

# **Customer Service In District Business Office**



Ms. Josie Morrisroe  
Dr. Joseph Rojek  
Mr. Stephen Chassee

**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Introductions

Josie Morrisroe, CSBO. Role: Moderator  
- *Assistant Dir. of Business Services, Geneva CUSD304*



Dr. Joseph R Rojek, CSBO. Role: Speaker  
- *Assistant Supt of Business, Argo Community High School 217*



Mr. Stephen Chassee. Role: Speaker  
- *Principal at Green Associates, Inc.*



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Customer Service in Schools?

**What does that mean to  
you?**

**K-12 vs. K-8?**



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois





## **Real-Life Examples:**

**Roll Play with your partner**

- 1) With Co-worker**
- 2) With Student**
- 3) With Parent**
- 4) With Vendor**

**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Payroll Customer Service

- Heartbeat of any District – that is Today's Payroll
- Onboarding/offboarding in concert with HR – Setup and Forget?
- Explaining Deductions and Benefits – Payroll Presentation Example
- Annual tax forms – W-2's and 1095-C's
- Timecards, oh my!
- Explain, Explain, Explain with patience!

\*\*\*Be ready to help when they are ready to interrupt your busy day\*\*\*



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Payroll Customer Service

## Payroll Check Presentation (Concept)

- Paycheck Schedules for Various Unions
- Patterns in Paydays A-B, A-B-C months
- Direct deposit and paper checks

## Sections of Paychecks

- Earnings
- Employee Deductions
- Leave Accumulated
- Current Leave
- Employer Paid Benefits



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Payroll Customer Service

## Stop and check your Payroll Check

- Look at Direct Deposit Receipts
- Do the math – multiply by 26
- Salary schedules in CBA - preventative
- Stipends
- Monitor Open Enrollment Changes
- Update tax forms

**Think Preventative – Check  
your District's Payroll**



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# AP Customer Service

- W9 available on District website
- Manage new vendors
- Remind vendors of payment terms
  - State Prompt Payment Act 30 ILCS 540
- Mileage reimbursement paid in AP
- Lost check / Stop Payment / Reissue
- 1099 processing district – mailed by Jan. 31



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois





# AR Customer Service

## Examples

- Damage to district property
- Transportation cost split with another district
- Damage to a technology device
- Facility Rental Invoices

## Effective Strategies

- Timely billing
- Friendly Reminders
- Arrange Payment Plan
- Consistent Follow Up



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Student Fees

- Often handled at building level then escalated to Business Office
- Payment plans are often effective with follow-up calls, monthly emails, texts
- HB4243 signed into law by Governor Pritzker May 2022\*
  - Prohibits schools and school districts withholding a student's transcripts or diploma of ANY unpaid balance owed the school



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Vendor – Assist the CFO/CSBO



<https://www.k12prospects.com/take-become-successful-supplier-school-district/>

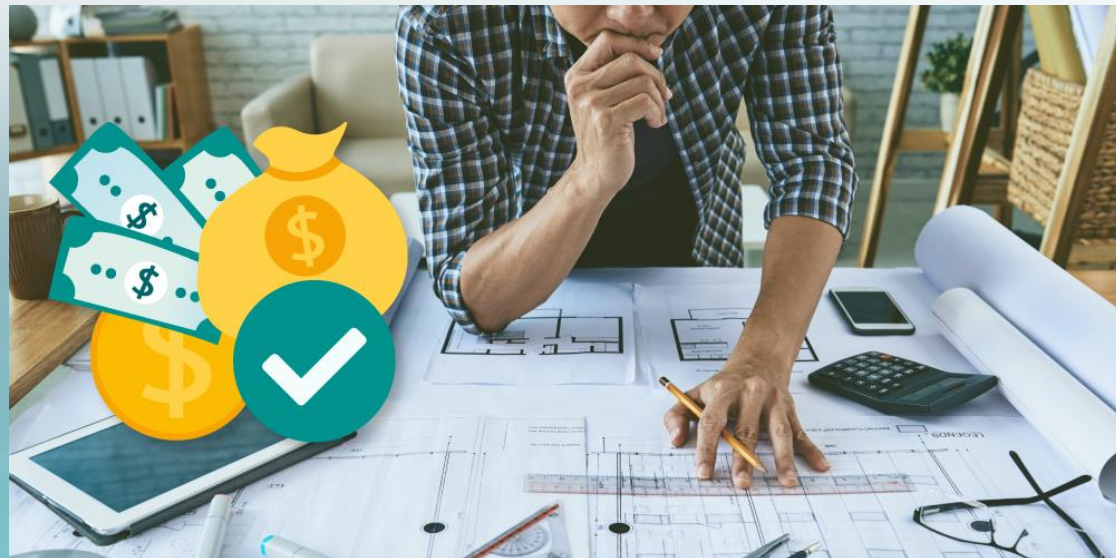
- Review and submit pay application requests
- Review and approve invoices sent to District
- Process the invoices
- Process pay requests
- Provide necessary information on finances, facilities to vendors

**2024 BOOKKEEPERS CONFERENCE**  
March 15, 2024 | Rolling Meadows, Illinois



# Vendor - Perspective

Vendors rely upon the information provided by the business office to bid, negotiate, and award projects.



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Vendor - Perspective

**Vendors are not banks.** Delays in processing invoices and pay requests can have adverse effects on the vendors. Missing a deadline or delaying an invoice even a week, can cause much longer delays for the vendor.



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# Vendor - Perspective

Many times, the Facilities Department reports to the Business Office. The information provided by the business office, and the data you compile is very important to long range and master planning for future capital projects.



**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois



# *Questions and Answers*

*We thank you for your time!*



**2024 BOOKKEEPERS CONFERENCE**

**March 15, 2024 | Rolling Meadows, Illinois**



# Presenters:

## MODERATOR INFO:

Josie Morrisroe, CSBO; Geneva CUSD 304  
(630) 463-3036; jmorrisroe@geneva304.org

## PANELISTS INFO:

Dr. Joseph Rojek; Asst Supt for Business/CSBO; Argo HSD 217  
(708) 467-5515; jrojek@argohs.net

Stephen Chassee, Principal; Green Associates  
(847) 787-1865; schassee@greenassociates.com

**2024 BOOKKEEPERS CONFERENCE**

March 15, 2024 | Rolling Meadows, Illinois

