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STANDARD OPERATING PROCEDURE

Subject: Fee Remission User and Fiscal Officer's Procedures to Ensure Compliant, Accurate, and Timely Fee Remission Processing

Source: University Bursar

Original Date of Issue: 11/14/2019

Date of Last Revision: 11/14/2019

Rationale: To outline the fee remission user and Fiscal Officer's responsibility to ensure accurate and timely processing of internal fee remissions.

PROCEDURE

1. The Fee Remission User and Fiscal Officer are responsible for ensuring awards are compliant with the requirements outlined in the [Student Payment Guidelines](#). The guidelines satisfy compliance requirements with federal and state regulations, IU policies and donor intent.
2. The Fee Remission User and Fiscal Officers are responsible for ensuring the accuracy of fee remissions.
 - a. Awards should be processed with extreme attention to detail. Errors can result in negative impacts for the student such as receiving a refund in error, creating a past due balance, incurring late fees, transcript holds and prevent future registration. Additionally, past due balances are subject collections including credit reporting and intercepting state tax returns. Depending on the timing of the error, the department may need to fund the award even though it was processed in error.
 - b. When processing Third Party Contracts (TPC) in the Student Information System (SIS), users need to review the contract information before adding students to ensure the correct contract is being used.



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- If departments use the wrong contract it can result in errors on the student account and the accounting feed entry could be wrong. [Job Aids](#) are available with instructions for using TPCs.
- c. Student bursar accounts should be reviewed before processing the award to help ensure accuracy in processing if the user is new or if the award requires the user to calculate an amount. Bursar accounts can be reviewed using SFBill. [Job Aids](#) are available with instructions for using SFBill.
 - d. The day after posting the awards, bursar accounts should be spot checked for accuracy. Users can also use the IUIE report Fee Remission Detail (IE_SIS_SF_FEE_REMISSION_DTL) to review multiple accounts at once.
 - e. A TPC batch process is available to departments that have more than 20 fee remissions that need processed. Contact uburreq@iu.edu for more information.
3. Fee Remission awards should be processed before the first bill of the semester. This will ensure the student's statement is accurate. Fee Remissions that are processed late can cause late fees to be charged to the student's account. Additionally, late fee remissions can cause the student's expected refund (of other aid) to be reduced, delayed or no refund at all. The first bill of the term occurs:
- a. Fall – third Thursday of August
 - b. Spring – third Thursday of December
 - c. Summer – third Thursday of April
4. The Fee Remission User and Fiscal Officer are responsible for identifying and resolving fee remissions errors.
- a. If a fee remission award was processed in error or needs decreased and it's the first month of the term, the department should fix the award in the SIS and notify the student via email.
 - b. If a fee remission award was processed in error or needs decreased and it's after the first month of the term, the department should contact uburreq@iu.edu for resolution options. At this point in the term, the department may need to fund the award that was processed in error.
 - c. If a fee remission award needs added after the term is over, contact uburreq@iu.edu for processing.
5. The Fiscal Officer is responsible for ensuring separation of duties and reconciling the account used to process fee remission awards.
- a. Accounts should be reconciled monthly after the SIS accounting feed using the IUIE report: Accounting Feed Detail With Reference - Excel - IE_SIS_SF_AFDET1_REF_XLS

DEFINITIONS

Fee Remission: A fee remission is any award to a student, regardless of funding source, which provides funding restricted to pay only certain educational expenses assessed by IU. Fee remissions are applied to approved charges with specific payment rules. All fee remissions for undergraduate and graduate students, regardless of types of



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remissions, must be processed through the SIS to comply with federal financial aid regulations (regardless of whether the student is receiving federal financial aid).

Fee Remission User: User who has access to process Third Party Contracts in the Student Information System to credit student bursar accounts with internal fee remission awards.

Fiscal Officer: A person who is trained and hired for the purpose of providing fiscal, policy and internal control management of all funds in a unit. They also ensure that the processes and related controls have been established to achieve the organization's mission and objectives.

SFBill: SFBill is the IU application students and staff can use to review bursar accounts including charge and payment activity, PDF statements, term summaries and review items by date.

Student Information System (SIS): The Student Information System is the enterprise system used to manage student records data and activities, including: admissions, financial aid, registration, advising, degree processing, and student billing.

Third Party Contracts (TPC): Functionality used in the SIS to provide internal fee remissions to student bursar accounts.

CHANGE LOG

Revision #	Change Description	Date	Completed By
1	First Draft	11/14/2019	Amanda Srichareon & Dina Adkins