



University of Southeastern Philippines

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

FINANCE DIVISION

CITIZEN'S CHARTER

(Updated as of December 2019)



Finance Division

Service : **OUTSTANDING BALANCE INQUIRY**
Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
 Saturday, 8:00am-12:00pm; 1:00pm-5:00pm
Who May Avail of the Service : Students, Parents, Authorized Representative
Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit Accomplished Request Form	Accepts the Balance Inquiry Form Verifies the outstanding balance of the student Checks the ledger of the student	2 minutes	Clerk	None	Balance Inquiry Form Accomplished Request Form
3	Claim Balance Inquiry Form	Issues the Balance Inquiry Form	1 minute	Clerk	None	

END OF TRANSACTION

Service : **REQUEST FOR STATEMENT OF ACCOUNT**

Schedule of Availability : Monday-Friday, 8:00am – 5:00pm

Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service: Students, Parents, Authorized Representative

Duration: 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window Submit Accomplished Request Form	Upon receipt of the request form, search on the student name Certifies the correctness of student assessment	2 minutes	Clerk	None	Priority Number Accomplished Request Form
2	Claim Printed Statement of Account	Signs the “prepared by” portion and forward to the accountant for signature in the “certified by” portion of SOA	2 minutes	Clerk	None	
END OF TRANSACTION						

Service : **REQUEST FOR REFUND**

Schedule of Availability : Monday – Friday, 8:00am – 5:00pm

Who May Avail of the Service : Students, Parents, Authorized Representative

Duration : 2 minutes (3 working days for the processing of refund)

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit accomplished Request Form	Accepts the required documents Prepares Budget Utilization Request (BUR) and Disbursement Vouchers (DV) for student refund, then assign DV number Prepares the documents for student refund Forwards documents to the Chief Administrative	3 working days	Clerk	None	Official Receipts Budget Utilization Request Disbursement Voucher Statement of Account

		<p>Officer for signature</p> <p>Monitors the documents</p> <p>Forwards documents to the Budget section for budgeting and numbering</p> <p>Forwards documents to the Finance Director for signature</p> <p>Forwards documents to the Office of the President for signature of the Vice-President for Administration</p> <p>Forwards documents to the Cashiering Unit for the preparation of check</p>				
3	Claim check/cash	<p>Informs the student on the availability of checks</p> <p>Issues check/cash</p> <p>Requests the client to sign in the logbook</p>	1 minute	Clerk	None	<ul style="list-style-type: none"> ID/Certificate of Registration
END OF TRANSACTION						

Service : **VERIFICATION OF SCHOLAR'S RECORDS**

Schedule of Availability of Service: Monday-Friday, 8:00am – 5:00pm
Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service : Students, Parents, Authorized Representative

Duration: 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client	1 minute	Clerk	None	Priority Number
2	Submit Accomplished Request Form	Checks the validated scholarship card	1 minute	Clerk	None	Validated Scholarship Card Accomplished Request Form
3	Review student's records/ledger	Verifies the correctness of student's records Returns Validated Scholarship Card	2 minutes	Clerk	None	None
END OF TRANSACTION						

Service : **PAYMENT COLLECTION**
Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
 Saturday, 8:00am-12:00pm; 1:00pm-5:00pm
Who May Avail of the Service : Student and Other Clients
Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, then proceed to cashier 1 to 3	Entertains the client	1 minute	Collecting Officer	None	Priority Number
2	Present Accomplished Payment Order Slip (POS)	Verifies the student registration	1 minute	Collecting Officer	None	Identification Card Certificate of Registration Payment Order Slip (POS)
3	Claim Official Receipt	Receives payment Prints Official Receipt Issues the Official Receipt	2 minutes	Collecting Officer	None	
END OF TRANSACTION						

Service : **RELEASE OF CHECK**
Schedule of Availability of Service : Monday – Friday, 8:00am – 5:00pm
Who May Avail of the Service : Student and Other Clients
Duration : 3 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present requirement	Entertains the client	1 minute	Clerk	None	Identification Card
2	Claim check	Releases the checks Requests the client to sign “received by” section of the disbursement voucher (DV)	2 minutes	Clerk	None	
END OF TRANSACTION						

Service : **STUDENT CLEARANCE**

Schedule of Availability : Monday-Friday, 8:00am – 5:00pm
Saturday, 8:00am-12:00pm; 1:00pm-5:00pm

Who May Avail of the Service : Students, Parents, Authorized Representative

Duration : 4 minutes

PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Secure priority number, (if there is a queue), then proceed to Student Account (SA) windows 1,2,3, & 4 If there is no queue, proceed directly to Student Accounts (SA) windows 1&2 PWDs proceed directly to Priority Lane Window	Entertains the client Accepts the Clearance Form Verifies the outstanding Balance/accountabilities of the student Checks the student's ledger	3 minutes	Clerk	None	Priority Number Clearance Form Student ID If student ID is not available, write the student's name on the paper available at each window
2	Claim signed Clearance Form	Clears the student from accountability Release Clearance Form	1 minute	Clerk	None	
END TRANSACTION						