



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, Visa, & MasterCard. Payments can be made in the Cashier's Office, online, over the phone, by mail, or by wire transfer.

*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 Over the Phone

Students can contact the Cashier's Office to make payment 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. Please be advised that only credit card payments can be taken over the phone.

Online payments

Students and Authorized Users can make payments online at https://secure.touchnet.com/C20148_tsa/web/login.jsp. 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.

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.

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.

***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.*

Departmental Deposits

Policy: Banner Finance requires us to use a new account number called the **FOAP**. The **FOAP** is the Fund, Org, Account and Program. All departmental deposits must be filled out with the correct **FOAP** information in order 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.**

*** 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. Obtain deposit form (three-part) from Cashier's Office.
2. Complete department name, description, FOAP, and dollar amount of deposit.
3. Wait for your receipt from the Cashier.

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

Inter-Agency Wire Transfers

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

Scope: Faculty and Staff

Procedures:

1. Obtain deposit form (three-part) from Cashier's Office
2. Complete department name, description, FOAP, and dollar amount of deposit.
3. Copy of deposit receipt can be picked up from Cashier's Office or sent via inter-office mail.

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 obtained from the Student Accounting Office or online

2. Take the completed direct deposit form to Student Accounting Office to be processed

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.