



# Office of Student Engagement

## Club Banking FAQ's



### **Does my organization still have access to our on campus bank account now that the Office of Student Engagement's front office is closed?**

- Yes! We are still working remotely to provide access to your organization's hard earned money!



### **How do I process a University Club Transaction Request?**

- We are now accepting emailed PDF versions of transaction forms. At this time there will be allowances for scanned or electronic signatures from the President, Vice President, Treasurer, and Advisor. Please complete the [University Club Transaction Request](#) and email your request and supporting documentation to Dana Franklin [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu)



### **Is OSE able to process a reimbursement for my organization?**

- Yes! The campus is processing check payments for all reimbursements. There will be no cash reimbursements. Please note this process may take a few business days longer than usual for the check to be processed and mailed to the individual's home address. Please send the [University Club Transaction Request](#) and supporting documentation to Dana Franklin at [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu)



### **Are we able to process a cash advance?**

- Due to COVID 19 precautionary measures we are temporarily suspending cash advances. Please work with Dana Franklin at [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu) to process an alternative form of payment for transactions.



### **Can my organization still process credit card or check payments to order supplies from our club account?**

- Yes! Please work with Dana Franklin to discuss the details of your order. Think about who and/or what the supplies will be used for and when the organization will need them by. Email her at [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu).



### **Is Student Financial Services (SFS) open for deposits?**

- At this time the SFS window is open for **cash** deposits by appointment only. Please complete the [Club Deposit Form](#) and email Student Financial Services at [sfs@csusb.edu](mailto:sfs@csusb.edu) for an appointment.

For **check** deposits please mail or drop off the deposit to CSUSB Mail Services (AS-105) (9:00am-1:00pm M-F). Please include the [Club Deposit Form](#) along with the endorsed checks in a sealed envelope.

Please address to:  
CSUSB Student Financial Services UH-035  
5500 University Parkway  
San Bernardino, CA 92407



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### What if my organization is expecting a check for a donation/sponsorship or event ticket sales?

- All checks can be addressed and mailed to CSUSB. If the individual or vendor would please use the same CSUSB address indicated above and make check out to:  
*Name of the organization @ CSUSB*



### What if we have questions about our account balance or transaction history?

- Please email Dana Franklin [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu) with all questions related to account history and balance information.



### Can Clubs/Orgs process a Trust Fund Fact Sheet?

- If you are a brand new organization or OSE has approved a Change of Officer Form(s) for newly elected officers, OSE will email you the new or revised version of your organization's [Trust Fund Fact Sheet \(TFFS\)](#). It will be sent to the President, Vice President, and Treasurer. Please communicate with one another and route the form via email for signatures. Once all officers have signed, email the Trust Fund Fact Sheet back to Dana Franklin [dfranklin@csusb.edu](mailto:dfranklin@csusb.edu).



### What do I do if the officers of my organization are transitioning?

- The Chartering Process for the 2020-2021 Academic Year begins on May 18th! If your organization has changed officers and needs access to the funds right away, the new officers must complete the [Chartering Agreement Form](#) and the [Change of Officer Forms](#) on [CoyoteConnection](#) via The Office of Student Engagement page. Once this is completed, aco new Trust Fund Fact Sheet will be created and sent to the new officers for signatures.

To Access Forms: Login to [CoyoteConnection](#) >> Search Office of Student Engagement >> Go to Forms >> Click on Form: Chartering-Club & Organization Agreement Form (2019-2020) or Change of Officer or Advisor Form-Clubs & Organizations (2019-2020)

For all other questions please email Office of Student Engagement at [oseinfo@csusb.edu](mailto:oseinfo@csusb.edu)