

Accounting Office

Service: **ISSUANCE OF STATEMENT OF ACCOUNTS**
Service Provider: Accounting Office
Schedule of Availability of Service: 8:00 am-5:00 pm; Monday to Friday (No noon break)
Clients/Customers: Students, parents/guardian, scholarship sponsors
Requirements: Valid BSU ID, Official Receipt, proof of identification (for representative only)
Processing time: 12 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Fill out request form.	Instruct client to pay certification fee at the Cashier's office.	4 minutes	Php 50.00/copy of Statement of Account (Succeeding Copy)	Carolyn Gano-Window 1	Request form
2	Present request form, valid BSU ID and Official Receipt.	Print and release statement of account.	4 minutes	None	Shannon Vina Alipda-Window 2	Valid BSU ID, Official receipt
3	Receive statement of account.	Instruct client to sign in the logbook.	2 minutes	None		Statement of account
4	Sign in the logbook.		2 minutes	None		
Total Duration			12 minutes			
--- END OF TRANSACTION ---						

Service:

ISSUANCE OF BSU EXAMINATION PERMIT

Service Provider:

Accounting Office

Schedule of Availability of Service:

8:00 am-5:00 pm; Monday to Friday (No noon break)

Clients/Customers:

Students

Requirements:

- For Midterm – BSU ID
- For Finals – BSU ID and College clearance
(Statement of account and official receipt in case of brown out)

Processing time:

8 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Present: BSU ID (for midterm only); BSU ID and college clearance (for finals).	Check client’s account at SIAS (Student Information and Accounting System) and release examination permit.	4 minutes	None	Carolyn Gano- Window 1	BSU ID, College clearance
2	Receive examination permit.	Instruct client to sign in the logbook.	2 minutes	None	Shannon Vina Alipda- Window 2	Examination permit
3	Sign in the logbook.		2 minutes	None		
Total Duration			8 minutes			
--- END OF TRANSACTION ---						

Service:**APPLICATION FOR REFUND OF SCHOOL FEES**

Service Provider:

Accounting Office

Schedule of Availability of Service: **8:00 am-5:00 pm; Monday to Friday (No noon break)**

Clients/Customers:

Students, Parents/Guardians

Requirements*:

- a. **For Total Withdrawal of Enrolment-** Validated enrolment/registration form, Official Receipt, and withdrawal form (1 set original and 1 set photocopy)
- b. **For Overpayment (due to dropping of subjects made by the students/ dissolved subjects /re-assessment), Institutional Scholars with overpayment-** photocopy of validated enrolment/registration form, Official Receipt, dropping form (for dropping students only), and statement of account (2 sets)

Processing time:

12 minutes

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF THE ACTIVITY (Under Normal Condition)	FEE/s (In peso)	PERSON RESPONSIBLE	FORM
1	Fill out request form for refund and present required documents*.	Receive request form and check completeness of documents submitted. IF INCOMPLETE: Advise client to submit any lacking document. IF COMPLETE: <ul style="list-style-type: none"> ➤ Accept request form and issue acknowledgement slip ➤ Advise client to follow up after 7 working days (for total withdrawal of enrolment) and 1 month (for overpayment of school fees). 	8 minutes	None	Carolyn Gano- Window 1 Shannon Vina Alipda- Window 2	Request form for refund, required documents*
2	Receive acknowledgement slip.	Instruct client to sign in the logbook.	2 minutes	None		Acknowledgement slip
3	Sign in the logbook.		2 minutes	None		
Total Duration			12 minutes			
--- END OF TRANSACTION ---						