Change Requests for UND Departments and
Change Requests for Vending, Special Events, or Till Funds for UND Departments

Responsible Office: Student Account Services (SAS)
Issue Date: September 8, 2010
Revision Date:

GENERAL PROCEDURE INFORMATION
This procedure outlines the process for UND Departments to request scheduled change requests and change requests for vending, special events, or till funds.

POLICY/PROCEDURE

Routine (Weekly) Change Order Requests

Departmental Responsibility:

1. Departments should follow the established Change Request schedule, located at http://und.edu/admissions/student-account-services/_files/docs/change-order-request-form.pdf. Any variations from this schedule should be approved by the Student Account Relations Manager.
2. During peak processing times for Student Account Services, SAS will notify departments of dates that change order requests will not be processed. This is generally during the week that includes the last day to pay tuition and fees without a late fee. Departments should plan accordingly to submit their change order requests the prior week.
3. Submit departmental Change Request form along with currency for the same amount of the change request.
4. The Change Request form and the currency should be delivered to Student Account Services in the departmental deposit bag.
5. Change Requests should not be sent through intercampus mail. Departments should submit these in person or via courier service.

Student Account Services Responsibility:

1. The change request will be processed within one day of receipt.
2. The SAS Lead Student Account Assistant, or their designate (in the absence of the Lead), will process the change request using the Lead Student Account Assistant's drawer.

If there is inadequate currency in the drawer to fulfill the request, the Student Account Assistant will process the request via Alerus Financial. If request needs to be processed through Alerus Financial, it will be processed within 2 days of receipt.
3. Student Account Services returns the change request money to the department in the department’s deposit bag. Departments may either personally pick it up in Student Account Services or have the deposit bag delivered via their courier service.

**Change Requests for Vending, Special Events, or Till Funds:**

**If the amount of the Change Request is for $100.00 or less:**

**Departmental Responsibility:**

1. The department completes the Change Request form.
2. The department completes a voucher, obtains required signatures and submits voucher to Accounting Services.
   a. If the department is requesting till funds, the voucher should include the Internal Auditor’s signature prior to being submitted.
   b. Voucher should be made payable to “University of North Dakota”.
   c. Voucher should be marked HOLD CHECK - SEND CHECK TO STUDENT ACCOUNT SERVICES.
   d. Voucher should have the Change Request form attached.
   d. The department will need to plan in advance, as it may take 3-5 days for Accounting Services to process the voucher, unless a RUSH is requested in a timely manner. In addition, Student Account Services will need up to two days to process request.
3. When the check has been issued, Accounting Services staff will forward the check along with the Change Request form to Student Account Services.
   a. The check will **NOT** be endorsed with the Bank of North Dakota endorsement stamp.
   b. STUDENT ACCOUNT SERVICES staff will endorse the check with the Alerus Financial endorsement stamp at that time the check and Change Request form is received.

**Student Account Services Responsibility:**

1. The Student Account Services Lead Student Account Assistant (or their backup) receives the check and the Change Request form and will process the change request within one day of receipt.
2. The change request will be processed using the Lead Student Account Assistant’s/vault drawer.
3. The Student Account Assistant will stamp the check with the Alerus Financial endorsement stamp.
4. The amount of the check will be included on the Cash Proof Sheet - check amount total.
5. The check will be sent to Alerus Financial; it will not be remotely deposited to Bank of North Dakota.
6. Student Account Services returns the change request money to the department in the department’s deposit bag. Departments may either personally pick it up in Student Account Services or have the deposit bag delivered via their courier service.
If the amount of the Change Request is $100.01 or more and/or requires a large volume of specific denominations:

**Departmental Responsibility**

1. The department should first notify Student Account Services of the amount of the change request and/or the specific currency denominations needed.
2. The change request will be processed within one day of receipt, unless Alerus Financial does not have the specific currency denominations requested.
   a. If the denominations are not available at Alerus Financial, Alerus will place an order for the requested currency denominations. A special order made by Alerus may take up to ten days.
   b. Departments must plan accordingly to ensure that their change request is submitted to allow enough time for it to be processed by the date that the department needs the currency.
3. The department completes a Change Request form.
4. The department completes a voucher, obtains required signatures and submits voucher to Accounting Services.
   a. If the department is requesting till funds, the voucher should include the Internal Auditor’s signature prior to being submitted.
   b. Voucher should be made payable to “Alerus Financial”. It should not be made payable to University of North Dakota.
   c. Voucher should be marked HOLD CHECK - SEND CHECK TO STUDENT ACCOUNT SERVICES.
   d. The check should not be endorsed with the Bank of North Dakota endorsement stamp.
   e. Voucher should have the Change Request form attached.
   f. The department will need to plan in advance, as it may take 3-5 days for Accounting Services to process the voucher, unless a RUSH is requested in a timely manner. In addition, Student Account Services will need up to two days to process request.

5. When the check has been issued, Accounting Services staff will forward the check along with the Change Request form to Student Account Services.
   a. The check will NOT be endorsed with the Bank of North Dakota endorsement stamp.
   b. SAS staff does not endorse the check with the Alerus Financial endorsement stamp at that time the check and Change Request form is received, since the check is made payable to Alerus Financial.

**Student Account Services Responsibility**

1. The Lead Student Account Assistant (or their backup) notifies Alerus Financial of the departmental change request the same day as received, if it is received by 3pm.
2. The Lead Student Account Assistant (or their backup) sends the check along with the Change Request form in the departmental deposit bag to Alerus Financial on the next business day.

3. Alerus Financial will process the change request and return it to STUDENT ACCOUNT SERVICES within one business day.
   a. If a special order had to be processed by Alerus Financial, due to a significant cash amount requested or due to a large number of specific denominations needed, it may take up to 10 days to be processed.

4. The Lead Student Account Assistant (or their backup) receives the change request currency from Alerus Financial.

5. The change request and money will be returned to the department either by the department picking it up or via their courier service. It will not be returned in intercampus mail.
   a. If a department is picking up the change request, they may request to receive a phone call from STUDENT ACCOUNT SERVICES notifying them when it is ready to be picked up.
   b. If the change request will be returned via the department's courier service, a phone call will not be made to the department. It will be returned in the next scheduled courier pick-up.

DEFINITIONS

<table>
<thead>
<tr>
<th>SAS</th>
<th>Student Account Services Office</th>
</tr>
</thead>
</table>

RELATED INFORMATION & RESOURCES

<table>
<thead>
<tr>
<th>Change Request Form</th>
<th><a href="http://www.und.edu/dept/studentaccounts/Documents/change%20request%20for%20departments.pdf">http://www.und.edu/dept/studentaccounts/Documents/change%20request%20for%20departments.pdf</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Voucher</td>
<td><a href="http://www.und.edu/dept/accounts/forms.html#V">http://www.und.edu/dept/accounts/forms.html#V</a></td>
</tr>
</tbody>
</table>