



**Financial Management Services Division**

Telephone No.: (+63 32) 254 1452 loc. 129

Email: [accountant@cnu.edu.ph](mailto:accountant@cnu.edu.ph)

Website: [www.cnu.edu.ph](http://www.cnu.edu.ph)

**ONSITE ENROLLMENT ASSESSMI**  
 The process flow shows steps or procedures for assessment of tuition and other fees during onsite enrolment.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
ENROLLMENT ASSESSMENT STUDENT ID			REGISTRAR'S OFFICE		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>	
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		If the assessment is no longer valid, advise the client to go back to the Registrar for enrollment re-encoding.		15 minutes	Almira, Meradelle Janice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		
		<b>Total</b>	Schedule 1,2,3	30 minutes	

**ONLINE ENROLLMENT ASSESSMENT VIA EMAIL**  
 The process flow shows the client steps or procedures for enrollment payment of tuition and other fees for online transactions.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
ENROLLMENT ASSESSMENT SENT REGISTRAR'S OFFICE VIA EMAIL TO ACCOUNTANT@CNU.EDU.PH			REGISTRAR'S OFFICE		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>	
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
		<b>Total</b>	Schedule 1,2,3	30 minutes	



Certification Date: 1 February 2021  
 Recertification due date: 24 January 2024  
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**ONSITE SETTLEMENT OF OUTSTANDING BALANCE**  
 The process flow shows the client steps or procedure for settlement of outstanding balance of tuition and other fees onsite.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
STUDENT ID			REGISTRAR'S OFFICE		
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>
1	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		
		<b>Total</b>	Actual amount per SOA	15 minutes	

**ONLINE SETTLEMENT OF OUTSTANDING BALANCE**  
 The process flow shows the client steps or procedure for settlement of outstanding balance of tuition and other fees online

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
EMAIL REQUEST					
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>
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
		<b>Total</b>	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.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
Assessment Form from concerned Responsibility Centers Student ID			RESPONSIBILITY CENTERS CONCERNED REGISTRAR'S OFFICE		
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>
1	Client proceeds to window 3 or 4 and presents request for issuance of Order of Payment	Accounting Staff receives request and issues Order of Payment Number based on the request.	Schedule 4	15 minutes	Almira, Meradelle Janice
		Accounting staff advise the client proceeds to Window 7 or 8 for payment.	Schedule 4		
		<b>Total</b>	Schedule 4	15 minutes	

**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.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
Assessment Form from concerned Responsibility Centers or Registrar			RESPONSIBILITY CENTERS CONCERNED REGISTRAR'S OFFICE		
<b>Client Steps</b>		<b>Agency Action</b>	<b>Fees to be paid</b>	<b>Processing</b>	<b>Person</b>
		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
		<b>Total</b>	Schedule 4	30 minutes	



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<b>ONSITE REQUEST FOR REFUND OF SCHOOL FEES</b>				
The process flow shows the client steps or procedure for request of refund of school fees.				
<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION		
<b>Classification</b>		G2C (government to citizens)		
<b>Type of Transaction</b>		SIMPLE		
<b>Who may avail?</b>		Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction		
<b>Checklist of Requirements</b>			<b>Where to secure</b>	
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			RESPONSIBILITY CENTERS CONCERNED REGISTRAR'S OFFICE	
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
<b>Total</b>			<b>2 days 30</b>	

<b>ONLINE REQUEST FOR REFUND OF SCHOOL FEES</b>				
The process flow shows the client steps or procedure for request of refund of school fees.				
<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION		
<b>Classification</b>		G2C (government to citizens)		
<b>Type of Transaction</b>		SIMPLE		
<b>Who may avail?</b>		Internal and External Clients: Students, Teaching and Non-Teaching Personnel; Guests with payment transaction		
<b>Checklist of Requirements</b>			<b>Where to secure</b>	
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			RESPONSIBILITY CENTERS CONCERNED REGISTRAR'S OFFICE	
Client Steps	Agency Action	Fees to be paid	Processing	Person
1	Client emails accountant@cnu.edu.ph to request 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
<b>Total</b>			<b>2 days 30 minutes</b>	



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<b>ONSITE WITHDRAWAL AND DROPPING OF SUBJECTS</b>				
The process flow shows the client steps or procedure for processing of withdrawal and dropping of subjects.				
<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION		
<b>Classification</b>		G2C (government to citizens)		
<b>Type of Transaction</b>		SIMPLE		
<b>Who may avail?</b>		STUDENTS		
<b>Checklist of Requirements</b>			<b>Where to secure</b>	
Approved withdrawal and dropping form from the registrar's office			REGISTRAR'S OFFICE	
Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
1	Client proceeds to window 3 or 4 and submits the form		15 minutes	Almira, Meradelle Janice
	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		
		Actual Amount of Refund	65 minutes	
	<b>Total</b>			

<b>ONLINE WITHDRAWAL AND DROPPING OF SUBJECTS</b>				
The process flow shows the client steps or procedure for processing of withdrawal and dropping of subjects				
<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION		
<b>Classification</b>		G2C (government to citizens)		
<b>Type of Transaction</b>		SIMPLE		
<b>Who may avail?</b>		STUDENTS		
<b>Checklist of Requirements</b>			<b>Where to secure</b>	
Approved withdrawal and dropping form from the registrar's office			REGISTRAR'S OFFICE	
Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
1	Accounting Staff access email.		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 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
		Actual Amount of Refund	70 minutes	
	<b>Total</b>			



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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.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
Approved adding and changing form from the registrar's office			REGISTRAR'S OFFICE		
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.	Actual Amount	10 minutes	Almira, Meradelle Janice
		Accounting staff advise the client proceeds to Window 7 or 8 for payment.	Actual Amount		
		<b>Total</b>	Actual Amount	40 minutes	

**ONLINE 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.

<b>Office or Division</b>		FINANCIAL MANAGEMENT SERVICES DIVISION			
<b>Classification</b>		G2C (government to citizens)			
<b>Type of Transaction</b>		SIMPLE			
<b>Who may avail?</b>		STUDENTS			
<b>Checklist of Requirements</b>			<b>Where to secure</b>		
Approved adding and changing form the registrar's office			REGISTRAR'S OFFICE		
Client Steps		Agency Action	Fees to be paid	Processing time	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
		<b>Total</b>	Actual Amount	45 minutes	



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