

Prepare cash for deposit

- Coins must be rolled unless there are less coins than required
- Deposit tickets have a worksheet for bills and coins on the back of the white copy that can be used to organize deposits, but does not have to be used

Prepare Cash Deposit Form

- The form has two sections.
- The first is for cash and requires listing all types of currency and quantity.
- The second is for checks and requires an individual listing of all checks.
- Cash Deposit Form must have the Department ID, Department Name, Bag Number, and Journal ID as well as the signature of both persons verifying the deposit.

University of Houston
Cash Deposit Summary Form

DepID: H0166 Dept Name: Treasurer's Office
Bag #: EE05840937 Journal ID: 00790-0002438864

CASH

Currency:	Extended Total	
0 x \$100 Bills	0.00	
2 x \$50 Bills	100.00	
5 x \$20 Bills	100.00	
7 x \$10 Bills	70.00	
3 x \$5 Bills	15.00	
0 x \$2 Bills	0.00	
17 x \$1 Bills	14.00	Currency Total
		\$299.00

Rolled Coins:		
0 Quarters (\$10)	0.00	
1 Dimes (\$5)	5.00	
0 Nickels (\$2)	0.00	
0 Pennies (\$0.50)	0.00	Rolled Coins Total
		\$5.00

Loose Coins:		
0 Dollars (\$1)	0.00	
0 Halves (\$0.50)	0.00	
2 Quarters (\$0.25)	0.75	
1 Dimes (\$0.10)	0.10	
1 Nickels (\$0.05)	0.05	
4 Pennies (\$0.01)	0.04	Loose Coins Total
		\$0.94

Total Cash \$304.94

University of Houston
Cash Deposit Summary Form

DepID: H0166 Dept Name: Treasurer's Office
Bag #: EE05840937 Journal ID: 00790-0002438864

CHECKS

Check #	Check Date	Date Check Received	Name	Description	Amount
1	5/2/2013	5/6/2013	E Smith	Brochure Sales	\$1,000.00
2	5/7/2013	5/6/2013	Smith-Jones, Inc	Graphic Property	\$5,000.00
3	5/1/2013	5/6/2013	Jones LTD	Payment on Account	\$17,333.00
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
Total Checks:					\$23,333.00

Total Deposit Amount \$23,637.94

I certify that I independently verified that the amount of the currency and checks placed in the deposit bag matches the amount above.

Karin Livingston Name of 1st Authorized Person Karin Livingston Signature Date 5/6/13

Tiffany Brandyberg Name of 2nd Authorized Person Tiffany Brandyberg Signature Date 5/6/13

Receipt & Cash Verification

- The receipts are arranged by their sequential number beginning with the lowest number by employee. The on-line receipts are maintained with the deposit slips for LAS records for backup. **(REVIEW)** Run 1 tape per employee's group; staple the tape to the top of the on-line receipt per employee's group. (Tapes may be made using an Excel spreadsheet.)
- The currency is sorted with the lowest denomination on top. A tape is generated for each individual denomination, a tape with all currency and a tape with each denomination on it to get a total. Paperclip the tape per denomination to each denomination. Wrap the tape with the total denomination around the currency and also add the tape with each denomination listed on top, secure with a large paper clip or a rubber band. (Again, may be done using Excel.)

Prepare Deposit Ticket

Write the Bag Number above the Account Number.

Prepared By: _____
Deposited By: _____
Bag #: 51613
DATE: 5/6/13

DEPOSIT TICKET

CURRENCY	CHECKS (SEE BACK SEPARATELY)	DOLLARS	CENTS
		<u>299</u>	<u>17</u>

CHECKS LISTED SEPARATELY:
Smith 1.000
Jones LTD 17.333

Bank of America

UNIVERSITY OF HOUSTON
TREASURY #083
P. O. BOX 988
HOUSTON, TX 77001-0988

TOTAL \$ 23,627.94

FE05840937

TR (540740105)
Do Not Use For Pre-encoded Items

TOTAL ITEMS

CHECKS AND OTHER ITEMS ARE PROVIDED FOR YOUR INFORMATION AND ARE NOT TO BE USED FOR COMMERCIAL USE. UNLESS SPECIFICALLY NOTED ON THE CHECK, ALL CHECKS ARE SUBJECT TO THE CHECKS AND OTHER ITEMS AGREEMENT. DEPOSITORS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL.

PLEASE BE AWARE THAT ALL ITEMS ARE PROPERLY ENDORSED. LIST EACH CHECK SEPARATELY.

Obtain independent verification of the deposit by a second person who is authorized to handle cash. The User Support Tech collects the cash and checks for processing and preparing of deposits.

- Recount cash, coin, and checks
- Confirm that cash and coin totals are correct and recorded on deposit ticket accurately
- Confirm that checks are all listed separately on the Deposit Ticket accurately and total correctly

- Confirm that the Deposit Bag number is written above the account number on the deposit ticket
- Confirm that the Deposit Summary form is complete for cash
- Confirm that the Deposit Summary form is complete for checks
- Signs the Deposit Summary form(s)

Place cash and checks in Deposit Bag with Deposit Ticket and seal Deposit Bag. Both cash verifiers must be present. Because bag is being sealed, cash verification must have already occurred. Deposit Bags must be see-through, and be purchased through the Cashier's Office.

Deposit Bags may contain only:

- Cash
- Small amounts of loose coins (or rolled coins) for the deposit
- Checks
- One original deposit ticket

DEPOSIT BAGS CONTAINING ADDITIONAL ITEMS INSIDE WILL BE RETURNED TO THE DEPARTMENT FOR RE-PROCESSING.

Complete the Deposit Bag:

- TO: BOA
- From: Department Name as shown on the Deposit Ticket, with Deposit Ticket Department Number
- Location: leave blank
- Date: The date the deposit was placed in the Deposit Bag
- Signature: Initials of both deposit verifiers
- Deposit List:
 - Line 1: Cash (currency) Amount
 - Line 2: Coin Amount
 - Line 3: Check Amount (total, do not list checks separately)

EE05840937

LOADING INSTRUCTIONS:

1. Use ball point pen to complete all information BEFORE loading bag. List each deposit separately.
2. Remove the release liner and press adhesive lip FIRMLY over warning lines to seal.
3. Attempts to re-open will damage bag.
4. Tear off and save numbered receipt.

TO: BOA

FROM: TREASURY #083

LOCATION:

DATE: 5/6/13 SIGNATURE: JA TB

DEPOSIT LIST:

1. \$	299.00	7. \$	_____
2. \$	5.94	8. \$	_____
3. \$	23,323.00	9. \$	_____
4. \$	_____	10. \$	_____
5. \$	_____	11. \$	_____
6. \$	_____	12. \$	_____

Remove the Confirmation Strip from the Deposit Bag and retain as part of your documentation.

- Date: The date the deposit was placed in the Deposit Bag
- Amount: The total amount of the deposit
- Signature: Initials of both deposit verifiers

EE05840937

DATE 5/6/13 SIGNATURE [Signature] AMOUNT 23,627.94

Prepare Journal

- Cash, checks, and coin are deposited to GL Bank 10510 for UH and 10710 for UHS.
- The bag number is the Journal Header Reference. The Deposit Bag number will exceed the number of spaces available in the Journal Header Reference line (limited to 8 characters). Truncate from the beginning of the bag number (ex: Deposit Bag number is EE05840937, Journal Header Reference is 05840937)
- The Bank (account 10510 or 10710) journal line reference contains the last four digits of the bank account from the deposit slip, the date the cash was placed in the deposit bag, and the PS Department ID.
 - Example:
 - 6766 05.06.2013 H0166
- Upload Journal support, which includes:
 - Copy of the Deposit Ticket
 - Copy of the signed Cash Deposit Summary Form
 - Cash register/sales system report or receipts, if applicable

	Header BU: 00730 Fiscal Year: 2013 Acctg Period: 9	University of Houston System JOURNAL ENTRY DETAIL	Run Date: 05/06/2013 Run Time: 12:56:03
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Journal ID: 0002438654 Reversal: None Ledger: ACTUALS
 Date: 05/06/2013 Reversal Date: Group: Created By: 0088186 Brandyberg, Tiffany Roschelle
 Source: AAF Budget Adjust Type: Actuals Post Date: Edit / Hdr Status: Valid Valid BCM Status: Valid
 Header Ref: 05840937 Status: Valid BCM N
 Description: Record cash and checks from Treasurer's Office Bypass:

Line #	Account	Line BU	Fund	DeptId	Prog	Bdgt Ref	Project	Line Ref	Chart.1	Line Description	Amount
1	10510	00730	BANK			BP2013				6766 05.06.2013 H0166	23,627.94
2	44049	00730	3056	H0207	I0366	BP2013	NA			Brochure Sales	-1,304.94
3	43641	00730	2080	H0259	F0755	BP2013	NA			Surplus Sale - Tag 695312	-5,000.00
4	12119	00730	3057	H0167	I0391	BP2013	NA			Print on Acct	-17,323.00

Submit the Journal through workflow path 2 (Dept/College/Division – Stu Fin – Accounting Office) to obtain the Departmental Approval (approval level 2).

Route To	
*Please select the appropriate approval path:	
<input type="radio"/>	Dept/Coll/Div - Accounting Office
<input checked="" type="radio"/>	Dept/Coll/Div - Stu Fin - Accounting Office
<input type="radio"/>	Dept/Coll/Div - OCG - Accounting Office

When the Departmental Approval is obtained, print out the Journal showing the Departmental Approval and paper-clip the Journal to the Deposit Bag.

Approval History				
Step	Status	Date Timestamp	User ID	Name
0	I	05/06/2013 12:54 PM	0088186	Brandyberg,Tiffany Roschelle
01	A	05/06/2013 12:55 PM	0082994	Drew,Margaret L
02	P	05/06/2013 12:54 PM		
03	P	05/06/2013 12:54 PM		

DEPOSITS SUBMITTED WITHOUT AN ATTACHED COPY THE JOURNAL THAT SHOWS DEPARTMENTAL APPROVAL WILL NOT BE PICKED UP BY THE UH POLICE DEPARTMENT, AND WILL BE RETURNED TO THE DEPARTMENT FOR RE-PROCESSING.

Prepare the Money Transmittal Form

Only one Deposit Bag can be listed per Money Transmittal Form. If multiple deposits are being submitted, separate Money Transmittal Forms must be used.

Money Transmittal Forms must be ordered from the Cashier’s Office.

- Bag Number: Of deposit bag
- Date: Date UH Police Department pick-up requested
- From (1st line): Department Name as shown on the Deposit Ticket, with Deposit Ticket Department Number
- No. Items (1st line): 1
- Said To Contain (1st line): Total amount of deposit
- Prepared/Received (1st line): Initials of person preparing the Money Transmittal Form
- UHS (1st line): will be initialed by the UH Police Department representative that picks up the deposit.
- To (2nd line): Cashier’s Office

The UH Police Department representative will leave the white copy with the department.



MONEY TRANSMITTAL

No 208641

BAG NUMBER EE05840937

DATE 5/6/13

OFFICE	NO. OF ITEMS	SAID TO CONTAIN	PREPARED/RECEIVED	UHS	TIME
From <u>TREASURY #083</u>	<u>1</u>	<u>\$ 23,627.94</u>	<u>[Signature]</u>		
To <u>CASHIER'S OFFICE</u>		\$			
From		\$			
		\$			

MONEY TRANSMITTAL FORMS WITH MORE THAN ONE DEPOSIT ATTACHED WILL NOT BE PICKED UP BY THE UH POLICE DEPARTMENT, OR WILL BE RETURNED TO THE DEPARTMENT FOR RE-PROCESSING.

The User Support Tech calls the UH Police Department for deposit pickup.

Requests for pickup can be made online at: <http://uh.edu/police/transfers.html>

- Information requested includes: Pickup location, contact person, phone number, destination, transfer amount, and special instructions.
- Departments with additional questions can contact police dispatch at 713-743-3333.
- Requests must be submitted by 2:30 PM if same day service is needed. Requests received after 2:30 PM will be picked up the next day.
- Deposits must be in the Cashier's Office by 1:30 PM in order to be transported to the bank on that day.

Retain deposit documentation for six months

- Scans or copies of checks (must block bank account and routing numbers)
- Copy of Deposit Ticket
- Copy of Money Transmittal Form
- Signed copy of Cash Deposit Summary Form
- Copy of Journal showing Departmental Approval
- Confirmation Strip from Deposit Bag
- Cash register/sales system report or receipts, if applicable

When cash is transported to the Cashier's Office by the UH Police Department, the Cashier's Office will:

- Confirm that the deposit contains all required documentation
 - Cash, coin, checks and one copy of the Deposit Ticket in the Deposit Bag
 - Journal showing Departmental Approval attached to the deposit bag
 - Money Transmittal Form for a single deposit
- If all documentation is submitted with the deposit, The Cashier's Office will:
 - Log the Deposit Bag
 - Approve the Journal in PS Finance
 - Submit the Deposit Bag for pick-up by the courier
- INCOMPLETE OR INCORRECTLY PREPARED DEPOSITS WILL BE RETURNED TO THE DEPARTMENT FOR RE-PROCESSING.

Personnel submitting incorrectly prepared or complete cash deposits and deposit journals may:

- Be required to re-take the on-line Cash Security Procedures, Cash Deposit and Security Procedures, Petty Cash and Change Fund, or the class-room based GL Journal Entry training courses.
- Have change and/or petty cash fund approval revoked.
- Have Cash Handling approval revoked.

General Accounting will review all Journals submitted and confirm:

- Cash amount per Journal agrees to amount per Deposit Ticket
- Cost center and revenue account appear accurate
- Supporting documentation contains
 - Copy of the Deposit Ticket
 - Copy of the signed Cash Deposit Summary Form
 - Cash register/sales system report or receipts, if applicable
 - May include a copy of a 1074 report if the deposit is made to credit non-revenue GL Account.

Once these items are confirmed, Journals will be posted. Journals with errors or incomplete support will be denied back to the department. If a Journal is denied back to the department, select Path 1 instead of Path 2 when resubmitting the Journal to General Accounting. This is because there is no longer a cash deposit to be processed with the journal.

COST CENTER AND ACCOUNT CODES USED:

Be sure to write a single line for all single dollar amounts over \$100.00.

00730-2078-H0222-E0335-NA-18140	43600	Deposit all Testing Services.
00730-2078-H0222-E0335-NA-18140	12101	Reimbursement for returned checks.
00730-2078-H0222-E0335-NA-18140	50015	Deposit any overage or shortage from Budget Journal

ORDERING OF SUPPLIES FOR CASH HANDLING:

Before ordering money transmittal forms or money bags, please call Vault Services, x35632, to verify prices:

Money Transmittal Forms - complete a journal form; get UH Director of Educational Testing Services approval; submit journal via workflow and hand carry the original journal to the Bursar's Office. They will sign the form and give you the money transmittal forms you ordered.

Money Deposit Bags: complete a journal form; get UH Director of Educational Testing Services approval; submit journal via workflow and hand carry the original journal to the Bursar's Office. They will sign the form and give you the money deposit bags you ordered.

Deposit Slips: Fax a memo to Fred Burnett in the Treasures Office, fax #: 713-743-8782, requesting additional deposit slips and charge to cost center 00730-18140. Also fax the deposit

slip reorder form and a deposit slip. He will order them and they will be mailed to LAS. The reorder form is in the last deposit slip booklet.

V. RECONCILIATION

All income reconciliation is performed monthly by the College Administrator's Staff. This is done by comparing the journal and SCR amounts on the "M & O" or "Income" Report to the amounts on the UGL Report. Total student billing will be reflected as "ABC Accounting Feed" in the FRS Report under account code 0053. This FRS amount is compared with LAS' total monthly billing amount provide by the Secretary II. Any discrepancy is immediately investigated.

VI. REFUNDS

All clients requesting a refund must complete a refund request form and a vendor set-up form if they were not billed through the university billing system. If they are a UH student they only have to complete the refund request form. These forms are available online at www.las.uh.edu/uts. The completed form is forwarded to the Secretary II who investigates the request and makes a recommendation to the UH Director of Educational Testing Services for disposition. Based on the disposition and mode of payment the request form is forwarded to one of the following individuals for processing a refund:

- 1) CREDIT CARD: Secretary II

Credit Card Refund Procedure

When an examinee registers for a test and pays by credit card and requests a refund, they must fill out a Refund Request Form.

The system is then checked to verify that the examinee did not take the test for which they are requesting a refund.

After verifying the examinee did not test, the Refund Request Form is approved by the UH Director of Educational Testing Services of Learning and Assessment Services.

You then go to the BOA Velocity Payment System to the University Testing Services account information to verify charges on the examinee's account.

Once charges are verified, the refund is processed.

- 2) CASH/MONEY ORDER: Financial Coordinator

Vouchers will be submitted via PeopleSoft to refund examinees who paid by cash or money order.

- 3) STUDENT BILLING: Secretary II

Student Billing Procedure

Student billing dates are set by the University of Houston bursars' office. Students go to the University Testing Services website at las.uh.edu/uts to register for test. An extraction of students who have registered for tests is done from the UTS admin system. The student information is put in a spreadsheet to edit for errors. Once all student information is edited, the file is sent to the bursars' office for uploading in PASS for students.