



Reverse a Student Payment/Charge


Purpose: Use this document as a reference for applying and reversing payments in ctcLink.

Audience: Student Financials Staff.

 To reverse a transaction, the page you will use will depend upon the type of transaction you wish to reverse. For payments, you will navigate to Reverse Payment. For charges, you will navigate to Reverse Charge.

 **BEWARE:** Do not use the Reverse Payment and Reverse Charge ctcLink pages if adjusting Payment Plan balances. If adjustments are needed to a payment plan, only use ctcLink Payment Plan pages. **ONLY** use Reverse Payment if adjusting a student payment to a plan, not to manipulate the plan item types.

Reverse a 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 search page displays.
2. Enter the **Business Unit** and select the **Search** button.
3. On the Payment Reversal page, enter the Student **ID** and **Term**.
4. Select the **Search** button the **Payments** section populates.
5. Select the **Reverse** button next to the item to reverse and the Reverse Detail page displays.
6. Update the **Item Effective Date** to the **Current Date**.
7. Enter the **Description** and **Reason**.
8. Select the **OK** button and the Payment Reversal page displays.
 - Notice that the Reverse button selected is now grayed-out.

10. Section complete.


Video Tutorial

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

View Tutorial Via Panopto

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

Reverse a Student Charge

-  You must have at least one of these local college managed security roles:
- ZZ SF Charge 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 Charge

1. The Charge Reversal search page displays.
2. Enter the **Business Unit** and the Student **ID**.
3. Select the **Search** button and the Charge Reversal page displays.
4. In the **Account Details** section, you will see a list of Account Types and Terms for the ID you selected.
5. Select the **Account Details** link on the appropriate Account Type and Term.
6. The Charge Detail page displays.
 - Select the **Item Details** link to view more information about the item type. Select the **Return** link.
7. In the Details section, select the **Reverse** button on the appropriate **Item Type** line.
8. The Reversal Detail page displays.
9. Update the **Item Effective Date** to the **Current Date**.
10. Enter the **Description** and **Reason**.

11. Select the **OK** button and the Charge Detail page displays.
 - Notice the Reverse button selected has disappeared.
12. Select the **Return** link to go back to the Charge Reversal Page.
13. Process complete.

Video Tutorial

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

View Tutorial Via Panopto

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