

# Bus303 module 2 Ip

Business



Karina Mateo BUS303 MODULE 2 LP September 7, Payment Protocols TO  
Accounting Manager, ABC FROM Karina Mateo, Student, DATE: September 7,  
2016

SUBJECT: University Payment Protocols

I am writing in behalf of all university students who have been grossly affected by the lack of explicitly published guidelines regarding making different kinds of payments within the university setting. The complaint stems as a result of one's personal experience as I was about to make partial tuition fee payment prior to the scheduled preliminary examination. I had to return three times due to the insufficient clarity in payment protocols which I strongly believe should be communicated to all students during orientation or through posters and announcements.

I actually commend the University for according students with the opportunity to make partial payments through accomplishing a Promissory Note form, which is to be secured from the Dean's office prior to major examinations. Since my financial sources were not enough, I secured the form and lined up at the Cashier to make a partial payment. After about 30 minutes of queuing, the system experienced technical difficulties and those in line were told to either wait, try to pay through an authorized bank, or return the next day.

The follow day, I directly went to the cashier; and true to her word, accepted my partial payment. I proceeded to the registrar to validate the payment and secure my examination permit, only to be told that the Promissory Note (PN) needed to be signed first at the Dean's office. When I went to the Dean's office, the line of students securing the signature on their respective PNs was longer than the eyes could see. After a patient wait and when one's turn was

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due, the authorized signatory informed me that I needed to pay an additional \$xxx amount; otherwise, I would not be given an exam permit despite the amount that I already paid. I had to go back to the Cashier, have the PN signed, return to the registrar and finally secure the exam permit.

It would have been so much easier to have communicated all the payment protocols during orientation; or to have a flowchart of procedures posted near the Cashier and Accounting Offices. I hereby enjoin University personnel in charge of creating policies and procedures to publish payment protocols and avoid students queuing and being referred back to departments to secure signatures or make additional payments, which are fairly easy to comply with explicitly disseminated guidelines. This would likewise facilitate payment and collection and avoid unnecessary returns. Hoping for your immediate action in this regard.

#### Guidelines Used and Assessment of Memo

In writing the persuasive memo, the guidelines in writing persuasive messages were used particularly following a prescribed format. As presented, the opening statement indicated the purpose of the memo, the problem being presented, and the brief proposal to address the issues noted. The context relayed all the necessary information that would enable the recipient to comprehend the concerns. Finally, the concluding portion clarified the proposed course of action and illuminated the reader on the potential benefits of the recommendation.

As the persuasive memo falls under requests for adjustments, the discourse adhered to ethical standards in terms of using rhetorical elements of logos, ethos, and pathos through narrating actual experiences of the challenges that were met and by virtue of being a student, one's credibility and

character as entitled to the needed adjustments were fairly and justly supported. Finally, appealing to the recipient's emotions (pathos) was also supported to enhancing the reader's perceptions on the difficulties that were encountered through failure to disseminate the proper payment protocols. The focus was to suggest ways of improving the payment procedures through proper communication patterns; which would benefit students and payment personnel, alike.

As such, with a tone of professionalism and using the appropriate structure for the memo; as well as the guidelines in persuasion, one strongly believes that the memo was ethical and effective in persuading the accounting manager to make the necessary adjustments, as recommended.

#### Work Cited

Cialdini, Conger, and/or Bowman. " Writing Persuasive Messages." 2002. Print.