

The background features a yellow banner with a white arch at the top. Below the arch is a pink square containing the text 'University of Missouri St. Louis' in white. At the bottom of the banner are three wavy pink and white stripes.

**UM – St. Louis**

**Cashier's Office**

**University  
of Missouri  
St. Louis**

**Annual Report FY2007**

## **Accomplishments**

### **Staffing Improvements**

The hiring of two new front-line Cashiers' has greatly improved overall customer service within the office. (One new hire is the result of backfill requirements for the MyView project and the other is a replacement employee for an employee who left her position.) There has been a decrease in the response time for answering phones, replying to e-mails and servicing walk in traffic.

An office accountant was hired this fiscal year. Nancy Cook, the new accountant has been very effective and efficient at reconciling receipts to amounts deposited and amounts posted to student accounts. Improvement has also been made with account receivables and billing (ARBI).

A newly created Business Analyst Position was also filled. This employee, Cornell Lewis, is devoted to the MyView project 80% of the time. This is up from the original projected MyView project time of 50%. Cashier's Office duties have included updating and reformatting of office business processes, setup and maintenance of Cashier's website, improvements and revisions to many office letters, forms/brochures, and installation of office security cameras, payment kiosks and break room shelving.

To better serve our student sponsors, the office has trained an additional person on the handling of third party sponsor accounts, Lynn Becker. She will be taking over full responsibilities for Third Party operations in the first quarter of FY2008.

### **Online Improvements**

Response from students and parents drove a 4-campus effort to redesign the student monthly billing statement. In March of 2007 students began receiving statements that were not only easier to read and understand but were also available to view and print online.

The old Cashier's Office website has been taken down and a new more informative and user friendly website has been put up. The new site has a navigation menu bar, a section for new announcements, and many newly created web pages.

Pages not previously displayed on the old website include:

- multiple FAQ pages
- an Understanding Your Billing Statement page
- ARBI and CRR pages for faculty and staff
- payment options and payment information pages
- Hope and Lifetime Learning Credits page
- A Forms page

Pages that have been revised for ease of use include:

- The View and Pay Online page
- The Parking Permits page
- The Additional Fees page
- The Fee Schedules pages

Fee schedules from the past five years have been put into the current fee schedule format and consolidated into one easy to access link online.

Significant progress has been made on the new MyView (PeopleSoft) implementation project. CSAR trancodes have been converted to PeopleSoft item types. Tuition calculation has been set up. Current business processes are being fit to PeopleSoft and PeopleSoft is being fit to current business processes.

Students can now view and pay their bill online from any of the four new payment kiosks within the MSC. Three of the four kiosks are equipped with laser printers for receipt printing.

## **Office Improvements**

The old four camera VHS recordable office security system has been upgraded to a new eight camera DVD recordable security system.

The office break room was outfitted with two new 6ft high x 4ft wide utility shelves for better organization of employee jackets/outerwear and break room supplies.

Productivity within the office has improved with the use several new pieces of office equipment.

- A professional all-in-one print/fax/scan/copy machine has accounted for faster servicing of students. Additionally, it is currently being used to scan and electronically organize several storage cabinets full of student records.
- An electronic letter folder is now being used to fold the hundreds of letters that the Cashier's Office mails out on a regular basis.
- A check scanner will soon be used to scan and electronically organize all checks received for payment on student accounts. This will reduce and may eliminate the need for a payment lockbox in the future.

## **Other Improvements / Accomplishments**

To further collections efforts, the Cashier's Office has enlisted the help of The Williams & Fudge collection agency. In only five months, W&F has managed to collect over \$94,000 from students whose accounts had been previously written off to bad debt.

Data required on laptops has been fully encrypted with the latest software. In the event that a laptop would be lost or stolen, all data would be secure. The only thing that a perpetrator could do is reformat the entire computer which would permanently destroy all data on the drive.

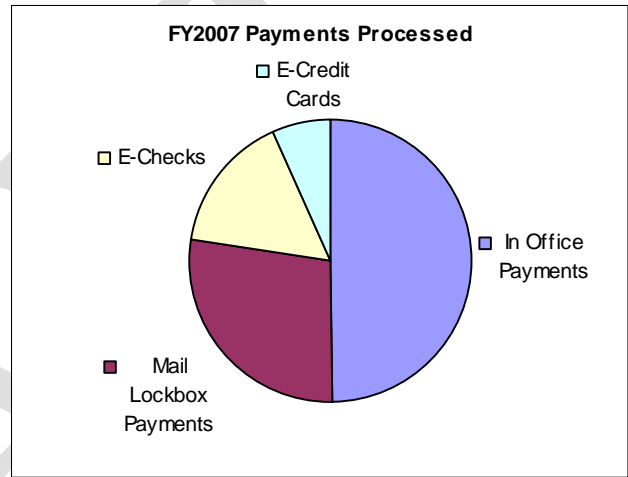
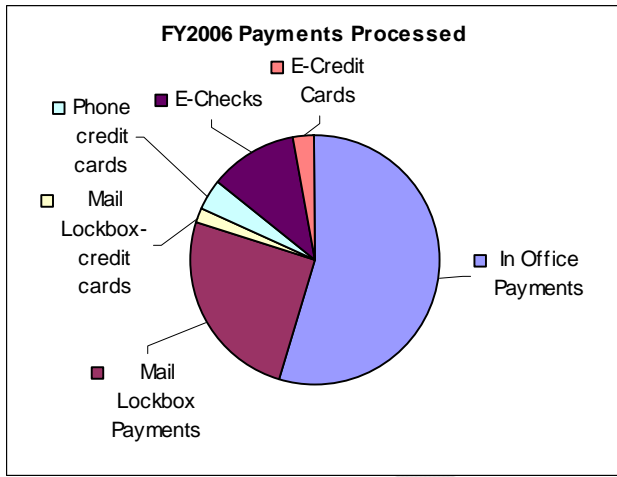
A more formalized process for placing holds has been developed for the Legacy campuses. The process allows for holds to be placed on student accounts that owe money to other campuses. This has not only aided our collections process, but has also kept students from adding charges on at our campus and failing to pay for them. In most cases, we have been able to work out something with students that allow the campuses to get their money due as well as get the student registered at the new campus.

The Manager of Cashiers has received Cognos training and is using it to automate several reports required by the Cashier's Office. The Manager of Cashier's three year term on the Staff Association expired this year. While there are not plans to run for another office on the staff council, other opportunities will be explored with the staff council committees.

A customer service survey has been prepared and will be e-mailed to all registered students this fall.

## Payment of Fees

Students have several options when it comes to paying their fee statements. Most students, as in years past, still choose to pay their statements in the Cashier's Office. While in the office, students can pick up a free planner or any of the free informational brochures. The office also has a large bulletin board that is updated with important dates and times. In addition to processing student payments, cashiers often answer account and other departmental questions, provide letters and forms, and give directions to other areas on campus. While most students pay in the office, many prefer to mail their payments and an increasing number of students are now paying online. With the enhancements made to the online payment center, more and more students are taking advantage of the convenience of [eBill](#).



Payments Processed FY2006	Quantity	Dollars
In Office Payments	30,533	\$20,218,538
Mail Lockbox Payments	14,217	\$ 8,173,973
Mail Lockbox-credit cards	1,068	\$ 885,846
Telephone credit cards	2,257	\$ 1,900,123
E-Checks	6,443	\$ 4,341,725
E-Credit Cards	1,575	\$ 1,319,378

Payments Processed FY2007	Quantity	Dollars
In Office Payments	27,884	\$19,364,011
Mail Lockbox Payments	15,522	\$10,329,332
Mail Lockbox-credit cards	No longer accepted	
Telephone credit card	No longer accepted	
E-Checks	8,918	\$ 6,740,824
E-Credit Cards	3,718	\$ 3,197,740

## Other Student Fee Payments

Other student fee payment options include Third Party Billing and the Employer Reimbursement Deferred Payment Plan (ERDPP). The ERDPP program is beneficial for students whose employers reimburse them for educational fees based on grades. It gives students the flexibility to enroll in classes and defer payment until the end of the semester after grades are posted. This program is an UMSL Cashier's Office original and is gaining popularity. From FY2006 to FY2007 there has been a 17% increase in participation.

FY2006	Quantity	Dollars
ERDPP	241	\$11,700.00

FY2007	Quantity	Dollars
ERDPP	281	\$14,250.00

Third Party Transactions FY2006	
Third Party credits issued	\$3,310,431
Third Party payments received	\$3,577,089

Third Party Transactions FY2007	
Third Party credits issued	\$3,302,375
Third Party payments received	\$3,972,653

## University of Missouri - St. Louis Cashier's Office Annual Report FY2007

Payments Processed FY2006	Quantity	Dollars
Advance Deposit	737	\$67,862
Various Testing	633	\$23,917
Honor Application Fee	133	\$11,900
Collection Agency	1411	\$310,224

Payments Processed FY2007	Quantity	Dollars
Advance Deposit	370	\$27,650
Various Testing	571	\$21,640
Honor Application Fee	114	\$10,400
Collection Agency	1352	\$347,910
Bankruptcy Court	40	\$746.00

Nonmatriculated FY2006	Quantity	Dollars
Honors	4	\$400.00
Nursing	2	\$200.00
Optometry	26	\$1,790

Nonmatriculated FY2007	Quantity	Dollars
Honors	1	\$100.00
Nursing	0	\$0.00
Optometry	16	\$2,800.00

Other Credits / Fees FY2006	Quantity	Dollars
Agency Scholarships	431	\$369,616
Non-Resident Tax Credits	94	\$73,525

Other Credits / Fees FY2007	Quantity	Dollars
Agency Scholarships	464	\$428,032
Non-Resident Tax Credits	87	\$93,668

### Parking Permits and MetroLink Passes Issued

Thousands of parking permits and MetroLink passes are issued in the Cashier's Office every year. Cashiers have been very successful at minimizing student waits during busy times.

Note: Fewer MetroLink passes were issued during FY2007 due to the increased cost to students.

Permits and Passes Issued FY2006	Quantity	Dollars
Parking Permits (approx)	23,100	\$2,402,103
Special Parking Permits (load base 1 & 2)	548	\$24,571
Permit numbers recorded	10,130	
Returned permits	521	
Daily student permits	386	
MetroLink passes	10,732	

Permits and Passes Issued FY2007	Quantity	Dollars
Parking Permits (approx)	22,500	\$2,368,926
Special Parking Permits (load base 1 & 2)	624	\$26,146
Permit numbers recorded	13,773	
Returned permits	706	
Daily student permits	618	
MetroLink passes	2,713	

## Student Account Transactions

### Cash Receivables and Accounts Receivables

Cash Receivables and Accounts Receivables are processed in the Cashier's Office. New training handouts have been created to assist UMSL staff members who submit CRR's and ARR's. A questions and answers web page has also been added to the Cashier's web page.

Cash Receivables Processed and Approved (CRR) FY2006	
Quantity	Dollars
3043	\$19,479,736

Cash Receivables Processed and Approved (CRR) FY2007	
Quantity	Dollars
3561	\$12,412,405

Accounts Receivables Processed and Approved (ARR) FY2006	
Quantity	Dollars
143	\$4,904,356

Accounts Receivables Processed and Approved (ARR) FY2007	
Quantity	Dollars
123	\$3,539,284

### Refunds

Student Refunds FY2006	Quantity	Dollars
Refunds System	5,488	\$5,697,929
Refunds Fin Aid	18,605	\$29,639,136
Emergency Loan	352	\$241,056.00
LMS transfers	526	\$288,217

Student Refunds FY2007	Quantity	Dollars
Refunds System	4,677	\$3,922,710
Refunds Fin Aid	15,943	\$34,845,935
Emergency Loan	423	\$291,174
LMS transfers	551	\$316,659

### Direct Deposits

The processing of student bank account information for direct deposit of refunds is currently done manually. An online system is being developed that would enable students to submit bank account information for direct deposit from any computer with internet access.

Direct Deposit Forms Processed FY2006	
Quantity	1675

Direct Deposit Forms Processed FY2007	
Quantity	1158

### Returned Checks

Returned checks from students and from departments who have submitted checks for payment are processed in the Cashier's Office. Student account balances are adjusted for returned checks from students. Departmental returned checks are processed through the ARBI billing system.

Returned Checks FY2006	Quantity	Dollars
Student return checks	180	\$136,940
ARBI return checks	99	Unknown

Returned Checks FY2007	Quantity	Dollars
Student return checks	207	\$141,877
ARBI return checks	109	Unknown

### Write Offs

Write-offs have steadily declined the past three years as a result of better collection procedures. In the years 2001 to 2004, there were additional write-off required from the past. The last several years are a more accurate reflection of our collection efforts. We have also been able to reduce write-offs to a level below each year's predictions in the past three years. The reduction in write-off dollars has occurred at the time when revenues have been steadily increasing. There has been more sent to collections each year and we are collecting more of it.

FY	2001	2002	2003	2004	2005	2006	2007
Write offs	\$91,218	\$,237,851	\$450,464	\$2,210,154	\$921,514	\$831,918	\$468,003
Total Revenue	\$63,504,463	\$69,656,276	\$77,340,331	\$84,265,925	\$89,007,546	\$96,852,440	\$101,962,006
Percentage	0.14%	1.78%	0.58%	2.62%	1.04%	0.86%	0.46%

Revenue Vs Write off Comparison



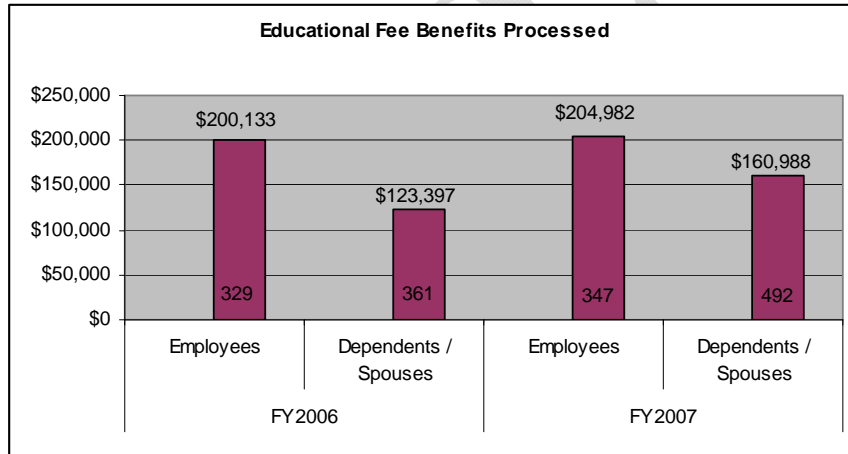
### Collections

Since FY2004, our collection agencies have recovered over 1.74 million dollars in student account debt. Students whose accounts have been turned over to collection agencies, (except for those accounts placed with the W&F agency), are now required to pay all collection agency fees. Over a half-million dollars has been saved due to the University not bearing these collection costs. See the chart below.

	FY2004	FY2005	FY2006	FY2007	Total
Collection Fees Paid	\$ 163,269	\$ 133,876	\$ 129,174	\$ 127,137	\$ 553,456
Dollars Collected	\$ 709,863	\$ 582,071	\$ 561,625	\$ 516,731	\$ 1,740,290

### Educational Fee Benefits Processed

UMSL employees, their spouses and dependents are taking advantage of the Educational Assistance Benefit and the Educational Fee Reduction Benefit. The Cashier's Office processes these student account transactions. See the chart below for the two year data. (Data is approximate due to student adds and drops).

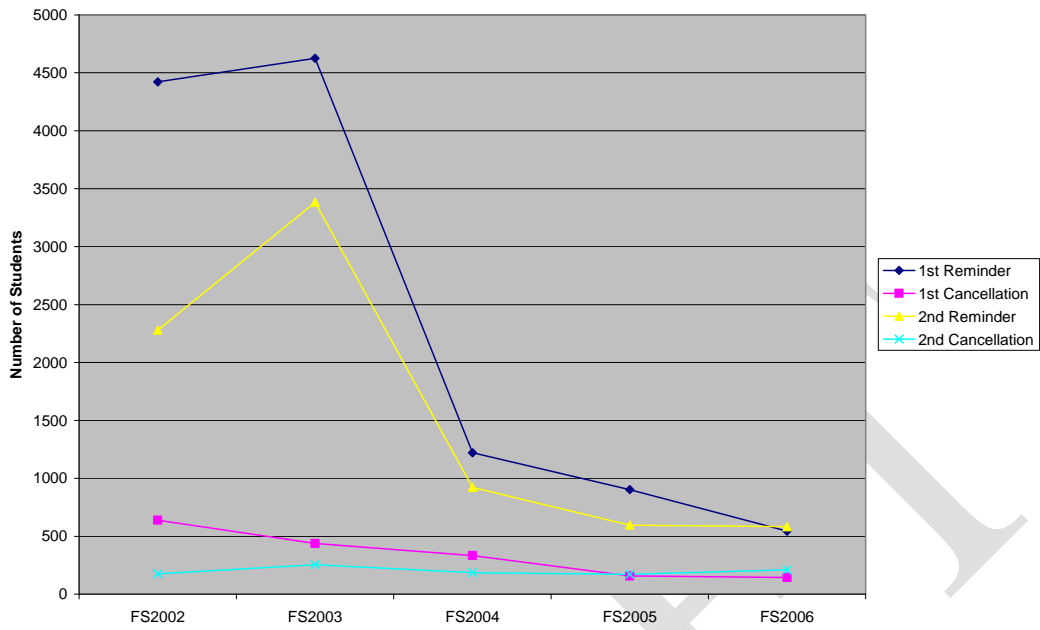


### Student Service

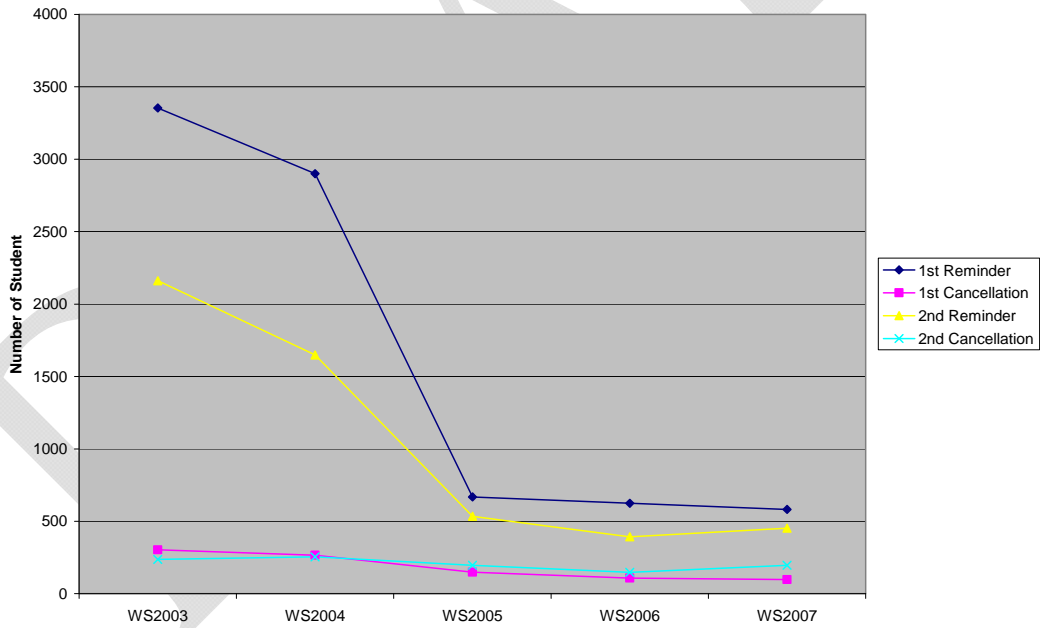
Whether entering as a new freshman or returning as a senior, the Cashier's Office has always made a conscious effort to inform students of University policies and procedures. Office staff spends many hours calling, e-mailing, and mailing information to students. Information is given regarding payment arrangements and due dates, collection activity and cancellations. The charts below show that efforts to work with students have resulted in fewer cancellations.

University of Missouri - St. Louis Cashier's Office Annual Report FY2007

Fall Reminders and Cancellations



Winter Reminders and Cancellations

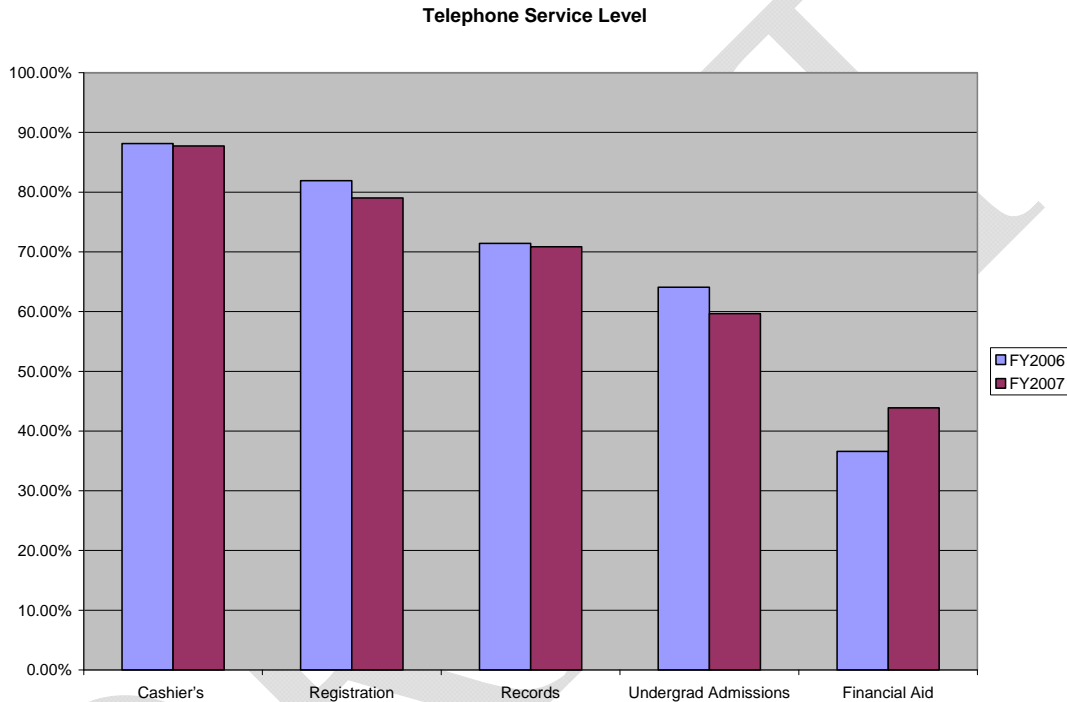




### Telephone Service Level

The Cashier's Office has achieved an excellent telephone service level of 88% for FY2007. Out of the 32,653 phone calls answered this fiscal year, 88% of them were answered within twenty seconds. Students, parents, sponsors, departments and others who contact the office by phone have and will continue to receive prompt, friendly and knowledgeable service.

As a comparison of the service level, the chart below illustrates how the Cashier's Office has once again out-performed the other student service offices.



### Hours Worked by Cashier's Office Staff

Overtime has increased from 1,124 hours in FY2006 to 1,508 hours in FY2007, primarily due to the PeopleSoft conversion and the Manager of Cashier's being out of the office. Part-time staff members are being further utilized in an effort to minimize overtime hours worked by full-time staff. Among the office full time staff, there is currently one part-time employee and one employee that has been changed from full-time to three-quarter time as a test to see if this can benefit the office as well as the employee.