Mail instructions

Checks

1) Open the mail and take out the checks for payment.
2) Make sure all checks have an account number.
3) After you have all the checks to process, take them and make copies on the copier that will punch side holes or side punch after you finish.
4) Run two (adding machine) tapes on check amounts and fill out a deposit slip for BancorpSouth there will be three copies white, yellow, and pink.
5) Place the checks with the white and pink copy in the envelope that the runner will pick up in the afternoon. Be sure to indicate on the deposit ticket how many checks were in the envelope.
6) Tape the yellow copy of the deposit ticket to the check copies and place them in the accordion file under the date.
7) When the month is over, place all the check copies in the large binder.

Deposit Instructions

(For checks received in office or brought by Post Office)

1. Stamp all checks with MPACT stamp on the signature line on the back of the check.
2. Make a hole-punched copy of every check.
3. Make a list of each check amount on the deposit slip.
4. Use the calculator in the work space to add up the total deposit amount. Double check this amount by adding up the actual checks as well as the copies. As a result, you will have two slips from the calculator.
5. Write the total amount on the deposit slip as well as the total number of checks and initial.
6. Put the checks only (no documents / tear off the check if there is a stub), the white and pink copy of the deposit slip, and one of the slips from the calculator in an envelope. The envelope should be addressed to:

   Bancorp South

   Attn: Florine Keeler

7. Place envelope in drawer beside Mrs. Vickie's desk
8. Date stamp the check copies.
9. Tape the yellow copy of the deposit slip and the other slip from the calculator to a piece of copy paper.
10. Scan step 9 followed by the check copies in one scan to your scan folder. On the Cannon copier, select PDF and then compact.
11. Open the scan on your desktop and save to the Shared Drive under Intuition, Daily Correspondence, FY15, the month. Save as ex: 09 24 2014 Checks.
12. Send e-mail with attached scan to Intuitionops@intuition529.com. The subject should be Secure Daily MPACT Scan (Date) pg#. No message is necessary.
13. File the deposit in the accordion file under its day.
14. Later in the day Bancorp will bring the pink copy of the deposit slip back with initials from the teller who deposited it. Tape this copy to a piece of copy paper, hole punch, and put in white 3-ring binder in the same drawer as the accordion file.

Emelia Nordan

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om:	Claire Whittington
ent:	Tuesday, June 11, 2013 3:57 PM
To:	Alicia Brumfield
Cc:	Pat Grant; Robyn Louis; Gale Stewart; Claudia Bartlett; Emelia Nordan; Shirley Waites
Subject:	College Savings Calls

Ladies,

I wanted to give you all some direction on how to handle College Savings phone calls. I've copied the ladies from unclaimed since they help out at the front desk from time to time. Our College Savings phones now ring at the front desk as well as on Shirley, Emelia and my desk. If you are at the front desk and the three of us are not available to answer a customer service question, please forward the phone call to our call center. To do this you will need to:

1. Tell the customer "I'll transfer you to a college savings specialist" or "Let me transfer you to someone who can help you"
2. Start the call transfer to 1.800.987.4450 just like you would any other call transfer
3. Stay on the line and listen to the automated message and press option 2 and listen to the automated message (This is so that the customer does not feel like they have been passed off to an automated call)
4. When the line starts ringing to a representative you can complete the call transfer.

Before you transfer the call to our call center you may call Shirley, Emelia or myself to see if we are available. However, chances are if we have not answered we're either on the phone already, not at our desks, or are otherwise unavailable. melia and Shirley have customers drop into the office on a pretty regular basis and cannot take calls while helping a ustomer in person. Please do not transfer a call to one of us without calling and seeing if we are available to take the call first. It is frustrating to a customer if they are transferred to several places and no one answers. Please let me know if you have any questions. Thanks!

Claire Whittington
Director - College Savings Mississippi
Office of the State Treasurer
State of Mississippi
601-359-5256
P.O. Box 120 Jackson, MS 39205
501 North West Street, Suite 1101
Jackson, MS 39201
www.treasury.ms.gov

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Mail

Correspondences

1) All correspondence should be day stamped. The date stamp is on the desk behind the receptionist.
2) All requests should be signed by the purchaser, and forms should be notarized.
3) Form request should be noted in audit history and given to the College Savings director for approval.
4) All other request are to be put in the scan box to be scanned to Intuition around 11 am.

Phones Directions

1) To retrieve voice mail
2) Dial 601-359-6400
3) You will hear a prompt to enter your password that is 90-359-5255.
4) The messages will play
5) At 8 am press # 2 from one of the College Savings lines to UN-forward the phones(so we may receive calls)
6) At 5 pm to forward the phones dial *2-601-359-6400. From a College Savings line.

Scanned documents

To scan documents to Intuition

1) Scan on RICO copier and send to folder, open scan and rename to the days date July 22, 2013 would be 072213.
2) Send doc as email to intuition ops(intuitionops@intuition529.com) with the subject line starting with Secure MPACT daily cor. (the date)and the number of pages . All of this is in the subject line.
3) After you send the email to Intuition move the scan to the daily correspondence
4) Delete the scan from the scan folder.

1099 Information

- Will only receive 1099 for MPACT if benefits were paid out.
- If benefits are paid to the school, the 1099 will be in child's name and purchaser or beneficiary do not need to claim on taxes.
- If benefits are paid to a purchaser, the 1099 will be in the purchaser's name and the purchaser will need to claim or taxes.
- If account is not matriculating purchaser needs to use annual statement for tax purposes.

Contributions

- Deductible from state taxes only, not federal

Annual Statements

- Mailed on Friday January 11th (approx. 14K)
- This what purchaser use to claim their tax deduction
- This statement goes to every purchaser with an open and active account, even if no contributions were made

1009-Q (Do not confuse this with a 1099-T)

- This statement will be mailed January 25th
- Only accounts with distributions will receive a 1099-Q
- The 1099 will be addressed to the purchaser if they received any type of refund from us. The purchaser must report this on their taxes since the funds were not used for tuition and are now taxable.
- The 1099 will be addressed to the beneficiary if the beneficiary is matriculating and benefits have been paid to a school on their behalf. This is only for their records and does not have to be reported on the beneficiary's taxes since the funds were used for tuition and are not taxable.

Interest Rates

- The interest for each payment is totaled to get the total amount.
- Ex: If someone makes an annual payment of $5,000 from 1997-1999 and they request a cancel refund in 2012, they will only receive a refund for the payments they made in 1997-1999.
- Each year has a unique interest rate in the MPACT program

PreNote

- The prenote file is always scheduled for the 15th of the month at 1:00 A.M. and the debit file on the 26th of the month at 1:00 A.M.

Mail Hold

- Email Tory to place account on mail hold.

- If a piece of returned mail is received they will either:
    - update it with the new one on the yellow mail sticker or
    - if none is available automatically place it on mail hold and try to reach the purchaser