

Process Student Write-Offs

Purpose: Use this guide to write-off or write-down past due student account balances that have been deemed noncollectable.

Audience: Student Financials staff; College staff working with past due student account balances.

💡 The write-off process works along side the ctcLink Collection's processing steps. It is dependent on the successful use of the [Credit History](#) and [Batch Collections](#) processes.

❗ You must have at least one of these local college managed security roles:

- ZD_DS_QUERY_VIEWER

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

1. Write-Off Audit

☐ Write-Off Audit

Navigation: Reporting Tools > Query > Query Viewer

1. The Query Viewer page displays.
2. Enter or search for the query **QCS_SF_EVAL_4_WRITE_OFF**.
3. Select the link for your preferred method of **Run** option.
4. Enter the **Business Unit**.
5. Enter the **Number of days past due**.
6. Select the **View Results** button.
7. Section complete.

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial via Panopto

View the external link to [Write-Off Audit](#). This link will open in a new tab/window.

2. Assign Pending Write-Off Service Indicator

☐ Assign Pending Write-Off Service Indicator

 You must have at least one of these local college managed security roles:

- ZD CC Service Indicate Student
- ZD CC Service Indicators
- ZD CC Super user
- ZZ CC Service Indicators

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Campus Community > Service Indicators > Person > Manage Service Indicators

1. The Manage Service Indicators page displays.
2. Enter the student information (example: ID, Last Name, First Name) and select the **Search** button.
3. The student Manage Service Indicator page displays and includes the Service Indicator Summary section.
 - Note: Ensure the appropriate Institution is populated. If not, select the drop-down field and select your institution.
4. Select the **Add Service Indicator** link.
5. The Add Service Indicator page displays.


6. Enter or search for the **Institution**.
7. Enter or search for the **Pending Write Off Service Indicator Code** and the **Reason** code of **DOUBT**.
8. Enter the **Start Term** and **Start Date**.
9. Enter any comments in the **Comments** section and then select the **OK** button.
10. Section complete.

Video Tutorial

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Video Tutorial via Panopto

View the external link to [Assign Pending Write-Off Service Indicator](#). This link will open in a new tab/window.

 Item Type Security will be required for the successful posting of Write-Off item types to the student account. Please refer to the [Item Type Security](#) QRG.

3.1. Batch Processing/Posting of Write-Offs

☐ Mass Select Transactions

 You must have at least one of these local college managed security roles:

- ZZ SF Group Processing

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Student Financials > Charges and Payments > Group Processing > Mass Select Transactions

1. The Mass Select Transactions Run Control ID search page displays.
2. Select the **Add a New Value** tab to create a new **Run Control ID** and select the **Add** button. It is important to note that Run Control IDs cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a short process description in the Run Control ID is recommended-- e.g., WA220_ADM_FYR_5 (Admissions Letter, Summer, FYR Admit Type).
3. Select the **Find an Existing Value** tab to enter an existing **Run Control ID**.
4. Select the **Search** button.
5. In the Parameters section, enter the:
 - A. **Business Unit**
 - B. **Group Type**
 - C. **Origin ID**
 - D. **Type of Group = Student Group**
 - E. **Transaction Type = Person Payments**
6. In the Population Selection section, enter the:
 - A. **Selection Tool = PS Query**
 - B. **Query Name = QCS_SF_WO_GROUP_POST**
 - C. Select the **Edit Prompts** link and enter or search for the **Business Unit**
 - D. Select the **Preview Selection Results** link to ensure you have students populating, then select the **Return** button.
7. In the Line Details section, enter the:
 - A. **Account Type = TUT**
8. Select the **Run** button and then select **OK**.
9. Section complete.

Mass Select Transactions

Run Control ID: WA020_MST_WO_AR Report Manager Process Monitor **Run**

Parameters

*Business Unit: ☒ Balance the Group

*Group Type: Cashiering Control Total: USD

*Origin ID: Cashiering Control Count:

*Type of Group:

*Transaction Type: ☐ Create New Charge Item

Population Selection

Selection Tool: [Edit Prompts](#)

Query Name: [Launch Query Manager](#) [Preview Selection Results](#)

Line Details

Account Type: Tuition

Item Type:

Description:

Item Amount:

Currency Code:

Term:

Item Effective Date:

☐ Restrict Payment to Account

Reference Nbr:

Save **Return to Search** **Notify** **Add** **Update/Display**

Video Tutorial

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Video Tutorial via Panopto

View the external link to [Mass Select Transaction](#). This link will open in a new tab/window.


☐ Create Group Data Entry

- !** You must have at least one of these local college managed security roles:
- ZZ SF Group Processing

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Student Financials > Charges and Payments > Group Processing > Create Group Data Entries

1. The Group Data Entry search page displays.
2. Select the Search button and the most recent Group ID will populate at the top of the list.
3. Select the appropriate Group ID link.
4. The Group Entry tab displays.
5. Under the Control Totals section, enter the:
 - A. Control Total
 - B. Control Count
6. Under the Effective Status section, select the drop-down field for Posting action and select Available for Posting.
7. Select the Save button.
8. Copy the Group ID.
9. Section complete.

 You can select the Group Line Entry tab at the top to verify the Group Line Details section which contains the information pulled from the Mass Select Transactions process.

Video Tutorial

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Video Tutorial via Panopto

View the external link to [Create Group Data Entry](#). This link will open in a new tab/window.

☐ Group Post

! You must have at least one of these local college managed security roles:

- ZZ SF Group Processing

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Student Financials > Charges and Payments > Group Processing > Post Transactions

1. The Post Transactions Run Control ID search page displays.
2. Select the **Add a New Value** tab to create a new **Run Control ID** and select the **Add** button. It is important to note that Run Control IDs cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a short process description in the Run Control ID is recommended--e.g., WA220_ADM_FYR_5 (Admissions Letter, Summer, FYR Admit Type).
3. Select the **Find an Existing Value** tab to enter an existing **Run Control ID**.
4. Select the **Search** button.
5. The Post Transactions page displays.
6. In the Parameters section, enter or search for:
 - A. Business Unit
 - B. Group Type
 - C. Starting Group ID
 - D. Ending Group ID
7. Select the Run button.
8. Select the Group Posting Process checkbox under the Process List and then select OK.
9. Section complete.

Video Tutorial

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Video Tutorial via Panopto

View the external link to [Post Transaction](#). This link will open in a new tab/window.

3.2. Individual Processing/Posting of Write-Offs

☐ Quick Post

❗ You must have at least one of these local college managed security roles:

- ZZ SF Charges and Payments

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Student Financials > Charges and Payments > Post Student Transaction

💡 You will know which item type needs to be posted for the student based on the **QCS_SF_EVAL_4_WRITE_OFF** query during the **Write-Off Audit** step in this QRG. Refer to the column labeled **WO Item To Use**.

1. The Student Post page Add a New Value page displays.
2. Enter the:
 - A. **Student ID**
 - B. **Account Type = TUT**
 - C. **Item Type**

3. Select the **Add** button.
4. The Student Post page displays.
5. Enter the:
 - A. **Amount**
 - B. **Term**
 - C. *Optional:* **Reference Number**
6. Select the **Post** button.
7. Section complete.

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Video Tutorial via Panopto

View the external link to [Post Student Transaction](#). This link will open in a new tab/window.

4. Mass Assign Student Charges Written Off Service Indicator

☐ Mass Assign SCWO Service Indicator

 You must have at least one of these local college managed security roles:

- ZD CC Service Indicators
- ZZ CC Service Indicators

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Campus Community > Service Indicators > Person > Mass Assign

1. The Post Transactions Run Control ID search page displays.
2. Select the **Add a New Value** tab to create a new **Run Control ID** and select the **Add** button. It is important to note that Run Control IDs cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a short process description in the Run Control ID is recommended--e.g., WA220_ADM_FYR_5 (Admissions Letter, Summer, FYR Admit Type).
3. Select the **Find an Existing Value** tab to enter an existing **Run Control ID**.
4. Select the **Search** button.
5. The Mass Assign page displays.
6. Under the Population Selection section, enter the:
 - A. **Selection Tool = PS Query**
 - B. **Query Name = QCS_SF_MA_WO_SRV_IND**
 - C. Select the **Edit Prompts** link and enter the **Business Unit**, then select the **OK** button.
 - D. Select the **Preview Selection Results** link to ensure you have students populating, then select the **Return** button.
7. Under the **Service Indicator Data** section, enter the:
 - A. **Institution**
 - B. **Service Indicator Code = Student Charges Written Off**
 - C. **Reason = Student Charges Written Off**
 - D. Select the checkbox next to **Use System Date**
8. Under the **Effective Period** section, enter the:
 - A. **Start Term**
 - B. **Start Date**
9. *Optional:* Enter comments under the **Comments** section.
10. Select the Run button.
11. Select the checkbox next to **SCC_SI_ASSN** under the **Process List** section, then select the **OK** button.
12. Process complete.

Mass Assign

Run Control ID: WA020_MA_WO_BP9_AR Report Manager Process Monitor **Run**

Population Selection

Selection Tool: [Edit Prompts](#)
 Query Name: [Launch Query Manager](#) [Preview Selection Results](#)

Service Indicator Data

*Institution:
 *Service Indicator Code: Student Charges Written-Off
 *Reason: Student Charges Written-Off ☒ Use System Date

Effective Period

Start Term: SPRING 2023 End Term:
 Start Date: End Date:

Assignment Details

*Department: Receivables on Account
 Reference:
 Amount: Currency Code: Dollar

Contact Information

Contact ID: Contact Person:
 Placed Person ID: Placed By:

Comments

[Save](#) [Return to Search](#) [Notify](#) [Add](#) [Update/Display](#)

Video Tutorial

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Video Tutorial via Panopto

View the external link to [Mass Assign Student Charges Written Off Service Indicator](#). This link will open in a new tab/window.

5. Reverse Write-Off Item Type

☐ Reverse Student Payment


 You must have at least one of these local college managed security roles:

- ZZ SF Payment Reversals

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

Navigation: Student Financials > Charges and Payments > Reversals > Reverse Payment

1. The Payment Reversal Find an Existing Value page displays.
2. Enter the **Business Unit** and select **Search**.
3. The Payment Reversal page displays.
4. Enter the **Student ID** and select **Search**.
5. In the Payments section, select the Reverse button on the appropriate line(s).
6. The Reversal Detail page displays.
7. Select the icon next the the Item Effective Date field and select the Current Date link.
8. Optional: Enter a Description.
9. Enter the Reason code of ADM and select the OK button.
10. Repeat as necessary.
11. Section complete.

 Depending on the circumstances surrounding the reversal of the Write-Off item type, it is important to note that the student has the Student Charges Written Off Service Indicator which has negative service impacts associated with the indicator. Ensure you establish an internal business process which may include the reversal of the Write-Off item type(s) and the removal of the Service Indicator in some instances.

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Video Tutorial via Panopto

View the external link to [Write Off Reversal](#). This link will open in a new tab/window.