



# Cleveland State University

## Inter-Office Memorandum

Date: January 4, 2022

To: All University Employees

From: Laura Shannon; Manager, Cashier Operations

Re: Changing from Cashier Operations to Payment Processing

I'm writing to provide a quick update regarding the services and organizational structure in the Bursar's office. Since March 2020, and the shift to remote learning during the COVID-19 pandemic, face-to-face interactions at the Cashier window have dropped to a trickle. With many departments shifting existing business processes/practices, the Bursar has identified an opportunity to increase speed of processing by shifting existing resources from a Cashier function to a Payment Processing function. At the same time, the university has identified an exciting opportunity to use the existing Cashier window to consolidate constituent services in a single location. As a result, the Bursar's Office will be ceasing operations of our customer-facing Cashier window beginning this month (January 2022). All essential Cashier functions will continue. We will remain available to provide all the services you expect, just with a different format.

We are encouraging all offices who have previously utilized the Cashier window to process departmental payments from students for fees such as handbooks, lab kits, exams, etc, to move to an alternative method that allows students to complete these transactions electronically, with 24/7 availability.

IS&T provides an online platform, called ShopNet (<https://campusnet.csuohio.edu/ShopNet/>) for payment processing via credit card; departments can use this storefront to allow students to pay fees for a variety of expenses. ShopNet provides an emailed receipt similar to what a student would receive when paying in person. To set up a ShopNet link, you can reach out to Carlisa Burge in the IS&T department ([c.burge@csuohio.edu](mailto:c.burge@csuohio.edu)) for more information. A description, amount, and chartfield is needed for a transaction fee to be created.

Please distribute this information to your departments and instructors as relevant so that students are not directed to the Cashier office to pay fees going forward.

Our Payment Processing staff will continue to accept check payments if a student prefers not to pay online. Check payments may be placed in our night depository, as long as it is accompanied by a paper form with instructions on where to deposit the funds, along with a student ID number.

For departments who utilize the night depository for departmental deposits, we ask that you continue to use envelopes for your deposits that do not contain cash. Only use your locking deposit bag for cash deposits. All checks must be made payable to Cleveland State University, and properly endorsed (with either a deposit stamp, or appropriate chartfield). Paperwork (including receipts) and deposit bags (if applicable) will be returned via inner-office mail. With the absence of the Cashier window, you will no longer be able to pick up a deposit bag in person.

We thank you for your cooperation and support as we transition from Cashiering to the Payment Processing Office.