

Deposit Accounting

BTDA01





Class Objectives

- Gain familiarity with Deposit Accounting and what it encompasses
- Understand the policies, processes, and terminology associated with departmental deposit processing
- Understand credit card deposit processing, merchant fees, refund processing and how to dispute and mitigate losses for chargebacks
- Identify useful resources and queries for departmental deposit processes and ledger reconciliations

What does Deposit Accounting do?

- Process and record incoming deposits for auxiliary departments (revenue and expense reimbursements)
- Student payments processed by OSF
- Work with credit card merchants for **merchant statement and fee processing**
- Research and respond to **chargeback inquiries**



FSU Cash Collection Point

- All departments handling deposits must comply with the university's [Cash Management Policy 4-OP-D-2-B](#).
- Location within a department, unit or other entity that collects more than \$5,000 in receipts annually
- Review the [Cash Management eCourse](#) offered by Tax & Compliance!
- Tax & Compliance team will initiate and assist departments with set up: ctl-Tax-Compliance@fsu.edu



DEPARTMENTAL DEPOSIT PROCESSING



Departmental Deposit Process Overview

Prepare Bank Deposit

Department receives physical deposit:

- Utilize Armored Car Service approved by the university
- For checks/money order, use Remote Desktop to electronically deposit checks
- Drop deposit at secure lockbox location

Payer mails directly to Auxiliary PO Box (for OMNI Auxiliary invoices only)

Department accepts credit or debit card payment at university approved terminal

Payer directly transmits funds to bank via EFT (ACH or wire)

Prepare Deposit Paperwork

Deposit Form

- Submit appropriate form to ctl-Deposits@fsu.edu for electronic payments, Armored Car service deposits, Remote Desktop check deposits, and non-Transact eMarket credit/debit card payment batches

Auxiliary Invoice Payments

- Submit remittance notification to ctl-EFT@fsu.edu for electronic payments
- Include copy of auxiliary invoice with physical deposit for cash/check/money order

Reconcile the Deposit

Review AR Direct Journals in OMNI FI (for Departmental Deposits for nonbilled/point of sale activity or expense reimbursements)

Review AR Payment Journals in OMNI FI (for Auxiliary Invoices generated in OMNI)

to ensure all delivered deposits are accounted for as expected

Prepare Bank Deposit: Physical Tender

Armored Car Pickup Services

- Cash, coin, checks, and money orders
- Include a completed bank deposit slip and secure in a university approved deposit bag
- Service is set up and authorized by the Controller's Office Administrative Team (ctl-admin@fsu.edu)

Remote Desktop Check Scanner

- Checks scanned daily by the department
- Deposits post directly to university's bank account
- Service is set up and authorized by the Controller's Office Cash Management & Banking Team(ctl-TM@fsu.edu)

Prepare Bank Deposit: Physical Tender

Secure Drop Box

- Located outside of the Office of Student Finance at A1500 University Center
- Available 24 hours a day, 365 days a year including holidays and weekends
- Secure deposit in a university approved tamper-resistant bag

Other

- For customers receiving Auxiliary Invoices:
 - Payments should be mailed directly to the Auxiliary PO Box, as instructed on the invoice
 - Should include a copy of the Auxiliary Invoice or invoice ID on remittance stub

Prepare Bank Deposit: Electronic Tender



Electronic Funds Transfer (EFT) ACH/Wire and Credit Card Payments

- The Cash Management and Banking team establishes EFT setups (ctl-Customerpmt@fsu.edu)
- Payers should request that payment remittance be submitted to ctl-EFT@fsu.edu to ensure timely processing

Bank of America Merchant Services & American Express Credit Card Payments

- Service is set up and authorized by the Controller's Office Tax & Compliance Team (ctl-Tax-Compliance@fsu.edu)

Prepare Bank Deposit: Electronic Tender

Transact eMarket Credit Card Payments

- eMarket functionality offerings:
 - Storefront
 - Checkout

Transact Virtual Terminal Credit Card Payments

- Virtual terminals allow departments the ability to create a point-of sale system, like a retail checkout, for customers to pay securely.

Service offered by Controller's Office Financial Systems Team (ctl-transact@fsu.edu)
Visit <https://controller.vpfa.fsu.edu/transact-departments> to explore this functionality

Prepare Deposit Paperwork

All Departmental Deposits, regardless of payment method or purpose, must be accounted for within the university's financial system. Please refer to the [Deposit Guidance](#) and [Deposit Guidance Examples](#) for more information.

- [Departmental Deposit Form](#) - Used to ensure the following deposit types are accounted for properly:
 - **Cash, Check, Money Orders**
 - **Credit Card** (Departmental Deposit Forms are not required when Transact terminals are used for processing)
- [Incoming EFT Payments Form](#) - Used to ensure all EFT (ACH/Wire) deposits are accounted for properly.
- [Payroll Reimbursement Form](#) - Used to record payments for employee payroll reimbursements.

Given FSU's adherence to Sunshine Laws, confidential data such as bank account information should never be shared on these forms or via email.

Prepare Deposit Paperwork

Deposit paperwork is not required in the following instances:

- **Credit card payments associated with Transact** (eMarket or Virtual Terminal). Accounting is predefined within the Transact system and recorded automatically to OMNI FI.
- **Deposits associated with Auxiliary Invoices.** Accounting is predefined when the invoice is created in OMNI FI.



Invoice No: AUX00176865
Invoice Date: 08/20/2024
Page: 1 of 1

Bill To:

A large, empty rectangular box with a thin black border, intended for the bill-to information.

Customer Id: AUX1006007
Payment Terms: NET_30
Purchase Order:
Due Date: 09/19/2024
AMOUNT DUE: 3,625.00 USD

Remit To:

Florida State University
Auxiliary Accounts Receivable
P.O. Box 3062397
Tallahassee, FL 32306-2397
United States

To make a payment online, please visit:
<https://commerce.cashnet.com/FSUAuxInvoices>

A nonrefundable service charge will be assessed for payments made online.

Types of Departmental Deposits

- Revenue Deposits
- Expense Reimbursements
- Travel Reimbursements
- Payroll Reimbursements
- Cash Advance Refunds

Account Dictionaries:

- [Revenue Accounts](#)
- [Expense Accounts](#)

*Note: **Revenue** deposits for Foundation projects (F0XXXX) cannot be processed through the Controller's Office.*

Revenue Deposit Form Example

Section I. Deposit Summary

Department Name

Date Prepared:

Preparer Name:

Payment Method (Must be US Currency or in US Dollars)	Required Documentation
Check, Cash, Money Order, Cashier's Check, Traveler's Check	For Currency (<i>never</i> mail cash; hand-deliver only): Remittance information and deposit slip, (if possible)
Credit Card	For Credit Card: Summary Report (Batch Settlement Slips)

Deposit Type	Deposit Total	Payment Method	Credit Cards Only	Credit Card Terminal No.	Transaction Date	Enter total number of checks here:

Revenue Deposit Form Example: Page 1

SAMPLE - REVENUE DEPOSIT



Departmental Deposit Form

Deposit Accounting
6300 University Center A
282 Champions Way
Tallahassee, FL 32306-2391
CTL-Deposits@fsu.edu

The purpose of this form is to record Departmental Deposits (revenue deposits and/or expense/travel reimbursements) processed via cash, check, money order, or credit card. **For cash, check, and money order deposits**, use the "Print Form" button below and include it with deposits delivered in person to the secure drop box located outside of the Office of Student Finance at A1500 University Center. **For credit card deposits and deposits made via courier**, use the "Email Form" button below. Do not combine cash/check deposits and electronic payments on the same form. Please complete all required sections and include the required supporting documentation for each deposit. ***This form is not needed when making deposits associated with existing auxiliary invoices in OMNI Financials. These deposits can be delivered to the secure drop box located outside of the Office of Student Finance office at A1500 University Center accompanied with a copy of the invoice or invoice number reference. This form is also not used to record revenue deposits for the FSU Foundation, FSU Research Foundation, or Sponsored Research Administration.***

Section I. Deposit Summary

Department Name: Ringling Museum

Date Prepared: 09/25/2025

Preparer Name: John Smith

Payment Method (Must be US Currency or in US Dollars)	Required Documentation
Check, Cash, Money Order, Cashier's Check, Traveler's Check	For Currency (<i>never</i> mail cash; hand-deliver only): Remittance information and deposit slip, (if possible)
Credit Card	For Credit Card: Summary Report (Batch Settlement Slips)

Deposit Type	Deposit Total	Payment Method	Credit Cards Only	Credit Card Terminal No.	Transaction Date	Enter total number of checks
Revenue Deposit	\$249.00	Credit Card	Amex	6439	9/23/2025	
Revenue Deposit	\$6,877.00	Credit Card	FSU Card/Mastercard/Visa/Discover	2880	9/23/2025	
TOTAL	\$7,126.00					

Revenue Deposit Form Example: Page 2

Departmental Deposit Form, continued

SAMPLE - REVENUE DEPOSIT

In this section, list the total amount to deposit as revenue in each department/fund/account/project/CF combination. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. Repeat for each combination needed.

Departments can validate the posting of deposit information by running OMNI FI query FSU_DPT_DIRECT_JRNL_DEPOSIT.

Amount	ARD Line Description (Desired Description for ARD Reference)	Department	Fund	Account	Project	CF1	CF2	CF3
\$6,346.00	23-Sep-25 Gate Sales	188015	320	624001		RG455		
\$480.00	23-Sep-25 Regular HAT Sales	188015	320	623001		RG250		
\$300.00	23-Sep-25 Rental-Ecom	188015	320	624060		RG480		
\$7,126.00	TOTAL							

Revenue Deposit Form Example: Page 3

Departmental Deposit Form, continued

SAMPLE - REVENUE DEPOSIT

Section III. Deposit Detail – Expense Refunds & Reimbursements

This section should be completed for deposits resulting from an expense refund, expense reimbursement, travel reimbursement, or a cash advance refund. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. In order to appropriately record the deposit, reference must be made to the original transactions, supported by the associated journal, voucher, or expense report ID. Attach the backup documentation as outlined in this table in order to ensure timely processing.

Expense Deposit Type	Required Documentation	Suggested OMNI FI Query
Expense Refund	AP Journal ID & Voucher ID	FSU_DPT_GL_JRNL_WITH_VCHR
Expense Reimbursement	AP Journal ID & Voucher ID	FSU_DPT_GL_JRNL_WITH_VCHR
Travel Reimbursement	Provided EX Journal ID and Expense Report ID	FSU_DPT_GL_JRNL_WITH_EXP_SHEET
Cash Advance Refund	EMPLID, Open Item ID, and/or Voucher ID	FSU_DPT_AP_OPEN_ITEMS

Expense Deposit Type	Amount	Department	Fund	Project	Account	CF 1	CF 2	CF 3	Original Trans. Ref (Journal Id, ER, Voucher)
TOTAL									

Section IV. Deposit Reconciliation

The Deposit Summary total must equal the Deposit Totals entered in Sections II and III. Review data entry if the Deposit Summary does not equal the Deposit Totals.

Total Entered in Section I	Total Entered in Section II	Total Entered in Section III	Sum of Sections II & III	Does Deposit Summary equal Deposit Detail?
\$7,126.00	7,126		\$7,126.00	YES

Departmental Deposit Form
Revise 8/2024
Questions? Contact ctl-deposits@fsu.edu

Email Form

Print Form



Expense Refund Form Example

Section III. Deposit Detail – Expense Refunds & Reimbursements

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Expense Deposit Type		Required Documentation				Suggested OMNI FI Query			
Expense Refund		AP Journal ID & Voucher ID				FSU_DPT_GL_JRNL_WITH_VCHR			
Expense Reimbursement		AP Journal ID & Voucher ID				FSU_DPT_GL_JRNL_WITH_VCHR			
Travel Reimbursement		Provided EX Journal ID and Expense Report ID				FSU_DPT_GL_JRNL_WITH_EXP_SHEET			
Cash Advance Refund		EMPLID, Open Item ID, and/or Voucher ID				FSU_DPT_AP_OPEN_ITEMS			
Expense Deposit Type	Amount	Department	Fund	Project	Account	CF 1	CF 2	CF 3	Original Trans Ref. (Journal ID, ER, Voucher)
Expense Refund	\$1,234.56	123456	320		789012				V123456789

Expense Refund Form Example

FSU_DPT_GL_JRNL_WITH_VCHR - Vouchers by CFs, Jrnl Dt & ID

Fund w wildcard %

Dept ID w wildcard %

Project w wildcard %

*Jrnl Start Date 

*Jrnl End Date 

Account w wildcard %

Journal ID w wildcard %

*Business Unit 

View Results

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) [XML File](#) (3 kb)

View All

Row	Voucher	Journal ID	Account	Amount	Dept	Fund	Project	Acctg Date	Vendor ID	Vendor Name	
1	02425641	AP00433841	740272	2800.00	029000	110		08/05/2025	0000085333	BONO COMMUNICATIONS & MARKETING, LLC	20

Expense Refund Form Example: Page 1



SAMPLE - EXPENSE REFUND

Departmental Deposit Form

Deposit Accounting
6300 University Center A
282 Champions Way
Tallahassee, FL 32306-2391
CTL-Deposits@fsu.edu

The purpose of this form is to record Departmental Deposits (revenue deposits and/or expense/travel reimbursements) processed via cash, check, money order, or credit card. **For cash, check, and money order deposits**, use the "Print Form" button below and include it with deposits delivered in person to the secure drop box located outside of the Office of Student Finance at A1500 University Center. **For credit card deposits and deposits made via courier**, use the "Email Form" button below. Do not combine cash/check deposits and electronic payments on the same form. Please complete all required sections and include the required supporting documentation for each deposit. ***This form is not needed when making deposits associated with existing auxiliary invoices in OMNI Financials. These deposits can be delivered to the secure drop box located outside of the Office of Student Finance office at A1500 University Center accompanied with a copy of the invoice or invoice number reference. This form is also not used to record revenue deposits for the FSU Foundation, FSU Research Foundation, or Sponsored Research Administration.***

Section I. Deposit Summary

Department Name: Date Prepared: Preparer Name:

Payment Method (Must be US Currency or in US Dollars)	Required Documentation
Check, Cash, Money Order, Cashier's Check, Traveler's Check	For Currency (<i>never</i> mail cash; hand-deliver only): Remittance information and deposit slip, (if possible)
Credit Card	For Credit Card: Summary Report (Batch Settlement Slips)

Deposit Type	Deposit Total	Payment Method	Credit Cards Only	Credit Card Terminal No.	Transaction Date	Enter total number of checks
Expense Refund	\$41.44	Check/Money Order/Cashier's Check/Tr				1
TOTAL	\$41.44					



Expense Refund Form Example: Page 2

Departmental Deposit Form, continued

SAMPLE - EXPENSE REFUND

In this section, list the total amount to deposit as revenue in each department/fund/account/project/CF combination. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. Repeat for each combination needed.

Departments can validate the posting of deposit information by running OMNI FI query FSU_DPT_DIRECT_JRNL_DEPOSIT.

[illegible]

Expense Refund Form Example: Page 3

Departmental Deposit Form, continued

SAMPLE - EXPENSE REFUND

Section III. Deposit Detail – Expense Refunds & Reimbursements

This section should be completed for deposits resulting from an expense refund, expense reimbursement, travel reimbursement, or a cash advance refund. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. In order to appropriately record the deposit, reference must be made to the original transactions, supported by the associated journal, voucher, or expense report ID. Attach the backup documentation as outlined in this table in order to ensure timely processing.

Expense Deposit Type	Required Documentation	Suggested OMNI FI Query
Expense Refund	AP Journal ID & Voucher ID	FSU_DPT_GL_JRNL_WITH_VCHR
Expense Reimbursement	AP Journal ID & Voucher ID	FSU_DPT_GL_JRNL_WITH_VCHR
Travel Reimbursement	Provided EX Journal ID and Expense Report ID	FSU_DPT_GL_JRNL_WITH_EXP_SHEET
Cash Advance Refund	EMPLID, Open Item ID, and/or Voucher ID	FSU_DPT_AP_OPEN_ITEMS

Expense Deposit Type	Amount	Department	Fund	Project	Account	CF 1	CF 2	CF 3	Original Trans. Ref (Journal Id, ER, Voucher)
Expense Reimbursement	\$41.44	074000	110		741191				AP00432458, V02410669
TOTAL	\$41.44								

Section IV. Deposit Reconciliation

The Deposit Summary total must equal the Deposit Totals entered in Sections II and III. Review data entry if the Deposit Summary does not equal the Deposit Totals.

Total Entered in Section I	Total Entered in Section II	Total Entered in Section III	Sum of Sections II & III	Does Deposit Summary equal Deposit Detail?
\$41.44		\$41.44	\$41.44	NO



Travel Reimbursement Form Example

Section III. Deposit Detail – Expense Refunds & Reimbursements

This section should be completed for deposits resulting from an expense refund, expense reimbursement, travel reimbursement, or a cash advance refund. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. In order to appropriately record the deposit, reference must be made to the original transactions, supported by the associated journal, voucher, or expense report ID. Attach the backup documentation as outlined in this table in order to ensure timely processing.

Expense Deposit Type	Required Documentation					Suggested OMNI FI Query				
Expense Refund	AP Journal ID & Voucher ID					FSU_DPT_GL_JRNL_WITH_VCHR				
Expense Reimbursement	AP Journal ID & Voucher ID					FSU_DPT_GL_JRNL_WITH_VCHR				
Travel Reimbursement	Provided EX Journal ID and Expense Report ID					FSU_DPT_GL_JRNL_WITH_EXP_SHEET				
Cash Advance Refund	EMPLID, Open Item ID, and/or Voucher ID					FSU_DPT_AP_OPEN_ITEMS				
Expense Deposit Type	Amount	Department	Fund	Project	Account	CF 1	CF 2	CF 3	Original Trans Ref. (Journal ID, ER, Voucher)	
Travel Reimbursement	\$1,234.56	123456	499		151005				ER456789	

- Department = Home Department ID
- Fund = 499

- Account Code = 151005
- ER = Expense Report #

Travel Reimbursement Form Example

<https://controller.vpfa.fsu.edu/services/travel> - Resources > Concur Reporting – Login Required

The screenshot shows a SharePoint interface for Florida State University. The top navigation bar includes the university name and a search bar. The left sidebar shows the site structure with 'Quality Assurance' selected. The main content area displays a list of files in a library named 'Outstanding Travel Card Transactions'. The files are Excel spreadsheets with names like 'Outstanding Travel Card Transactions - 10032025.xlsx'. A red box highlights the breadcrumb navigation path: 'Concur Reporting > FY26 > Outstanding Travel Card Transactions'.

Florida State University SharePoint Search this library

Controller Home Quality Assurance

Quality Assurance

> Quality Assurance Edit in grid view Share Sync Copy link Add shortcut to OneDrive Download Export to Excel Automate Integrate ...

Recycle bin

Return to classic SharePoint

Concur Reporting > FY26 > **Outstanding Travel Card Transactions**

Name	Modified	Modified By
Outstanding Travel Card Transactions - 10032025.xlsx	6 hours ago	Brittany Griffin
Outstanding Travel Card Transactions - 10022025.xlsx	Yesterday at 8:06 AM	Brittany Griffin
Outstanding Travel Card Transactions - 10012025.xlsx	Wednesday at 7:53 ...	Brittany Griffin
Outstanding Travel Card Transactions - 09302025.xlsx	Tuesday at 7:49 AM	Brittany Griffin

Travel Reimbursement Form Example

FSU_DPT_GL_JRNL_WITH_EXP_SHEET - Travel & Exp by CF & Jrnl Date

Dept ID w wildcard %

Fund w wildcard %

Project w wildcard %

*Journal Date From 

*Journal Date To 

Journal ID w wildcard %

*Business Unit 

Account w wildcard %

Report ID %

View Results

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) [XML File](#) (31 kb)

View All

Row	Expense Doc ID	Doc Type	Travel Auth ID	Acctg Date	Employee ID	Name	Journal ID	Line #	Journal Date	Dept	Fund	Project	Account	Sum Amount
1	C000217359	Exp Report		07/31/2025	200730656	Ehster,Maydee	EXA0433607	4	07/31/2025	029001	110		311000	-2266.240
2	C000217359	Exp Report		07/31/2025	200730656	Ehster,Maydee	EXA0433607	68	07/31/2025	029001	110		740501	2266.240
3	C000217359	Exp Report		08/01/2025	200730656	Ehster,Maydee	PMT0433694	2	08/01/2025	029001	110		112000	-2266.240
4	C000217359	Exp Report		08/01/2025	200730656	Ehster,Maydee	PMT0433694	63	08/01/2025	029001	110		311000	2266.240

Cash Advance Refund Form Example

Section III. Deposit Detail – Expense Refunds & Reimbursements

This section should be completed for deposits resulting from an expense refund, expense reimbursement, travel reimbursement, or a cash advance refund. The Controller's Office will record these deposits with an AR Direct (ARD) journal using the information provided below. In order to appropriately record the deposit, reference must be made to the original transactions, supported by the associated journal, voucher, or expense report ID. Attach the backup documentation as outlined in this table in order to ensure timely processing.

Expense Deposit Type		Required Documentation				Suggested OMNI FI Query			
Expense Refund		AP Journal ID & Voucher ID				FSU_DPT_GL_JRNL_WITH_VCHR			
Expense Reimbursement		AP Journal ID & Voucher ID				FSU_DPT_GL_JRNL_WITH_VCHR			
Travel Reimbursement		Provided EX Journal ID and Expense Report ID				FSU_DPT_GL_JRNL_WITH_EXP_SHEET			
Cash Advance Refund		EMPLID, Open Item ID, and/or Voucher ID				FSU_DPT_AP_OPEN_ITEMS			
Expense Deposit Type	Amount	Department	Fund	Project	Account	CF 1	CF 2	CF 3	Original Trans Ref. (Journal ID, ER, Voucher)
Cash Advance Refund	\$1,234.56	123456	320		168400				V123456789
									EMPLID: 123456789

Cash Advance Refund Form Example

FSU_DPT_AP_OPEN_ITEMS

 - Open Items Details

Empl ID like (w/ %)

Dept like (w/ %)

Fund like (w/ %)

Project like (w/ %)

*Begin Date

*End Date

View Results

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) [XML File](#) (1 kb)

View All

Row	Empl ID	Voucher	Invoice	Journal ID	Dept	Fund	Project	Merchandise Amt	Account
1	000097120	02422944	117311-OPEN	AP00433457	089009	551	046709	7000.000	168400
2	000097120	02428574	117311-CLOSE	AP00434252	089009	551	046709	-7000.000	168400

Prepare Deposit Reconciliation

- Request the security role `FSU_AUX_AR_RECON` to access pages required to view departmental deposit and AR payment attachments. Refer to the [training guide](#) on the Deposit Accounting website for additional guidance.
- Deposits of payments recorded as AR Direct Journals (ARDs) may be reviewed and reconciled using the `FSU_DPT_DIRECT_JRNL_DEPOSIT` query.
- Deposits of payments associated with OMNI Auxiliary AR/Billing Invoices may be reviewed and reconciled using the `FSU_CTRL_AUX_PAYMENT` query.



Review Departmental Deposits via Query

FSU_DPT_DIRECT_JRNL_DEPOSIT - Direct Journal Deposits

*Jrnl Start Date 

*Jrnl End Date 

Fund w wildcard%

Dept ID w wildcard %

Project w wildcard%

Account w wildcard%

Journal ID w wildcard%

[View Results](#)

Review Auxiliary Billing Deposits via Query

FSU_CTRL_AUX_PAYMENT - Ext. Payment keyed by AUX Acct

*Entered Date - Start 

*Entered Date - End 

Customer ID (%)

[View Results](#)

Departmental Online Journal Entries

Departmental Online Journal Entries (DOLs) are used primarily to adjust the ledger for transactions already recorded. All DOLs should be processed using the [Departmental Online Journal Entry Form](#). Specific instructions on completing this form are available [here](#).

- Corrections via DOL should not take place before the original transaction has been posted to the General Ledger.
- Corrections should be processed in a timely manner and as soon as possible after the original transaction has been recorded.
- Documentation of a DOL must contain evidence that it is appropriate:
 - Reference must be made to the original transactions supported by the original journal, voucher, or expense report number and justification for the transfer. In addition, documentation supporting the original transaction as recorded in OMNI should be attached to the DOL form.
- Please direct questions regarding DOL processing to ctl-GeneralAccounting@fsu.edu.

MERCHANT STATEMENTS & FEES



BAMS/AMEX Statements & Fees



- Bank of America Merchant Services (BAMS) and American Express (AMEX) release monthly statements for all FSU departments that use a MID/Terminal to collect point of sale (POS) collections.
- Use the monthly statements to reconcile against ledgers and to verify the monthly merchant fees charged to the department
- Merchant fees are recorded to account 741952

BAMS Statement Example

BANK OF AMERICA

PO Box 37978 Charlotte NC 28237-7978

The last four digits of the merchant number is also called the "Terminal ID" for use on the Departmental Deposit Form

YOUR CARD PROCESSING STATEMENT

Department Information

TALLAHASSEE FL 32310-6047

Page 1 of 5

THIS IS NOT A BILL

Statement Period 03/01/23 - 03/31/23

Merchant Number 345542012884

Customer Service Website - www.businesstrack.com
Phone - 1-800-430-7161

SUMMARY

An overview of account activity for the statement period.
Fees charged for March activity will appear on April statement.

Page 1

Total Amount Submitted	\$583.50
Third Party Transactions	-\$61.00
Chargebacks/Reversals	0.00
Adjustments	0.00
Fees Charged	-\$21.42
Total Amount Funded to Your Bank	\$501.08

Amex Transactions

Monthly Merchant Fees for "BAMS"
Recorded in March

SUMMARY BY DAY

AMEX Statement Example

Merchant Financial Activity Statement

Settlements grouped by: Submitting Location ID
Statement level of detail: Detailed
Location Searched: 4098967250
Time Period: March 1, 2023 - March 31
Generated: April 25, 2023 at 08:01:13 AM

The last four digits of the merchant number is also called the "Terminal ID" for use on the Departmental Deposit Form

Submitting Location:		4098967250	MORCOM A C	Payee Location:		4098967250				
Tran Date	Amex Date	Submission Amount	Trans Count	Total Charges	Credits	Discount Amount	Fees & Incentives	Settlement Amount	Settlement Date	Settlement Number
SUBMISSIONS										
03/02	03/02	\$49.00	1	\$49.00	\$0.00	\$1.05	\$0.00	\$49.00	03/03	061C6439
03/07	03/08	\$4.00	1	\$4.00	\$0.00	\$0.09	\$0.00	\$4.00	03/09	067C6055
03/14	03/15	\$4.00	1	\$4.00	\$0.00	\$0.09	\$0.00	\$4.00	03/16	074C5236
03/17	03/18	\$4.00	1	\$4.00	\$0.00	\$0.09	\$0.00	\$4.00	03/20	077C4585
Totals		\$61.00	4	\$61.00	\$0.00	\$1.32	\$0.00	\$61.00	--	

Amount from the "BAMS" statement is seen here on the Amex statement

Monthly Merchant Fees for "Amex" Recorded in April

Transact Statements & Fees

- Around the 20th of each month Transact will invoice the university for all fees absorbed by FSU departments for eMarkets or virtual terminals.
- The Controller's Office will perform a reconciliation to determine which departments should be assessed fees. Standing authorization forms are obtained from Budget Managers authorizing approval to charge the department and fund.
- Transact monthly merchant fees are recorded to account 741952 for each department.

Transact Statement Example

August 24,2024

Paid Items Report - FSU - Daily Paid Item FEE Report

Page 1

1:03:11 PM

Business Date 7/1/2024 to 7/31/2024

Printed By: Mary Parks

Tx. No.	Status	Item Code	Item Description	Act. Date	Bus. Date	Merchant	Item Group	Cust. Code	Client Fee	Amount
977653	Closed	SBSVT-MISC	Miscellaneous	07/03/2024	07/03/2024	SBSVT		SBSVT	28.17	1,280.28
977654	Closed	SBSVT-MISC	Miscellaneous	07/03/2024	07/03/2024	SBSVT		SBSVT	33.00	1,500.00
977656	Closed	SBSVT-MISC	Miscellaneous	07/03/2024	07/03/2024	SBSVT		SBSVT	16.50	750.00
977658	Closed	SBSVT-MISC	Miscellaneous	07/03/2024	07/03/2024	SBSVT		SBSVT	16.50	750.00
986578	Closed	SBSVT-TRNSCP	Transcript	07/17/2024	07/17/2024	SBSVT		SBSVT	0.22	10.00
988322	Closed	SBSVT-TRNSCP	Transcript	07/22/2024	07/22/2024	SBSVT		SBSVT	0.22	10.00
988638	Closed	SBSVT-TRNSCP	Transcript	07/23/2024	07/23/2024	SBSVT		SBSVT	0.22	10.00
988644	Closed	SBSVT-MISC	Miscellaneous	07/23/2024	07/23/2024	SBSVT		SBSVT	11.91	541.47
988806	Closed	SBSVT-TRNSCP	Transcript	07/23/2024	07/23/2024	SBSVT		SBSVT	0.22	10.00
GRAND TOTAL									(Count: 9) 106.96	4,861.75



REFUND & CHARGEBACK PROCESSING



Refund Processing

- BAMS/Amex Credit Card Refunds
 - Processed using the department's credit card terminal
 - Recorded with the daily batch settlement using the Departmental Deposit Form
- Transact Refunds
 - Submit the Transact Refund Request Form to ctl-TransactRefunds@fsu.edu
 - Processing a refund will not reverse any service fees assessed by Transact to the cardholder for the original transaction
- Departmental Refund Request
 - For departments to refund vendors or individuals for non-tuition payments received
 - Submit the Departmental Refund Request Form to ctl-AccountsPayable@fsu.edu

What is a Chargeback?

A Chargeback is a transaction that has been disputed by the cardholder and returned by the bank/issuer for various reasons.

- Banks, processors, and the card networks can set their own deadlines.
- Banks/issuers usually give cardholders 120 days to dispute a charge from date of delivery or receipt of services.
- Depending on the issuer, the **university has between 7-20 calendar days to respond** to a chargeback dispute.

Types of Chargebacks

Chargebacks are grouped into different categories based on the reason for the chargeback:

- Fraud
- Cancellations & Returns
- Cardholder disputes
- Processing Errors (Duplicate Processing)
- Retrievals

Chargeback Process Overview

Outreach

Department should contact the cardholder and/or student regarding the dispute.

Outcome

Department Decision:
Accept or Dispute

Cardholder Withdraws Dispute
The Transact Chargeback
Withdrawal Form should be
used for Transact chargebacks

Support

Accept:
Written statement from
department explaining
the reason for accepting
the dispute

Dispute:
Written statement and
supporting
documentation from
department explaining
reasons for disputing

Cardholder can contact their
bank directly to withdraw their
dispute, and/or provide the
department with a written
statement of their intent to
withdraw and why

Chargeback Supporting Documentation

Fraud

- Email/Chat conversation with the cardholder showing their participation in the transaction
- Confirmation of the receipt of services by the cardholder
- Signed agreement or attendance logs to prove a link between the person receiving the services and the cardholder

Cancelled or Merchandise Not Received

- Properly disclosed terms and conditions detailing the cancellation, return, and refund policy acknowledged by the cardholder
- Proof that the cardholder is benefiting from the services despite the claimed cancellation
- Attendance logs, proof of work submitted, signed receipts

Cardholder Disputes

- Detailed explanation in response to cardholder's claim
- Proof that the cardholder is benefiting from the services or has received goods for the transaction
- Official statement outlining all charges, payments received, and any resulting balances

Duplicate Processing

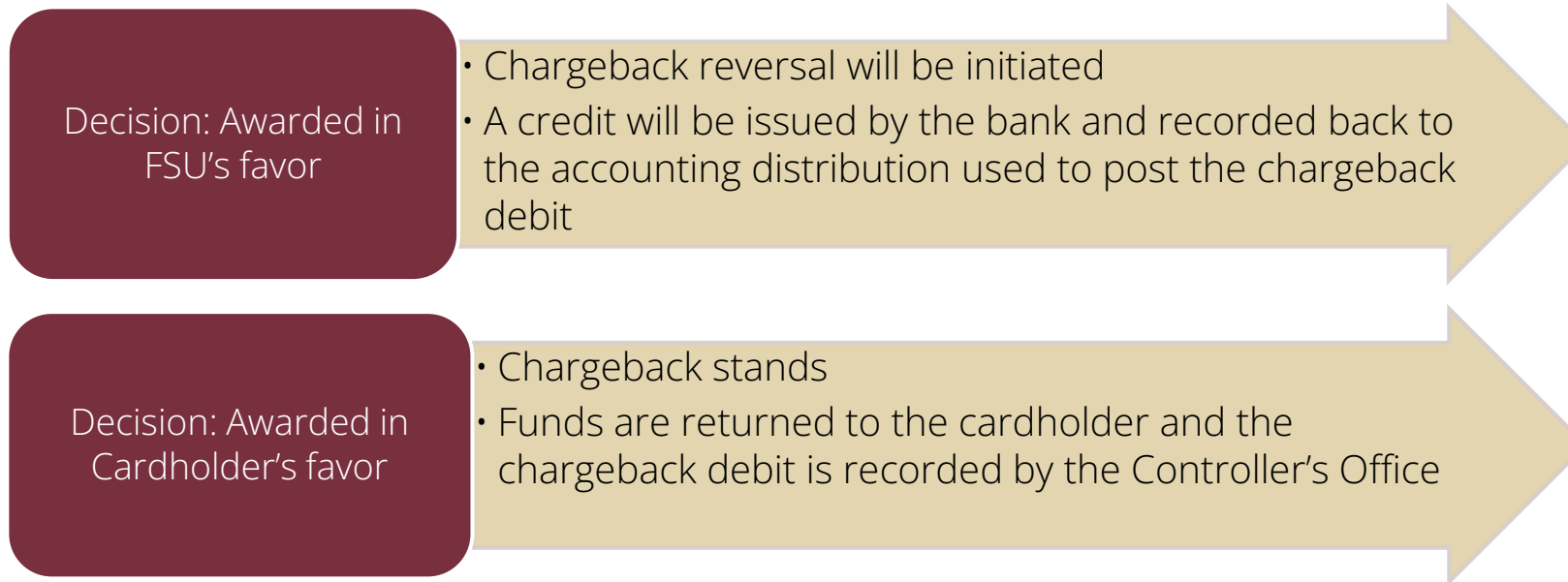
- Provide two separate transaction receipts, invoices, or logs confirming that there are two separate and valid transactions
- Evidence that the cardholder has benefited from both transactions

Retrievals

- These are requests for more information about the transaction
- A retrieval can result in a chargeback based on the support provided by the department
- Detailed information about the transaction, including any goods or services provided in support of the payment

Chargeback Outcomes

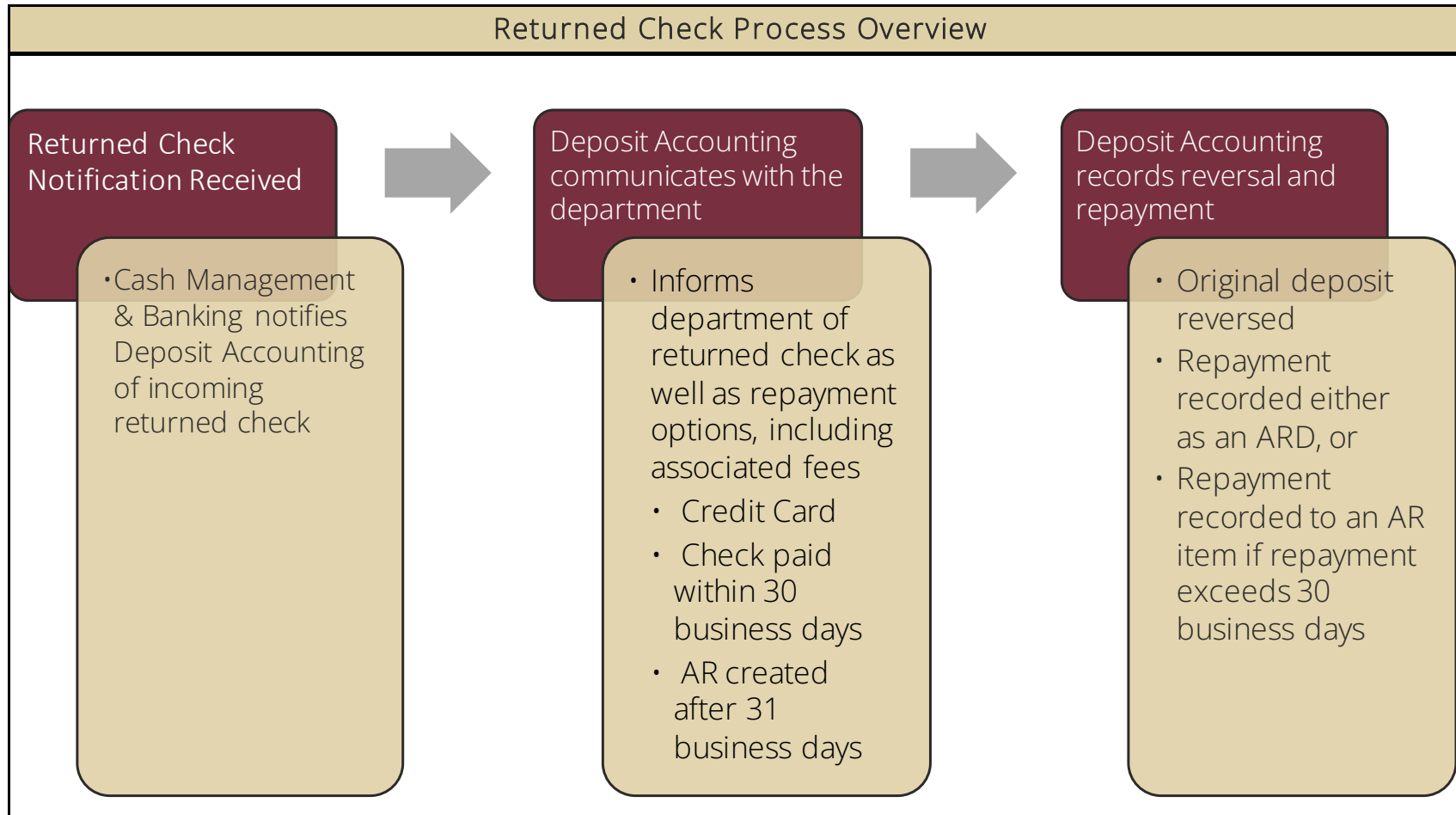
The bank/issuer will typically provide a decision within 30 days of the departmental response being submitted.



RETURNED CHECK PROCESSING



Returned Check Processing



Returned Check Processing

REASONS FOR RETURNED PAYMENTS

Insufficient Funds (NSF)

- All checks **returned for NSF** are submitted twice for clearing by the bank.
- NSF returned checks mean that at the time the check was presented to the account holder's bank, there were not sufficient funds in the account to pay the check or draft.

Stop Payments

- Occur when check issuers initiate **requests through their institution to stop the processing of checks** sent to the university.
- Occurs when a replacement check has been issued or the original payment is no longer required.

Closed Accounts

- **Closed account** returns occur when the account holder's bank account that was associated with that check is closed.

Refer to Maker

- Requires the depositor to **contact the maker** of the check.
- May occur for varying reasons, in which the maker will have to obtain from their financial institution.
- The merchant cannot obtain the reason for return from the maker's bank.

Returned Check Processing

REPAYMENT OPTIONS:

Credit Card

- A **designated credit card terminal** used to collect daily sales can be used to collect repayment.

Check or Cash (within 30-days of item being returned)

- Collect a **check or cash** within 30-days remitted to the Controller's Office and recorded using a Departmental Deposit Form.

Check or Cash (after 30-days of item being returned)

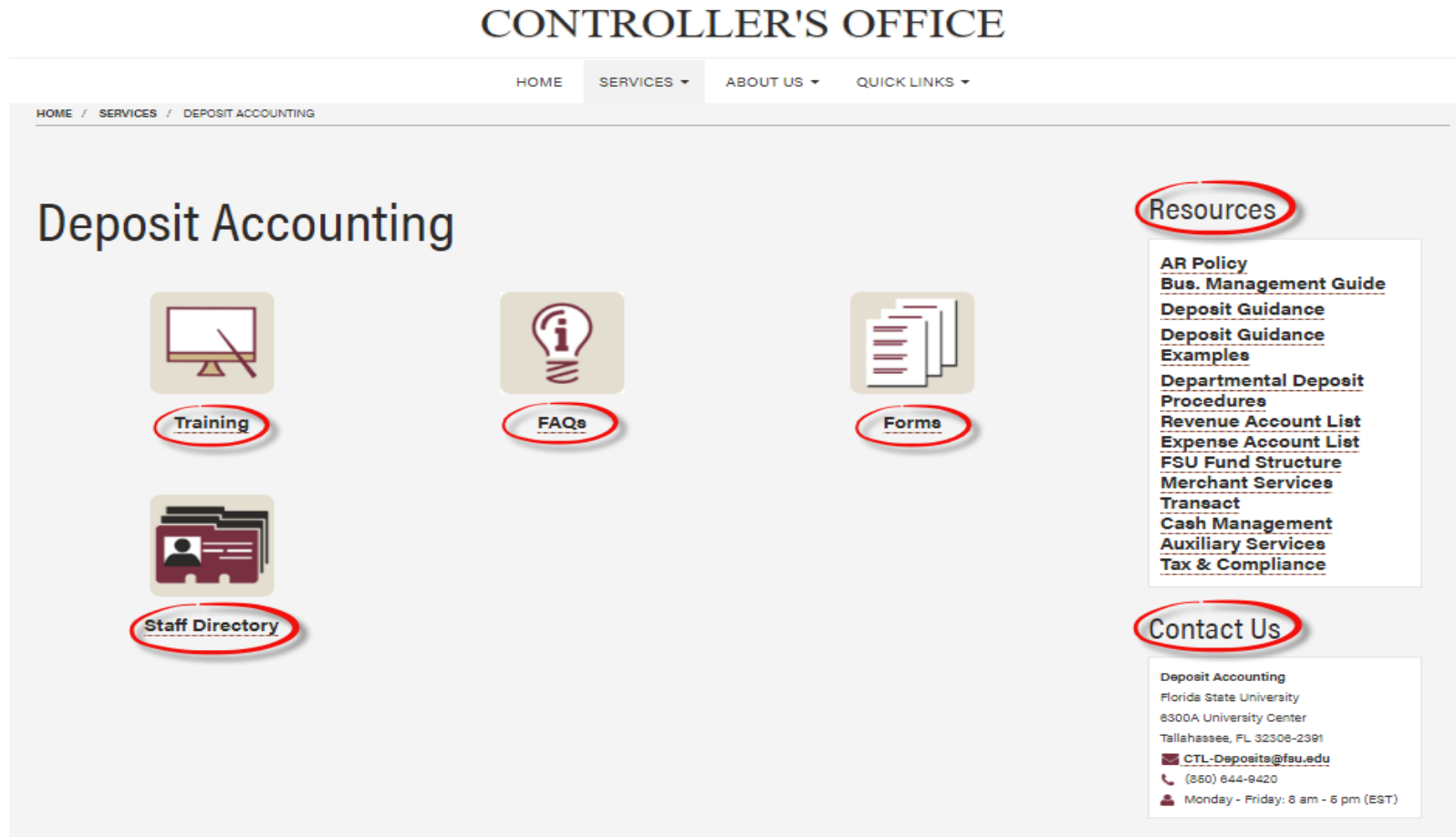
- For repayment not made within 30-days of the item being returned, the Auxiliary Services team will create a receivable item in OMNI FI to initiate collection attempts on the payment.



DEPOSIT ACCOUNTING RESOURCES



Deposit Accounting Website



<https://controller.vpfa.fsu.edu/services/deposit-accounting>

Resources

ctl-Customerpmt@fsu.edu

- Electronic Funds Transfer (EFT, ACH, Wire) set up

ctl-EFT@fsu.edu

- Submission of Payment Remittance by payer

ctl-Admin@fsu.edu

- Armored Car Pick Up services

ctl-GeneralAccounting@fsu.edu

- Departmental Online Journal (DOL) Entries

ctl-Travel@fsu.edu

- Travel reimbursement and Concur Expense Report inquiries

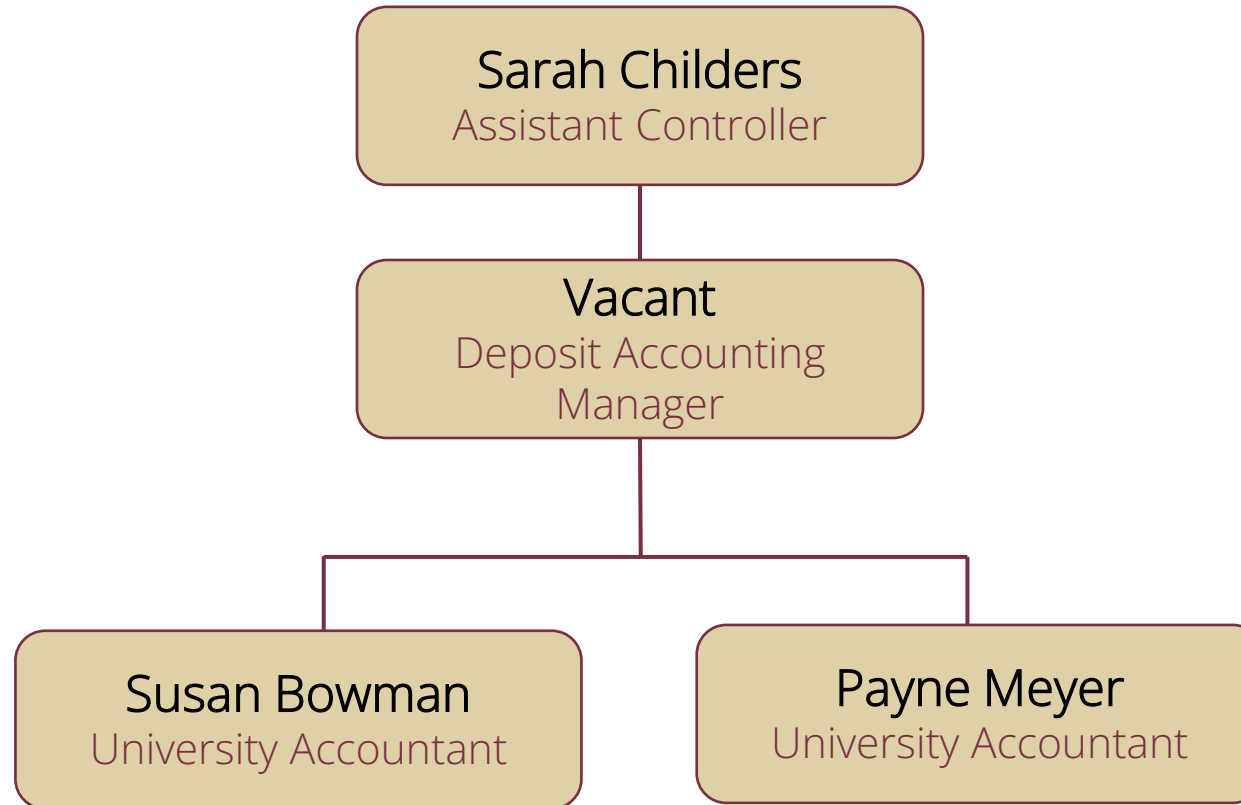
ctl-TM@fsu.edu

- Remote Desktop Scanner services

ctl-transact@fsu.edu

- Transact eMarket services

Deposit Accounting Team



Refer to the [Deposit Accounting Staff Directory](#) on our website for contact information!

Thank You!

