The University Controller’s Office Continuity of Operations in response to COVID-19

Good afternoon,

In response to COVID-19, the University Controller’s Office (UCO) has activated our Continuity of Operations Plan. The status of our operations, as of March 20, 2020 is provided in the bullets below:

Controller’s Office (ALN building) will only be open for walk in traffic on Thursdays.

Payments will be processed according to the following schedule:

- Electronic disbursements for accounts payable, payroll, travel reimbursement and student refunds will be transmitted according to normal schedules.
- Paper Checks for suppliers and travelers (for whom electronic payment is not set up) will be printed and mailed from the Controller’s Office on Thursdays.
- Paper checks for employees without direct deposit will be printed and mailed from the Controller’s Office on Thursdays.

Procurement Card (PCards)

- PCards will be available for pickup via pre-established appointment on Thursdays in the Procurement Services office (SVC building).
- Cardholders will be contacted by procurement services to set up appointments.
- Training requirements are being modified to be fully conducted virtually.
  - Roll Call attendance will be taken at beginning and end of training.
- SM / St. Pete Campus couriers will move to Thursday pickup.

Central Receiving Operations (CRS building)

- Central Receiving will continue a normal operations schedule.
- Deliveries to departments will be attempted but if a department contact is not available to take possession, items will be stored in Central Receiving until contacted to make the delivery.

Student Cashier’s Office / Customer Service (SVC building) is closed for walk-in traffic

- Student payments should be made electronically online via OASIS. Check/money order payments should also be placed in the Drop Box on the wall outside the entry to SVC near the Cashier Office. These payments will be processed once a week on Thursdays.
- University Department deposits should be placed in the Drop Box on the wall outside the entry to SVC near the Cashier Office. These deposits will be processed once a week on Thursdays.
- All other payments/deposits normally made at the Cashier’s Office may be placed in the Drop Box outside the entry to SVC near the Cashier Office. These transactions will be processed once a week on Thursdays.
- Should you have any questions regarding the processing of your payment or deposit please email us at cashiers@usf.edu

Asset Tagging will cease due to expected unavailability of departmental personnel.
Due to the now remote nature of many of our operations, phones and voicemail will be predominantly unattended. Thus, we encourage you to use email to contact us using the various “contact lists” on the USF UCO Website.

If additional adjustment to our operations are necessary, we will let you know.

Many thanks for your patience.

Jennifer Condon
Associate Vice President and Controller