

## Department Telephone Numbers & Hours

**Office hours are 8 a.m.- 5 p.m. unless otherwise noted**

Accounting.....	355-5000
Cashier Services.....	355-5023
8:30 a.m. - 4:30 p.m.	
Controller's Administrative Office	
Closed noon - 1 p.m. ....	355-5020
Financial Analysis and Reporting.....	355-5029
Delinquent & Departmental Receivables	
& Bankruptcies .....	1-888-746-4678 or 355-3313
Loans Receivable.....	1-888-913-3949 or 355-5140
Payroll	
Walk-in hours 10 a.m. to 5 p.m. ....	355-5010
Short Term Loans	
Disbursement .....	355-3340
Collection.....	355-5140
Student Accounts – Billing & Receivables	
.....	1-800-775-4323 or 355-3343
Student Accounts – Fees, Sponsored Aid &	
Fellowships .....	1-800-775-4323 or 355-5050
Systems Development .....	353-4443
Travel .....	355-0343
Voucher Processing .....	355-5000

**Manual of Business Procedures and  
Download Interactive Business Forms  
at : <http://ctrl.msu.edu>**

## Department Fax Numbers

First Floor Student Service Operations .....	353-9640
Third Floor Administration Operations.....	353-1706
Controller's Office.....	432-5269
Payroll.....	353-1675
Travel .....	432-4656

## Directory of Selected Referrals

Bankruptcy Claims .....	355-3313
Checks	
Check Cashing .....	355-5023
Fellowship.....	355-5050
Payroll.....	355-5010
Student Refund.....	355-3343
Vendor Payments .....	353-2011
Unidentified.....	353-9175
Enrollment Verification .....	355-3300
Fringe Benefit Charges .....	355-5010
Independent Contractor Questions .....	355-5000
Ledger Information.....	355-5000
Manual of Business Procedures Inquiries .....	355-5020
Perkins Loan Disbursement.....	355-3340
Safety Issues (campus).....	432-1587 or 353-5361
Scholarship Availability .....	353-5940
Stafford / FFELP Loan Inquiries .....	353-5940
Stop Payment on an MSU Check	
Payroll Check.....	355-5010
Student Refunds .....	355-3343
All Others .....	355-5000
Student Employee Injuries .....	353-4434
Taxes	
Independent Contractor (1099-MISC).....	355-5000
Payroll.....	355-5010
Sales and Use .....	884-4279
Student, Non-Resident Alien (1042S).....	355-5050
Student Tax Statements .....	355-5050
Unrelated Business Income.....	355-5029
Travel (mileage, per diem, key cities).....	355-5000
Tuition Bills.....	355-3343 or 1-800-775-4323
Voucher Processing (TVL, DPV, RV, MCV)....	355-5000
W-2 or W-4 Inquiries .....	355-5010



**Michigan State University  
Controller's Office**

**Our Mission is to provide responsive and effective service while facilitating academic missions and fiscal integrity.**

**All offices located in the  
Hannah Administration Building  
426 Auditorium Road  
East Lansing, MI 48824**

**Website: <http://ctrl.msu.edu>**

*MSU is an Affirmative Action/Equal Opportunity Employer*

### Accounting— Rm 360

Maintains the chart and general ledger system. Reviews and processes Disbursement Vouchers for purchases and reimbursements, as well as interdepartmental transactions. Processes requests for new vendors in the financial system. Prints checks, and prepares wire transfers. Conducts training courses on departmental accounting for university personnel.

### Cashier Services— Rm 110

Processes departmental deposits, and payments for Student Receivables, Loans Receivable, Delinquent and Departmental Receivables and field trips. Disburses refunds, travel advances, and cash advances. Cashes checks for faculty, staff and students, authorizes cash advances, sells U.S. postage stamps, processes and collects all returned checks/ACH for the University. Monitors daily incoming electronic fund transfers. Authorizes new bankcard merchants, reconciles the on-line tuition activity, coordinates Red Flags Rule reporting, and manages University compliance with the Payment Card Industry Data Security Standard.

### Controller's Administrative Office— Rm 305

Participates in and supports University initiatives and special projects. Provides leadership in policy formation and interpretation. Provides administrative support for all Controller's Office operations including budgeting and human resource services.

### Delinquent & Departmental Receivables/ Bankruptcies— Rm 110

Delinquent Receivables provides collection services for both student and non-student delinquent accounts, via internal collection procedures, or by using the assistance of outside collection agencies and attorneys. Handles all returned items for the University. Monitors all bankruptcy claims filed on behalf of the University. Departmental Receivables bills tuition and fees to international, domestic, and military sponsors for students. Provides accounts receivable services for any campus department who requests accounts to be billed, processed, and collected.

### Financial Analysis and Reporting— Rm 301

Prepares and publishes the University's audited financial statements, files the University's Unrelated Business Income Tax Return, reconciles the University's bank accounts and prepares related daily cash reports, produces periodic tax reporting, including: 1099-MISC, State sales tax, 1042-S Foreign payment withholding, and IRS W-2G, prepares and maintains building and equipment reporting, produces plant cash reports, administers processing and approval for service center

billing rates and State raffle/gaming applications, develops and maintains the University's Administrative Fee function and prepares various periodic financial reports, cost accounting analyses, and other financial reviews as required by internal and external users.

### Loans Receivable— Rm 140

Performs billing and collection process for Federal Perkins and Health Profession Loan Programs and for long term institutional loans. Performs billing and collection for Short Term Loans authorized by the Office of Financial Aid for current students. Conducts exit interviews with graduating or terminating borrowers and sets up repayment schedules. Processes deferment or cancellation forms and responds to correspondence and phone inquiries for the above loan programs. Assigns accounts to collection agencies and reports to the credit bureau as appropriate. Provides accounting function for Direct Lending and FFELP School as lender program.

### Payroll Operations— Rm 350

Processes and ensures timely distribution of compensation for all MSU employees. Maintains and prepares annual W-2 tax reporting. Maintains information related to W-4 tax withholding, direct deposit, and miscellaneous deductions for all MSU employees. Processes wage assignments which include court orders, garnishments, tax levies, Friend of the Court, and bankruptcies. Collects, reviews, and maintains documentation for non-resident aliens for visa, immigration laws, and employment authorizations as they apply to employee classifications. Monitors tax status and tax treaty eligibility for non-resident alien employees. Visit <http://ctrl.msu.edu/COPayroll> or email [payroll@msu.edu](mailto:payroll@msu.edu) for payroll information.

### Student Accounts— Billing & Receivables- Rm 140

Bills and collects on current and past due tuition and university housing accounts for students, faculty and staff. Refunds any excess payments and financial aid credit balances on accounts. Responds to student inquiries regarding their student account, bills, and registration status. Prepares Demand for Possession and other legal documents for delinquent university apartment renters.

### Student Accounts— Fees, Sponsored Aid & Fellowships— Rm 140

Assesses tuition and fees to students and disburses all financial aid. Processes and monitors certain types of scholarships, sponsorship/scholarship letters and certificates that have already been awarded (does not award scholarships). Responsible for Return to Title IV withdrawal calculations, processing of fellowships and production of monthly fellowship checks, reconciliation of athletic book loans, foreign student taxing for IRS 1042S tax reporting. Prepares annual IRS form 1098-T for tuition tax credits.

### Student Account Services (Walk-in)- Rm 140

Responds to walk-in inquiries regarding student receivable and loan accounts. Refunds excess financial aid to students. Responsible for disbursement of institutional loans and Federal (Perkins, Health Profession) loans. Responsible for reconciling loan disbursement activity. Processes gifts to the Community Charitable Campaign from MSU employees and retirees.

### Systems Development— Rm 301

Provides information technology management for the Controller's Office, the Office of Contract and Grant, the Office of Sponsored Programs, and the Office of Planning and Budgets, as well as the digital telephone system and other PC-based systems. Provides web site development and deployment. Provides support for hardware and software. Provides overall support for new systems development for all Controller's Office functions as well as staff training. Acts as a liaison to IT Services for mainframe computing systems.

### Travel Office— Rm 360

Facilitates Michigan State University's structured travel program by offering best practices, comprehensive travel resources, and support to travelers, travel arrangers, and their departments and colleges through transparency of university travel policies, procedures, and cost saving programs by providing open communication, knowledge sharing, and interpretation of state and federal regulations, and MSU travel policy and procedures.

### Voucher Processing— Rm 360

Audits all Direct Payment, Multiple Check and Reimbursements according to University Policies and Procedures. Provides guidance for Independent Contractor and non-resident alien contractor transactions. Responsible for IRS 1099's and B-notice activity. Processes travel advances and audits travel Disbursement Vouchers. Assist the campus community with DV processing, answer questions regarding the Manual of Business Procedures.