Business Services Procedures During COVID-19
Issued March 16, 2020

Lebanon Valley College Business Services will continue to operate under the following procedures. These procedures are in effect beginning March 16, 2020 and after Governor Wolf ordered a shutdown of non-essential businesses for a two-week period. The purpose of these procedures is to allow employees of the business office to operate in a safe manner and to create the social distancing recommended by the CDC and other public health organizations. These procedures will be continuously assessed and revised as needed. This document addresses the following procedures:

- Mailroom operations and processing of mail and packages
- Processing invoices, request for payments (RFPs), travel expense reimbursements and p-card reconciliations
- Processing of deposits
- Payroll operations

If you have any questions, please contact the following individuals:

- Amy Struzinski at struzins@lvc.edu for payroll questions
- Jeff Petritsch at petritsc@lvc.edu for accounts receivable and student account questions
- Todd Latshaw at latshaw@lvc.edu for mail room and payables questions

Mailroom Operations and Processing of Mail and Packages

Lebanon Valley College’s mailroom will be closed for pick-up and drop-off of mail and packages until further notice. The mailroom will continue to receive mail and packages as long as the CDC and other public health organizations deem it safe to process mail and the USPS and delivery services continue to deliver. The mail room will process incoming mail and packages five days a week until volume no longer requires this schedule or it becomes unsafe to staff the mailroom five days a week. The following procedures will be in place effective immediately:
**Student Mail and Packages**

**Students Remaining On Campus** – Any remaining students approved to live on campus will be able to receive mail and packages. Students approved to live on campus will be notified by the mailroom of any mail or packages received. These students must contact public safety to gain access to the Humanities building during the hours of 9 a.m.—2 p.m. Monday through Friday to pick up their mail and packages.

**Students No Longer On Campus** – Students no longer on campus should change the delivery address for mail and packages from the college to a location of their choice during this period. Any packages or first-class mail received prior to March 20, 2020 will be forwarded to the student’s permanent address on record at no cost to the student. Following March 20, 2020, first-class mail will continue to be forwarded to the student’s permanent address. For packages delivered to the college after March 20, 2020, the mailroom will email the student to notify them the package was received by LVC. If the student wants the package forwarded to another address, the cost to forward the package will be charged to the student’s account. All packages not forwarded will be stored by the mailroom. Students should not come on campus to pick up packages.

**Campus Mail and Packages**

**Live-in Staff** – Staff who reside on campus will be notified by the mailroom of any mail or packages received. Staff must contact public safety to gain access to the Humanities building during the hours of 9 a.m.—2 p.m. Monday through Friday to pick up their packages and mail from the CSE mailbox.

**Vendor invoices** – The mailroom will open all mail containing vendor invoices. The invoice will be scanned to a shared network folder. Business office personnel will review and distribute vendor invoices to budget managers or the individuals identified on the invoice via email. Once the invoice is received electronically from business office personnel, processing the invoice should follow the procedures outlined in the section below titled Invoices, Requests for Payments (RFPs), and Travel Expense Vouchers.

**Incoming checks** – Mail will be opened in the mailroom. Images of checks and enclosed documents will be scanned and emailed to the respective departments for account coding. See Student Accounts and Deposits section below for deposit procedures.

**All other mail** – All other mail will be sorted and placed in the department mailbox for retrieval at a later time.
**Packages** - Packages will be held at the mailroom for pickup. The respective departments will be notified via email of incoming packages for retrieval at a later time.

In the event you are expecting a high priority package (e.g. containing live specimens) or mail, please contact Anne Ristenbatt at ristenba@lvc.edu to coordinate pick-up.

**Invoices, Request for Payments (RFPs) and Travel Expense Vouchers**

All invoices, request for payments, and travel expense reports will be processed digitally. Timelines for payments remain unchanged. All invoices, RFPs, and travel expense vouchers are due into the accounts payable email address (process described below) by 2 p.m. on Tuesdays for checks and ACHs to be cut by Thursdays.

**Invoices** - The mail room will open all mail and scan all invoices to a shared network drive for business office staff to access. Business office staff will attach the digitized version of the invoice to an email and send it to budget managers or the individual identified on the invoices. Budget managers and/or the individuals identified on the invoice can use email to code the invoices and receive appropriate approvals. This information does not need to be hand-written on the invoice but can be included in the body of an email. An email string that includes the coding and an indication of approval along with the attached invoice(s) will suffice to process the payment.

**Request for Payments (RFPs)** – Request for payment forms can be found on the portal under forms/business services. RFPs should be used to request payment for an expense where no invoice exists (e.g. reimbursement of an expense charged to a personal credit card). Download the form from the portal and complete per the instructions. To support the RFP, scan or take a picture of the receipt(s) and/or appropriate document(s) and attach to an email. Route the email to your budget manager for coding and approval. An email string that includes the coding and an indication of approval along with the attached RFP and documentation will suffice to process the payment.

**Travel Expense Reimbursements** – Travel expense voucher forms can be found on the portal under forms/business services. Download the form and complete per the instructions. To support the reimbursement, scan or take a picture of the receipt(s) and attach to an email. Route the email to your budget manager for coding and approval. An email string that includes the coding and an indication of approval along with the attached travel expense voucher and documentation will suffice to process the payment.
All digital invoices, RFPs and travel expense vouchers along with all supporting documentation should be emailed to accounts payable@lvc.edu. Please keep the following in mind:

- Invoices, RFPs and travel expense vouchers and all supporting documentation, coding and approvals are due digitally by 2 p.m. on Tuesdays
- All checks/ACHs will be cut on Thursdays
- Be sure to include a budget account number and indication of approval in the body of the email
- If the invoice is $5,000 or more, be sure to route the email to your division leader for approval
- If any of this information is missing, it will delay the processing of your invoice

**P-Card Activity and Reconciliations**

The majority of p-cards issued to employees will be frozen and any charges will be denied until the college is back to normal operations. There will be an approved list of p-cards that will continue to be active during this time. Those approved users will be notified by the business office. P-cards not approved for activity during this time will be "turned off" by March 20, 2020. If you are not a holder of a p-card that is approved for continued activity and have a need to make a purchase using a p-card, please contact your division leader or Todd Latshaw at latshaw@lvc.edu for guidance.

Holders of p-cards who currently have charges outstanding and who reconcile their p-cards using the PNC Bank application, please continue to reconcile your p-card electronically using the application. P-card users who **DO NOT** reconcile their p-card using the PNC Bank application, please follow the below procedures:

- Scan or take a picture of your reconciliation that includes a description of the expense and the coding
- Scan or take a picture of all receipts supporting each expense. For meals, be sure to include a scan or picture of the itemized receipt and attendees
- Attach the reconciliation and all receipts to an email and send to your supervisor/budget manager for approval
- If budget managers approve the expenses, he/she should email his/her approval to p-cards@lvc.edu
- When taking a picture of your reconciliation and receipts, please use portrait orientation; otherwise, the images will be sideways, making it difficult to review the information
- Contact Trish Hocker or Todd Latshaw for copies of p-card statements
**Student Accounts and Deposits**

Student accounts will process deposits every Tuesday and Friday. Below outlines the digital routing procedures to coordinate the coding for deposits.

**Incoming Checks** – All mail containing incoming checks will be opened by the mailroom. The mailroom will scan a copy of the check along with all supporting documentation as outlined below.

- **Enrollment Deposits/Admissions checks** – will be scanned and sent to hinkle@lvc.edu.
  When submitting to student accounts for deposit, the scanned images should be attached to a single email along with either a spreadsheet detailing the student information (student name, ID#, etc) or that information included in the body of the email. Please use “Enrollment Deposit xx/xx/xxxx” as the subject line and send to deposits@lvc.edu.

- **Advancement checks** – will be scanned and sent to vigilant@lvc.edu.
  When submitting to student accounts for deposit, the scanned images should be attached to a single email along with a “Gift Batch” spreadsheet detailing the accounts in which to credit. Please use “Advancement Deposit xx/xx/xxxx” as the subject line and send to deposits@lvc.edu.

- **All other check deposits** can be sent via email along with the account number you would like credited and the reason/description for the deposit. Please use ”<Department Name> Deposit” as the subject line and send to deposits@lvc.edu.

**Payroll Processing**

Payroll will be processed with no change to the existing schedule. Individuals receiving pay through ACH will continue to receive pay through ACH. Individuals receiving pay via a check will continue to receive a check through the USPS.