

## Processing Student statements for Business office

1. On first week of month run and print out **two copies** of statements for 2 months previous (e.g. in November run September's dates)
  - a. Limit ptype to fkstudent
  - b. Limit dates
  - c. Sort by patron include amount owed and number
2. Separate overdues from replacement charges.
3. Waive fines in student URSUS account for overdues.
4. fill in spreadsheet with students who have overdue charges and mail to Darcy in the business office (add replacement charges from statements run with dates limited to three months from statement run date – see more detail below). Move student paperwork to completed folder. Mail other copy to student with label attached stating fines have been moved.
5. For Replacement charges, place one copy of patron's statement with replacement charges in file (temporarily until we get the process down – may not need to keep paperwork). Mail second copy to student with warning sticker attached. May also call.
6. For Replacement charge list, run statements for three months prior (e.g. in October run June's dates). We should only get students who owe replacement charges. Add these to the monthly spreadsheet with overdues (mentioned in #3).
7. For overdue charges and replacement fees sent to billing office in spreadsheet:
  - a. Waive fines in student URSUS account (done in #3)
  - b. For replacement charges, print record of billed item for Anne before waiving.
  - c. Pull notices from student file and attach. Place both types of statements in complete folder.
  - d. Discuss replacements with Sharon and Leslie then send item records to Anne for replacement or deletion.