

**Policy Name:** Check Hold  
**Responsible Department:** Office of Disbursements  
**Approval Authority:** Director, Office of Disbursements  
**Date of Original Policy:** February 19, 2008  
**Last Updated:** January 6, 2020  
**Contact:** Jonathan S. Williams - Director

**Policy:**

All checks must be mailed to the address listed on the check. Pre-approval is required for a check to be held for pick-up.

**Purpose:**

The purpose of this policy is to define the method for requesting a hold of checks for in-person pick-up. Department representatives must follow the steps below to request approval for check pick-up. Requests for check pick-up that do not follow this procedure will not be honored.

**Scope:**

This policy applies to payments issued by the Office of Disbursements, only.

**EXCEPTIONS TO THE CHECK HOLD POLICY**

***The following checks may “not” be held for pick-up:***

- **Checks paid directly to hotels for advance payment of employee lodging –** Checks for lodging expense ***may not*** be held for pick-up. Such checks must be mailed from the Office of Disbursements 10-15 days prior to the engagement, or sent directly via overnight carrier (charged to the department) no less than 7 days prior to the engagement, (or requested to be paid by wire transfer no less than 3 days prior to the engagement). Special Handling is required. Contact [Accounts Payable](#) or [Travel Team](#) to discuss special handling. (Non-employee lodging expenses may never be paid in advance of an engagement).

*The following checks are “always” held for pick-up (a request for HOLD is not needed):*

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- **Checks paid to the Department of Homeland Security** – Checks paid to the Department of Homeland Security (when the check is being delivered to the Office of International Student and Scholar Services for processing) are exempt from the Check Hold procedure. **The requestor must identify the person/s to be notified when the check is available for pick-up. This notation should be clearly identified on the payment documentation.**
- **Check for postage** – Checks requested for postage, when the request is presented by an authorized employee of Georgia State University Mail Services, is exempt from the Check Hold procedure. **The requestor must identify the person/s to be notified when the check is available for pick-up. This notation should be clearly identified on the payment documentation.**
- **Checks for utilities: water/sewer, power, and natural gas (not including gasoline or communication devices/services)** – Checks requested for vital utilities, only, when the request is presented by an authorized employee of Georgia State University, are exempt from the Check Hold procedure. **The requestor must identify the person/s to be notified when the check is available for pick-up. This notation should be clearly identified on the payment documentation.**
- **Checks for Imprest Funds approved through Accounting Services** - Checks requested for Imprest funds when approved by Accounting Services are exempt from the Check Hold Policy. The Office of Disbursements will notify the payee when the check is available for pick-up from Disbursements.
- **Checks for student athlete meal allowances** - Checks for Georgia State University Athletics, student athlete meal allowances, are exempt from the Check Hold procedure. **The requestor must identify the person/s to be notified when the check is available for pick-up. This notation should be clearly identified on the payment documentation.**

## **METHODS OF CHECK DISTRIBUTION**

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Checks held for pick-up according to the Check Hold Policy will be held at the Office of Disbursements Customer Service window for pick-up by (named) authorized University personnel. Such person must be **employed** by GSU, within the requesting department, and named (or copied) on the Hold APPROVAL Email sent by Disbursements. This individual must present a Panther ID Card or a State/Federal picture ID, and present a copy of the Hold APPROVAL Email, issued by Disbursements, when picking up a check.

Checks **not** held for pick-up will be mailed within 2-3 business days of the check date to the address listed on the check.

**Departments desiring checks to be sent from Disbursements via overnight mail must deliver the carrier's envelope directly to Disbursements.** The carrier's delivery form must be filled out completely (most carrier's will not deliver to a PO Box). Departments must specify where to charge the cost of delivery.

### **TO OBTAIN APPROVAL FOR CHECK PICK-UP**

**Before** entering a voucher/requisition for a payment **email a request for a check to be HELD for pick-up** to the following individuals in the Office of Disbursements: **Jonathan S. Williams, [jwilliams239@gsu.edu](mailto:jwilliams239@gsu.edu), Manager, Disbursements, (copy) Alvena Jefferson, [ajefferson@gsu.edu](mailto:ajefferson@gsu.edu), Assistant Manager, and (copy) Trennye Blackburn, [tblackburn@gsu.edu](mailto:tblackburn@gsu.edu), Assistant Manager.** The email must request that a specific payment be held for pick-up. Include the following:

- Vendor name
- Payment Amount
- **Reason** for the request for check pick-up (Very Important).
- In the cc (carbon copy) field, include the e-mail address of a Manager, Director, or other person within the requesting department who has direct knowledge of the payment and who is not a subordinate to the representative sending the e-mail.
- Include the name, telephone number and e-mail address of the individual authorized to pick up the check (must be a GSU employee working within the department). The check may be picked up by the email originator, the department representative copied on the email, or the person named as authorized to pick-up the check. All must show a Panther ID Card or a State/Federal picture ID, and should bring a copy of the email to Disbursements in order to pick-up the check.



## OFFICE OF DISBURSEMENTS

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An email response will be returned from Disbursements within 24 hours.

If the Manager of Disbursements or the Assistant Managers of Disbursements approve the request for check pick-up, an e-mail confirmation will be sent stating, "APPROVAL TO HOLD CHECK FOR PICK-UP".

**Approval received:** If approved, the department representative must "SCAN" the e-mail confirmation received from the Office of Disbursements as an attachment to the requisition (PantherMart). **A delay in attaching the document to the PantherMart entry may void the request to HOLD the check.** The e-mail will state, "APPROVAL TO HOLD CHECK FOR PICK-UP".