Statewide Campuses Specified Recipients Scholarship Workflow

Responsibilities

Statewide Campuses	Bursar's Office	Controller's Office
• Instruct donors to send checks to Lockbox: LB 410033 USU Scholarships Office PO Box 35146 Seattle, WA 98124-5146 • On the rare occasion, if a payment is received in person, instruct donor to send payment to the lockbox for future payments. • Deposit funds to A16370 256100 • Keep good records. Copies of checks, receipts, and any additional information provided by donor to ensure timely awarding of the scholarship and refunding. • For funds received and deposited outside of Lockbox, submit the ServiceNow Specified Recipients Form located at Service Catalog>Controllers Office>Miscellaneous>Specified Recipients. Input all required information and attach documentation then click submit. • If a scholarship needs adjusted or a refund sent back to the donor, submit the ServiceNow Specified Recipient Reduction/Refund Request form. Form is located at Service Catalog>Controllers Office>Miscellaneous>Specified Recipient Reduction/Refund Request. Input all required information and attach documentation then click submit.	• Apply scholarship to student account after receiving completed ServiceNow Specified Recipient form with all required information and attached documentation. • Apply Reductions of Scholarships on Student Accounts after receiving completed ServiceNow Specified Recipient Reduction/Refund Request. • Manage payments through lockbox.	• Reconcile Specified Recipients Index A16370 (at least monthly) • Update Bursar's Office and Statewide Campuses of unreconciled deposits and/or student payments • Process refunds per ServiceNow requests from Statewide Campuses and Bursar's Office in EZ Buy

Deposits

Check received and processed per cash handling procedures, of each center

Departmental Deposit Slip

When completing the departmental deposit slip, deposit payment on index A16370 account code 256100. There must be a separate line for each student receiving a scholarship. Each line must contain the following information in the exact order.

A#, Site, Donor Name
Ex: A12345678 UB McDonalds
Accuracy is essential in order for the reconciliation process to function appropriately.

Specified Recipients Student Payment Submission

Submit a request in ServiceNow to have a payment posted to a student account.
ServiceNow: Service Catalog → Controllers Office → Miscellaneous → Specified Recipients
- Complete the required information and attach all required documentation then click submit to route the request.
  - Attach all documentation and receipts on the form in ServiceNow.
  - Attach a copy of the check and any additional information received from the donor.
  - Attach a copy of the receipt from Cashier's Office.
- There is an Add to Cart Option if submitting several request at a time. Remember if using this option, after the final record you have to go back to your cart to submit all requests. Otherwise it will only submit the current record and not every record that has been added to the cart.

Reduction of Payment or Refund to Donor Request

Submit a request in ServiceNow to have a payment reduced on a student account and/or refunded to the donor.
ServiceNow: Service Catalog → Controllers Office → Miscellaneous → Specified Recipient Reduction/Refund Request

- Complete the required information and attach all required documentation then click submit to route the request.
- Attach documentation that will help explain the situation, copy of original check, receipt number, etc.
- Give a good explanation of either why the funds are not being refunded or why the funds are being refunded