The mission of the Student Accounting Services Office (SASO) of the Controller’s Office, is to safeguard the university and students financial interest related to earned tuition and fee revenue. The University financial interest in that respect is safeguarded when tuition and fees are timely and accurately billed and collected for all registered students in accordance with published rates. The university financial interest is adequately safeguarded –as well- when the Student Information System (SIS) reflects at any given point in time accurate, verifiable, and reliable student balances and earned tuition and fees. The student’s financial interest is safeguarded when timely and accurate accounting of tuition and fee billing, payments made by student are recorded to the right student, and refunds are made to the right beneficiary.

SASO provides a variety of services to the university students, students’ bodies, guardians, faculty, and staff. It is responsible for monitoring collection of students’ fees, issuing student bills, issuing student refunds, and monitoring students’ accounts receivables and payables.

Policy Statement

Students accounting procedures shall –at all times- be developed and implemented to ensure timely billing and collection of tuition and fee revenues, as well as, timely refund of overpayments. These procedures should be designed with the objective of supporting students to finalize their enrollment, advising, registration, and graduation within the least possible time without endangering the control requirements that ensures the University’s and the student’s financial interest.

Policy Guidelines

**Determining Payment Level**

<table>
<thead>
<tr>
<th>New students:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Admission’s Office is responsible for determining student levels of acceptance.</td>
</tr>
<tr>
<td>2. Admissions Office sends copies of the approved acceptance letters along with a text file to the Controller’s Office for checking.</td>
</tr>
<tr>
<td>3. SASO checks the text file against acceptance letters, and instructs ADCS to update SIS with payment options codes.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Returning Students:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. SFA sends these lists as text files to the Controller’s Office for checking.</td>
</tr>
<tr>
<td>3. SASO checks these lists and instruct ADCS to update SIS with the new payment options codes.</td>
</tr>
</tbody>
</table>
Billing Procedures for Students

Tuition and fees calculation

All tuition, fees, and other charges are prepared and published by the Office of SFA. The Director of SFA approves and sends a copy of AUC tuition and fees to The Controller’s Office for updating Student Information System (SIS).

Upon receiving a copy of the tuition and fees, SASO updates SIS Rate Table and instruct The Administrative Computing Services Office (ADCS) to run the SIS calculation Program, print student bills, and give students access to their bills via AUC Web for Students.

SASO also mails a hard copy of student bills approximately one month prior to each term. Any changes that adjust tuition and/or fees (e.g., add or drop credit hours) are updated automatically on the web for students to show the most current information on the account. Another bill is also sent after one month of the beginning of each term to students who have debit balances.

Payment Dates

Tuition and fee are due and payable in advance at most one working day prior to the first day of each semester. Within the first week of classes, students are allowed to pay their tuition with additional charge of a late registration fee. After the first week of classes and until the Census Day (approximately 21 days after the beginning of each semester), students will be also allowed to pay their tuition only if permission from the Registrar’s Office (RO) is granted. In this case students have to pay a double late fee. Late registration fee can only be removed by the approval of the Director of SFA.

Holders of scholarships are required to report to the Office of SFA within the same period, at most one working day prior to the beginning of each term, to submit their scholarship forms. The Office of SFA is responsible for posting financial aid, fellowships, and all types of scholarships to the SIS.

Deferment of fees

Students are allowed to defer payment of their tuition. The Director of Student Financial Affairs is the only responsible person for the approval of all fee deferments. He is also responsible for determining the deferment due date. If a student fail to pay his outstanding balance on the approved due date, SASO inserts a hold flag on his/her SIS record. This hold flag does not allow the student to register his/her courses for the subsequent semester(s). Removal of this hold flag is only permitted when the student settles his/her outstanding balance or presents a written approval from the Director of Student Financial Affairs.

Procedures for students fail to pay their tuition on time

During the second week of classes, SASO prepares a list of students who paid their tuition and instruct the ADCS to run a second mass billing and print a list of students who do not pay their tuition. SASO sends this list to the RO to delete courses for students who fail to pay their tuition.

Financial Holds

SASO inserts financial hold flag to the SIS, if a student has outstanding balance greater than or equal to the equivalent of one credit hour rate. This hold flag prevents a student from being registered in the following semester. In addition, the student will not be allowed to get any certificates, transcripts, or diplomas.
SASO removes the financial holds only upon satisfactory settlement of the outstanding balance or based on the written permission of the Director of SFA.

**Dormitory Deposits**

Newly accepted resident student is required to deposit $300 to reserve a room. This deposit will be refunded only if the student leaves the dorm. Housing Office (HO) reserves the right to deduct all or part of this dorm deposit in case of any damage.

**Dormitory fees**

Vice President for Administration determines dorm fees. HO is responsible for updating SIS with dorm fees. The HO sends a list of students who stay in the dorm and their occupancy level to SASO. SASO checks this list with SIS records for verification, and notifies HO with any discrepancy.

**University Payment Options**

**Option I - Payment through The Commercial International Bank, CIB**

Approximately three weeks prior to each term and first week of classes all CIB branches accept AUC tuition payment. After that period, the only CIB branch that accepts tuition payment is AUC branch. CIB accepts only cash, certified checks or bank drafts for tuition payment.

CIB, on a daily basis, sends a bank report to the Controller’s office for students who pay their tuition. This report shows student AUC ID number and their payment amounts. The cashier posts these payments to the SIS, prints a Cashier Summary Report, and sends it to the SASO for checking. SASO checks the report with the bank statement and prepares a CUFS journal entry.

**Option II - CITIBANK Cairo also accepts US dollar payments or transfers.**

A student who uses this option is required to present to SASO copy of his bank remittance advice or debit note. CITIBANK reports the deposits monthly, and SASO prepares SIS and CUFS journal entries for posting.

**Option III - Students can also pay to AUC New York Office.**

N.Y. Office emails to SASO lists of students who pay their tuition through N.Y. Office for updating SIS.

SASO checks these lists with SIS records and prepares SIS and CUFS journal entries for posting.

N.Y. Office sends the original documents to SASO on the weekly pouch. SASO checks the original documents against posted SIS records.

**Refund policy**

Tuition refund for new students who withdraw from the university after payment is only permitted through a written approval of the Vice President of Student Affairs.

A full refund for continuing students is made only for course(s) dropped before the end of the late registration period.

Students who drop a course after the deadline for late registration are not entitled to any refund.

However, students who withdraw from the university after the deadline will receive a partial refund; the amount depends on the number of weeks which have lapsed since the beginning of classes. The RO is responsible for determining the percentage of the refund.

A Refund Request Form has to be filled by the student or his/her guardian for the refund to be processed by SASO.

SASO prepares and submits the refund within a period ranging between three to five working days.
Refunds of full tuition the amount of which is in excess of LE 5000 shall be made only to the parent or guardian or to the student if SASO receives written approval of the parent or guardian.

**Students paying through N.Y. Office**

Permission has to be secured first from the authorized person in N.Y. Office for SASO to make a refund in Cairo.

If a student requests to get his/her refunded in the U.S., SASO checks his/her record and gives permission to N.Y. Office to refund the student in the U.S. N.Y. Office sends copies of refunds affected in the U.S. to SASO through the weekly pouch for checking. SASO checks these refunds and prepares necessary SIS and CUFS journal entries.

**Housing refunds**

HO should approve refunds of dorm deposits and overpayments.

**Accounts receivable collection**

During the course of the semester or year, students may incur additional fees, fines, or assessments that must be paid in full at the time they are billed.

When an account becomes due, the following steps are taken:

- A bill is sent to the student.
- A hold is placed on the student’s transcript.
- The student is barred from registration for a subsequent term.

**Bad debt policy**

The University provides for students receivable balances that do have no movement for two consecutive terms (one academic year). A provision of doubtful debts is prepared by SASO and approved by the Controller.

The University write off balances provided for if not cleared within the same year, an entry for bad debts is prepared by SASO and approved by the Controller.

SASO places financial hold flag on student records whose balances were provided for a written off. This is essential since a student may show up in future to request documents.

The University considers as revenue any student's credit balance that remains unclaimed for 4 consecutive semesters excluding summer (two academic years), however, such transfers between student receivable and revenue are recorded in a special register for future reference upon presentation of a claim by the student.

**Graduation Procedures**

While students paying their graduation fee, approximately two months before graduation, a representative from the Cashier’s office checks their SIS records and notify them with their current financial situation and the deadline for payment.

RO prepares and sends a copy of the graduation list to The Controller’s office for checking. SASO checks the financial records for students expected to graduate and determine their outstanding balances. In addition, all students have to receive a Clearance Card from SASO stating that a student does not have an outstanding balance. Student has to present this card to get his/her commencement invitations.
One week before graduation commencement, The Controller’s Office sends a list of students who still have outstanding balances to the RO in order to prevent them getting their graduation diplomas. Furthermore, SASO insert a hold flag to their SIS records to prevent them receiving any transcript and/or certificates. This flag is removed only if a student pays his/her outstanding balance.

Effective FY 05 the SFA Office will send to the Controller Financial Aid Committee approved lists of students who were granted need-based financial aid.

On a random sample, SASO will check the approved lists against SIS to establish a degree of reliance on credit entries to SIS posted by SFA.
<table>
<thead>
<tr>
<th>Policy</th>
<th>Student Accounting Policies and Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Number</td>
<td>FPP-stud-001</td>
</tr>
<tr>
<td>Date Issued</td>
<td>Active</td>
</tr>
<tr>
<td>Effective Date</td>
<td>September 1, 2004</td>
</tr>
<tr>
<td>Date Revised</td>
<td>September 1, 2004</td>
</tr>
<tr>
<td>Responsible Official</td>
<td>Controller</td>
</tr>
<tr>
<td>Approved By</td>
<td>VP Finance</td>
</tr>
<tr>
<td>Page</td>
<td>Page 6 of 6</td>
</tr>
</tbody>
</table>