

CODE: CSGE.AR

EFFECTIVE DATE: (10-06-1997)

TOPIC: Customer Service Charges

ISSUE DATE: (29-01-2020)

REVIEW YEAR: (2002)

REGULATION

1. Customer service should be viewed as a break-even operation over a period of one year.
2. The customer is expected to pay for the cost of materials used in the service provided.
3. A service charge up to a maximum of 15% of the cost of materials may be charged to cover the cost of breakage or damage.
4. A deposit should be requested for equipment items and parts with unit costs in excess of \$200.
5. All funds, including service charges derived from customer service, shall be remitted to Financial Services by the 15th of the month following the month of receipt, to be credited to the school's customer service revenue account.
6. All customer service work must be paid for at the time the work is performed. No credit privileges are to be extended to customers.

REFERENCES

CSGB.AR - Administration of School-Collected Funds