

Controller's Office Department Transitional Operations Frequently Asked Questions

Cashier's Office

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

Yes. As of June 1st, the Cashier's Office in Yost Hall Room 165 will be open. In order to practice social distancing, the Cashier's Office lobby is limited to one customer at a time. Due to the restriction on the number of customers, we recommend that appointments be used when possible. Please contact the Cashier's Office at 216-368-4276 or cashier@case.edu to make an appointment. Face coverings are required. For any other questions, please contact cashier@case.edu.

How do I contact the Cashier's Office?

The Cashier's Office may be contacted at 216-368-4276 M-F from 9 a.m. – 4 p.m. As this is a multi-line number, voicemail is not available. If you are unable to reach the Cashier's Office via phone, please email any questions to cashier@case.edu. Beginning June 1st, the Cashier's Office in Yost Hall Room 165 will be open. In order to practice social distancing, the Cashier's Office lobby is limited to one customer at a time. Due to the restriction on the number of customers, we recommend that appointments be used when possible. Please contact the Cashier's Office at 216-368-4276 or cashier@case.edu to make an appointment. Face coverings are required.

Can I still do a departmental deposit?

Yes, departmental deposits can be prepared in PeopleSoft. The Departmental Deposit Guide is located at <https://case.edu/controller/cashier/check-deposit-procedures>. As of June 1st, the Cashier's Office in Yost Hall Room 165 will be open. In order to practice social distancing, the Cashier's Office lobby is limited to one customer at a time. Due to the restriction on the number of customers, we recommend that appointments be used when possible. For Departmental Deposits that **include cash**, please contact the Cashier's Office at 216-368-4276 or cashier@case.edu to make an appointment. Face coverings are required.

For Departmental Deposits with **checks only**, prepare the Department Deposit in accordance with the procedures located at the link above and send the Departmental Deposit and all applicable checks to the attention of the Cashier's Office Yost Hall Room 165 LOC 7043 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 questions, please contact cashier@case.edu.

What if I am unable to process a departmental deposit?

If you are unable to process a Departmental Deposit, please send all checks with applicable information such as speedtype/account to the attention of General Accounting in the Controller's Office at Bio

Enterprise LOC 7006 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?

All Petty Cash reimbursement checks will be sent to the Cashier's Office for pick-up and cashing. The Cashier's Office will email Petty Cash Custodians when reimbursement checks are available for cashing. In order to practice social distancing, the Cashier's Office lobby is limited to one customer at a time. Due to the restriction on the number of customers, we recommend that appointments be used when possible. Please contact the Cashier's Office at 216-368-4276 or cashier@case.edu to make an appointment. Face coverings are required. For any other questions, please contact cashier@case.edu .

How will Petty Cash Vouchers be paid?

As of June 1st, the Cashier's Office in Yost Hall Room 165 will be open. In order to practice social distancing, the Cashier's Office lobby is limited to one customer at a time. Due to the restriction on the number of customers, we recommend that appointments be used when possible. Please contact the Cashier's Office at 216-368-4276 or cashier@case.edu to make an appointment. Face coverings are required. Please present the required identification at the Cashier's Office when requesting payment.

For any other questions, please contact cashier@case.edu .

Payroll Office

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

No. During the university's transitional 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 transitional 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 transitional operations?

General Accounting may be contacted at 216-368-4274 M-F from 8:30 a.m. – 5:30 p.m. As this is a multi-line number, voicemail is not available. If you are unable to reach General Accounting via phone, please email any questions to genacct@case.edu .