



Republic of the Philippines
CEBU NORMAL UNIVERSITY
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Financial Management Services Division

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PROCESS FLOW OF STUDENT INFORMATION, DISBURSING AND CASHIERING SERVICES FOR ONSITE TRANSACTIONS

Client	Requirements	Step	Service Provider	Duration of Activity	Person In-Charge	Fees
FOR ENROLLMENT PAYMENT OF TUITION AND OTHER FEES						
Students	Enrollment Assessment; Student ID	1	Student proceeds to window 3 or 4 for verification of assessment.			
		2	Accounting Staff verifies assessment.	15 minutes	Cindy, Meradelle Janice	Schedule 1,2,3
		3	Student proceeds to Window 7 or 8 for payment.			
		4	Cash Clerk receives payment and issues Official Receipt.	15 minutes	Abigael, Glenn, Anthony	Schedule 1,2,3
		5	Client gets the Official Receipt of payment.			
FOR OUTSTANDING BALANCE PAYMENT OF TUITION AND OTHER FEES						
Students	Student ID	1	Client proceeds to window 3 or 4 for inquiry of outstanding balance.			
		2	Accounting Staff gives statement of account, if applicable.	15 minutes	Cindy, Meradelle Janice	Actual amount of SOA
		3	In case of outstanding balance, client proceeds to Window 7 or 8 for payment.			
		4	Cash Clerk receives payment and issues Official Receipt.	15 minutes	Abigael, Glenn, Anthony	Actual amount of SOA
		5	Client gets the Official Receipt of payment.			
FOR ORDER OF PAYMENT PURPOSES						

Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction	Assessment Form from concerned Responsibility Centers	1	Client proceeds to window 3 or 4 and presents request for issuance of Order of Payment Number.			
		2	Accounting Staff issues Order of Payment Number based on the request.	15 minutes	Cindy, Meradelle Janice	Schedule 4
		3	Client proceeds to Window 7 or 8 for payment.			
		4	Cash Clerk receives payment and issues Official Receipts.	15 minutes	Abigael, Glenn, Anthony	Schedule 4
		5	Client gets the Official Receipt for the payment made.			
		6	Client goes back to the Office of Origin of the request.			
		7	Client presents the original copy of the Official Receipt for issuance of the request.			

FOR CLEARANCE PURPOSES

Internal and External Clients: Students, Teaching and Non-Teaching Personnel	Clearance Form from College/HRMO; Student ID/Employee ID	1	Client presents Clearance form at window 3 or 4.			
		2	Accounting Staff verifies account, signs clearance if client has no outstanding balance or issues statement of account for balances.	15 minutes	Cindy, Meradelle Janice	
		3	In case of outstanding balance,client proceeds to Window 7 or 8 for payment.			
		4	Cash Clerk receives payment and issues Official Receipt.	15 minutes	Abigael, Glenn, Anthony	Actual SOA
		5	Client gets the Official Receipt			
		6	Client goes back to window 3 or 4 and presents Official Receipt and Clearance form.			

		7	Accounting Staff receives Official Receipt and Clearance form; verifies posting of payment in the ledger and signs clearance form.	5 minutes	Cindy, Meradelle Janice	
FOR MONEY CLAIMS AND OTHER DISBURSING INQUIRIES						
Internal and External Clients: Students, Teaching and Non-Teaching Personnel with various claims, Suppliers	Authorization from Supplier, Company/Student/Valid ID; Official Receipt	1	Requesting Party/Supplier proceeds to window 5 or 6 for inquiry on availability of check and ADA for payments, salaries, honorarium and other claims.			
		2	Disbursing Clerk checks availability of Check/ADA.	10 minutes	Camila, Elma, Rocelyn	Actual Amount: Check/ADA
		3	If available for payment, requesting Party/Supplier presents Valid ID's upon claiming of Check and ADA.	5 minutes	Camila, Elma, Rocelyn	N/A
		4	In case of claim through representative, authorized party shall present authorization letter/Special Power of Attorney and Valid ID.	3 minutes	Camila, Elma, Rocelyn	N/A
		5	Requesting Party/Supplier receives check and signs payment received portion of DV and issues Official Receipt.	10 minutes	Camila, Elma, Rocelyn	Actual Amount of Check/ADA
		6	Disbursing Clerk stamps "paid" on the face of the DV for paid transactions.	2 minutes	Camila, Elma, Rocelyn	N/A