



### **CEBU NORMAL UNIVERSITY**

Osmeña Blvd., Cebu City, 6000, Philippines



## **Financial Management Services Division**

Telephone No.: (+63 32) 254 1452 loc. 129 Email: accountant@cnu.edu.ph Website: www.cnu.edu.ph

ONSITE ENROLLMENT ASSESSMI  The process flow shows steps or procedures for assessment of tution and other fees during onsite enrolment.					
rne pr	ocess now snows steps or prod	cedures for assessment of tution ar	ia other lees dufin	g onsite enrolmer	11.
Office	or Division	FINANCIAL MANAGEMENT SERVICE	ES DIVISION		
Class	ification	G2C (government to citizens)			
Type o	of Transaction	SIMPLE			
Who r	nay avail?	STUDENTS			
Check	dist of Requirements	Where to secure			
ENRO	LLMENT ASSESSMENT		REGISTRAR'S C	FFICE	
STUD	ENT ID				
Client	Steps	Agency Action	Fees to be paid	Processing	Person
1	Student secures from Registrar copy of the assessment and proceeds to window 3 or 4 for verification	Accounting Staff accepts assessment and verifies assessment in the Student Information System (SIS)	Schedule 1,2,3	15 minutes	Almira, Meradelle Janice
		If the assessment is no longer valid, advise the client to go back to the Registrar for enrollment reencoding.		15 minutes	Almira, Meradelle Janice
		If the assessment is valid, advise the client to proceed to Windows 7 or 8 for payment.	Schedule 1,2,3		
		Total	Schedule 1,2,3	30 minutes	

The process flow shows the client steps or procedures for enrollment payment of tution and other fees for online transactions.

Office or Division	FINANCIAL MANAGEMENT SERVICES DIVISION
Classification	G2C (government to citizens)
Type of Transaction	SIMPLE
Who may avail?	STUDENTS

Checklist of Requirements Where to secure

ENROLLMENT ASSESSMENT SENT REGISTRAR'S OFFICE

REGISTRAR'S OFFICE

VIA EMAIL TO ACCOUNTANT@CNU.EDU.PH

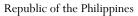
Client Steps	Agency Action	Fees to be paid	Processing	Person
1	Accounting Staff receives email assessment from Registrar's Office	Schedule 1,2,3	15 minutes	Almira, Meradelle Janice
	Accounting Staff reviews assessment in the SIS Portal and prepares Order of Payment.		10 minutes	Almira, Meradelle Janice
	Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Registrar's Office	Schedule 1,2,3	5 minutes	Almira, Meradelle Janice
	Total	Schedule 1,2,3	30 minutes	













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ONSITE SETTLEMENT OF (	INSITE SETTLEMENT OF OUTSTANDING BALANCE					
The process flow shows the client steps or procedure for settlement of outstanding balance of tuition and other fees onsite.						
Office or Division	Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION					
Classification	Classification G2C (government to citizens)					
Type of Transaction	SIMPLE					
Who may avail?	Who may avail? STUDENTS					
<b>Checklist of Requirements</b>	Checklist of Requirements Where to secure					
STUDENT ID REGISTRAR'S OFFICE						

Client	Steps	Agency Action	Fees to be paid	Processing	Person
Client proceeds to window 3 or 4 for inquiry of outstanding balance.		Accounting Staff retrieves student account and gives statement of account, if applicable.	Actual amount per SOA	15 minutes	Almira, Meradelle Janice
		Accounting Staff advise the client to proceed to Window 7 or 8 for payment.	Actual amount per SOA		
		Total	Actual amount per SOA	15 minutes	

ONLINE SETTLEMENT OF OUTSTANDING BALANCE							
The process flow shows the cli	ent steps or procedure for settle	ement of outstanding balance of tuition and other fees online					
Office or Division	FINANCIAL MANAGEME	NT SERVICES DIVISION					
Classification	G2C (government to citizens)						
Type of Transaction	SIMPLE						
Who may avail?	Who may avail? STUDENTS						
Checklist of Requirements Where to secure							
EMAIL REQUEST	MAIL REQUEST						

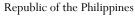
Client	Steps	Agency Action	Fees to be paid	Processing	Person
1	Client emails accountant@cnu.edu.ph to inquire outstanding balance	Accounting staff accesses email	Actual amount per SOA	15 minutes	Almira, Meradelle Janice
		Accounting Staff accesses SIS Portal, prepares Order of Payment and payment instruction through the LinkBiz Portal		10 minutes	Almira, Meradelle Janice
		Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Actual amount per SOA	5 minutes	Almira, Meradelle Janice
		Total	Actual amount per SOA	30 minutes	













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### **ONSITE REQUEST OF STUDENT CREDENTIALS AND OTHER REQUESTS**

The process flow shows the client steps or procedure for request of order of payment for student credentials and related certifications and other requests onsite.

certifications and other requests onsite.							
Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION							
Classification G2C (government to citizens)							
Type of Transaction SIMPLE							
Who may avail? Internal and External CI payment transaction			Clients: Students, Teaching and Non-Teaching Personnel; Guests with				
Check	list of Requirements		Where to secure	9			
Asses	sment Form from concerned Re	sponsibility Centers	RESPONSIBILIT	RESPONSIBILITY CENTERS CONCERNED			
Student ID		REGISTRAR'S OFFICE					
Client	Steps	Agency Action	Fees to be paid	Processing	Person		
Client	Client proceeds to window 3	Accounting Staff receives	Fees to be paid Schedule 4	Processing 15 minutes	Almira, Meradelle		
Client	Client proceeds to window 3 or 4 and presents request for	<u> </u>	•				

### ONLINE REQUEST OF STUDENT CREDENTIALS AND OTHER REQUESTS

The process flow shows the client steps or procedure for request of order of payment for student credentials and related certifications and other requests onsite.

Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION			
Classification	G2C (government to citizens)		
Type of Transaction	SIMPLE		
IWNO may avail?	Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction		

Total

Schedule 4

15 minutes

<b>Checklist of Requirements</b>	•	Where to secure

Assessment Form from concerned Responsibility Centers RESPONSIBILITY CENTERS CONCERNED REGISTRAR'S OFFICE

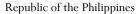
Client Steps	Agency Action	Fees to be paid	Processing	Person	
	Accounting Staff access email	Schedule 4	15 minutes	Almira, Meradelle Janice	
	Accounting Staff accesses SIS Portal, prepares Order of Payment and payment instruction through the LinkBiz Portal	Schedule 4	10 minutes	Almira, Meradelle Janice	
	Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Schedule 4	5 minutes	Almira, Meradelle Janice	
	Total	Schedule 4	30 minutes		











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ONSITE REQUEST FOR REFUND OF SCHOOL FEES				
The process flow shows the client steps or procedure for request of refund of school fees.				
Office or Division	FINANCIAL MANAGEMENT SERVICES DIVISION			
Classification	G2C (government to citizens)			
Type of Transaction	SIMPLE			
Who may avail? Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction				

REGISTRAR'S OFFICE

Checklist of Requirements Where to secure RESPONSIBILITY CENTERS CONCERNED

Letter request (original/scanned/photo copy with signature) for refund. Approved withdrawal form (subjects withdrawn)

Official endorsement from the responsibility center concerned/registrar's

office for the validity of refund. Official Receipt/deposit slip/interbank transaction slip.

Client Steps		Agency Action	Fees to be paid	Processing time	Person Responsible
1	Client proceeds to window 3 or 4 and submits request with complete supporting	Accounting Staff receives request.		15 minutes	Almira, Meradelle Janice
		Accounting Staff validates claim for refund in the record thru SIS Student Ledger, prepares Disbursement Voucher with complete supporting documents		1 day	Almira, Meradelle Janice
		Accountant reviews transaction and certifies per Box c as to cash Availability, subject to Auto Debit Advice (ADA) when applicable, completeness of supporting documents and amount claimed proper.		1 day	Roche
		Accounting Staff logs Disbursement voucher for approval of Agency Head.		15 minutes	Harrold, Cindy
		Total		2 davs 30	

ONLINE REQUEST FOR REFUND OF SCHOOL FEES  The process flow shows the client steps or procedure for request of refund of school fees.					
Office or Division	Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION				
Classification	G2C (government to citizens)				
Type of Transaction	SIMPLE				
Who may avail?	Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction				
Checklist of Requirements	Where to secure				

Letter request (original/scanned/photo copy with signature) for refund.

Approved withdrawal form (subjects withdrawn)

Official endorsement from the responsibility center concerned/registrar's

office for the validity of refund.

Official Receipt/deposit slip/interbank transaction slip.

Complete Bank Account Details where your refund be deposited

Client Step	ps	Agency Action	Fees to be paid	Processing	Person
acc	ent emails countant@cnu.edu.ph to uest refund	Accounting Staff access email.		15 minutes	Almira, Meradelle Janice
		Accounting Staff validates claim for refund in the record thru SIS Student Ledger, prepares Disbursement Voucher with complete supporting documents		1 day	Almira, Meradelle Janice
		Accountant reviews transaction and certifies per Box c as to cash Availability, subject to Auto Debit Advice (ADA) when applicable, completeness of supporting documents and amount claimed proper.		1 day	Roche
		Accounting Staff logs Disbursement voucher for approval of Agency Head.		15 minutes	Harrold, Cindy
		Total		2 days 30 minute	S





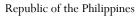




RESPONSIBILITY CENTERS CONCERNED

REGISTRAR'S OFFICE





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ONSITE WITHDRAWAL AND DROPPING OF SUBJECTS						
The pro	ocess flow shows the client step	os or procedure for processing of w	vithdrawal and drop	pping of subjects.		
Office	Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION					
	fication	G2C (government to citizens)				
	of Transaction	SIMPLE				
Who n	nay avail?	STUDENTS				
Check	list of Requirements		Where to secure			
Approv	ed withdrawal and dropping for	rm from the registrar's office	REGISTRAR'S C			
Client	Steps	Agency Action	Fees to be paid	Processing time	Person Responsible	
1	Client proceeds to window 3 or 4 and submits the form	Accounting Staff receives form.		15 minutes	Almira, Meradelle Janice	
		Accounting Staff accesses SIS Portal, and validates the withdrawal and dropping of subjects.		15 minutes	Almira, Meradelle Janice	
		Accounting staff prepares credit memo for refund, if any in the SIS.		15 minutes	Almira, Meradelle Janice	
		Accountant approves Credit Memo.		10 minutes	Accountant	
		Accounting Staff prepares Order of Payment for applicable fees, if any.		10 minutes	Almira, Meradelle Janice	
		Accounting staff advise the client proceeds to Window 7 or 8 for payment.	Actual Amount of Refund			
		Total	Actual Amount of Refund	65 minutes		

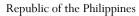
ONLINE WITHDRAWAL AND DROPPING OF SUBJECTS						
	teps or procedure for processing of v	vithdrawal and dro	pping of subjects			
Office or Division FINANCIAL MANAGEMENT SERVICES DIVISION						
Classification	G2C (government to citizens)					
Type of Transaction	SIMPLE					
Who may avail?	STUDENTS					
Checklist of Requirements		Where to secure				
Approved withdrawal and dropping	form from the registrar's office	REGISTRAR'S C	FFICE			
Client Steps Agency Action		Fees to be paid	Processing time	Person Responsible		
1	Accounting Staff access email.		15 minutes	Almira, Meradelle		
	Accounting Staff accesses SIS Portal, and validates the withdrawal and dropping of subjects.		15 minutes	Almira, Meradelle Janice		
	Accounting staff prepares credit memo for refund in the SIS, if any.		15 minutes	Almira, Meradelle Janice		
	Accountant approves Credit Memo.		10 minutes	Accountant		
	Accounting Staff accesses SIS Portal, prepares Order of Payment for applicable charges, if any and payment instruction through the LinkBiz Portal.		10 minutes	Almira, Meradelle Janice		
	Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Actual Amount of Refund	5 minutes	Almira, Meradelle Janice		
	Total	Actual Amount of Refund	70 minutes			











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ONSITE ADDING AND CHANGING OF SUBJECTS AND DEGREE PROGRAM  The process flow shows the client steps or procedure for processing of adding and changing of subjects and degree program.					
-		or procedure for processing of addir	ig and changing of s	subjects and degre	e program.
Office	or Division	FINANCIAL MANAGEMENT SERVIC	ES DIVISION		
	assification G2C (government to citizens)				
Type of Transaction SIMPLE					
Who n	nay avail?	STUDENTS			
Check	list of Requirements		Where to secure	•	
Approv	ed adding and changing form f	rom the registrar's office	REGISTRAR'S C	FFICE	
Client	Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
1	Client proceeds to window 3 or 4 and submits the form	Accounting Staff receives form.		15 minutes	Almira, Meradelle Janice
		Accounting Staff accesses SIS Portal, and validates the adding and changing of subjects or degree program.		15 minutes	Almira, Meradelle Janice
		Accounting Staff prepares Order of Payment for applicable fees, if any.		10 minutes	Almira, Meradelle Janice
		Accounting staff advise the client proceeds to Window 7 or 8 for payment.	Actual Amount		
		Total	Actual Amount	40 minutes	

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ONLINE ADDING AND GUANGIN	O OF OUR IFOTO AND DEODEE	DD OOD AM				
ONLINE ADDING AND CHANGING			aubicate and deare	o program		
The process flow shows the client step Office or Division	<u> </u>		subjects and degre	ee program.		
Classification	FINANCIAL MANAGEMENT SERVIC	JES DIVISION				
	G2C (government to citizens)					
Type of Transaction Who may avail?	SIMPLE	IMPLE STUDENTS Where to secure				
Checklist of Requirements	STUDENTS					
Approved adding and changing form	the registrar's office	REGISTRAR'S C	-			
Client Steps	Agency Action	Fees to be paid	Processing	Person Responsible		
1	Accounting Staff access email.		15 minutes	Almira, Meradelle Janice		
	Accounting Staff accesses SIS Portal, and validates the adding and changing of subjects or degree program.		15 minutes	Almira, Meradelle Janice		
	Accounting Staff accesses SIS Portal, prepares Order of Payment for applicable charges, if any and payment instruction through the LinkBiz Portal.	Actual Amount	10 minutes	Almira, Meradelle Janice		
	Accounting Staff sends Order of Payment and Payment Instruction to Student through email CC Cash Unit.	Actual Amount	5 minutes	Almira, Meradelle Janice		
	Total	Actual Amount	45 minutes			







