

Controller's Office Remote Operations Frequently Asked Questions

Controller's Office

Will the Controller's Office physical location be open during university remote operations?

No. During the university's remote operation period, the Controller's Office in the BioEnterprise building will be closed. For any questions, please contact controller@case.edu .

Cashier's Office

Will the Cashier's Office physical location be open during university remote operations?

No. During the university's remote operation period, the Cashier's Office in Yost Hall will be closed. Please see further FAQ below concerning the Cashier's Office operations during this time. For any other questions, please contact cashier@case.edu .

How do I contact the Cashier's Office during university remote operations?

As the Cashier's Office physical location in Yost Hall will be closed, please email any Cashier's Office questions to cashier@case.edu . The Cashier's Office phone line is a multi-line, which does not have voicemail.

Can I still do a departmental deposit?

Yes, departmental deposits for **checks** can still be prepared in PeopleSoft. The Departmental Deposit Guide can be found at <https://case.edu/controller/cashier/check-deposit-procedures> . During the university's remote operation period, the Cashier's Office in Yost Hall will be closed. As such, please send all Departmental Deposits with applicable checks to the attention of the Cashier's Office **via courier or campus mail for deposit**. Courier routes can be found on the Procurement & Distribution website at <https://case.edu/procurement/sites/case.edu.procurement/files/2018-04/Route-Lists.pdf> . For questions regarding the courier and campus mail, please contact mailroom@case.edu . For any other Departmental Deposit questions, please contact cashier@case.edu .

Can I still deposit checks?

Yes. If you are unable to process a Departmental Deposit, please send all checks with applicable speedtype/account to the attention of General Accounting **via courier or campus mail for deposit**. Courier routes can be found on the Procurement & Distribution website at <https://case.edu/procurement/sites/case.edu.procurement/files/2018-04/Route-Lists.pdf> . For questions regarding the courier and campus mail, please contact mailroom@case.edu . For any other check deposit questions, please contact genacct@case.edu .

How do Petty Cash custodians cash Petty Cash reimbursement checks?

During the university's remote operation period, the Cashier's Office in Yost Hall will be closed. All Petty Cash reimbursement checks will be mailed to the Petty Cash custodian's home address on file in HCM. Please make sure this address is accurate. Please contact Human Resources at AskHR@case.edu if you have any questions about how to update home addresses in HCM.

The Petty Cash custodian will need to go to the Key Bank branch located at **1942 E 105th Street, Cleveland, Ohio 44106** (216-229-2244) in order to cash petty cash reimbursement checks. Please make sure you have two forms of photo ID, preferably your **CWRU ID** and **DRIVER'S LICENSE**, in order to cash the petty cash reimbursement checks. For any questions, please contact cashier@case.edu .

Payroll Office

Will the Payroll Office physical location be open during university remote operations?

No. During the university's remote operation period, the Payroll Office in the BioEnterprise building will be closed. For any questions or assistance, please contact payroll@case.edu .

How do I contact the Payroll Office during university remote operations?

As the Payroll Office physical location in the BioEnterprise building will be closed, please email any Payroll Office questions to payroll@case.edu . The Payroll Office phone line is a multi-line, which does not have voicemail.

What are the university's policies and procedures regarding COVID-19?

Please see the Human resources COVID-19 information at <https://case.edu/hr/about/covid-19-information> for:

- Frequently Asked HR Questions
- Non-exempt Employee Remote Work Guidelines
- Pay Practices during COVID-19: Time Reporting Codes
- Designated Essential Employee Compensation & Benefits Policy
- Frequently Asked Questions about Designated Essential Employees on Campus
- For any other COVID-19 policy and procedural questions, please email AskHR@case.edu .

General Accounting

How do I contact the General Accounting during university remote operations?

As the Controller's Office physical location in the BioEnterprise building will be closed, please email any General Accounting questions to genacct@case.edu . The General Accounting phone line is a multi-line, which does not have voicemail.