

9.2 Sending Communications

Purpose: Use this document as a reference for sending student financials communications in ctcLink.

Audience: Student Financials staff

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

- ZC CC 3Cs User
- ZD CC 3Cs User
- ZZ CC 3Cs User


You must also set these SACR Security permissions:

- [CS 9.2 SACR Security: Basic Requirements for Staff](#)
- [CS 9.2 SACR Security: 3Cs Group Security](#)

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

Sending Communications

Navigation: NavBar > Navigator > Campus Community > Communications > Communication Generation

 Prior to generating a communication, a letter code must first be assigned to the student. See the [Create a Communication](#) QRG to complete this step.

1. The **Communication Generation** run control ID search page displays.
2. Select the **Add a New Value** tab.
3. Enter **Run Control ID**.
4. Select **Add**.

< Manager Self Service

Communication Generation

Communication Generation

Find an Existing Value Add a New Value

Run Control ID Student-Financials-A/R-Comm

Add

Find an Existing Value | Add a New Value

5. The **Selection Parameters** tab displays.
6. Enter **ID Selection**.
7. Enter **Letter Code**.

The Letter Code selection populates other fields with default values. Typically, these should not be changed.

8. Make a selection in **No Matching Template Found** – typically "Use Default Template".
9. Select the **Communication Method Usage**. For this example, "E-Mail" is selected.
10. Select the **Process Parameters** tab.

Manager Self Service **Communication Generation**

Selection Parameters | **Process Parameters** | Email Parameters | Checklist Parameters

Run Control ID: Student-Financials-A/R-Comm | Report Manager | Process Monitor | Run

ID Selection

ID Selection: All IDs

Letter Code Selection

*Letter Code: S41 | Student Financials Reminder TC | Administrative Function: GEN | General

Template Selection

Report Name: CTCSF_TC_REM | Reminder Email Tacoma CC | View Report Definition

Data Source ID: CTC_SF_DATASOURCE_COLL

Template List

Template ID	Description	Language	Method	Default Template
CTCSF_TC_REM_1	Reminder Email Tacoma	English	E-Mail	<input checked="" type="checkbox"/>

Enclosures Assigned (Softcopy)

No Matching Template Found

☒ Use Default Template | ☐ Do Not Produce Communication | Refresh Enclosure List

Communication Language Usage

☒ Specified | ☐ Preferred | Language: English

Communication Method Usage

☒ Specified | ☐ Preferred | Method: E-Mail

Save | Return to Search | Notify | Add

Selection Parameters | Process Parameters | Email Parameters | Checklist Parameters

11. The **Process Parameters** tab displays.
12. Choose the **Address, Address Name, Salutation** and **Extra Name**.
13. Check **Use Preferred Email Address**.
14. Select an **Org Recipient** and **Contact Name** value if the communication has been designed to send to both students and communications.
15. Enter the Communication Date Range Selection **From Date** and **To Date**.
16. Select the **Update Communication Generation Date With** and the **Update Communication Completed Date With** to specify the date to record the communication on the student record.
17. Select the preferred **Sort Option**.
18. Un-Check the **Produce Communication** and **Complete Communication** in the Missing Critical Data section.
19. Select the **Email Parameters** tab.

Manager Self Service Communication Generation

Selection Parameters | Process Parameters | **Email Parameters** | Checklist Parameters

Run Control ID Student-Financials-A/R-Comm Report Manager Process Monitor **Run**

Usage Tables

Person Communication Usage

Address SF Email Home,Business,Campx
 Address Name Full Name-Pri,Prf,Leg
 Salutation First Name Only-Pri, Prf
 Extra Name First Name Only-Pri, Prf

☒ Use Preferred Email Address

Joint Salutation Usage

Joint Name

Org Communication Usage

Org Recipient
 Contact Name

Communication Processing Dates

Communication Date Range Selection

*From Date 06/11/2019
 *To Date 06/11/2019

Update Communication Generation Date With

☐ Communication Date
☒ System Date
☐ User Supplied Date

Update Communication Completed Date With

☐ Communication Date
☒ System Date
☐ User Supplied Date

Output Settings

*Sort Option Country, Postal

☐ Online Preview
☐ Send to Printer
☐ Send to File
☐ Create Envelopes
☐ Create Labels

Missing Critical Data

☒ Produce Communication ☐ Complete Communication

Save Return to Search Notify

20. The **Email Parameters** tab displays.
21. Enter the **From**, **Subject** and **Reply to**. Leave **Sender** and **Bounce to** blank.
22. Leave the **Importance** and **Sensitivity** values defaulted to normal.
23. The **Checklist Parameters** tab settings should not be changed.
24. Select **Run**. Please refer to the [Process Scheduling](#) QRG for further instructions.

Manager Self Service Communication Generation

Selection Parameters | Process Parameters | **Email Parameters** | Checklist Parameters

Run Control ID Student-Financials-A/R-Comm Report Manager Process Monitor **Run**

Email Parameters

From NoOne@nowhere.edu
 *Required if communication method usage is specific email or preferred.

Subject Past Due Notice
 *Required if communication method usage is specific email or preferred.

Reply to NoOne@nowhere.edu

Sender

Bounce to

Importance

☐ low
☒ normal
☐ high

Sensitivity

☒ normal
☐ personal
☐ private
☐ company-confidential

Save Return to Search Notify Add Update/Display

Selection Parameters | Process Parameters | **Email Parameters** | Checklist Parameters

25. Section complete.

Verifying Communications were assigned and sent

Navigation: NavBar > Navigator > Campus Community > Communications > Person Communications > Communication Management

1. The **Communication Management** search page displays.
2. Enter student **ID**.
3. Select **Search**.

< Person Communication Communication Management

Communication Management

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Add a New Value

Search Criteria

ID begins with 101005590

Sequence Number =

Communication Date =

Academic Institution begins with

Administrative Function begins with

Communication Category begins with

Communication Context begins with

National ID begins with

Campus ID begins with

Last Name begins with

First Name begins with

☐ Case Sensitive

Search Clear Basic Search Save Search Criteria

4. The **Person Communication** tab displays.
5. If the **Communication Completed** checkbox at the bottom of the page is checked, this indicates the email was sent.
6. Select the **View Generated Communication** link to view a .pdf of the communication that was generated.

Person Communication **Communication Management**

Person Communication | Communication Recipient Data

Wyatt Webb ID 101005590 ★

Communication Assignment

Assign DateTime 09/10/2015 2:36:39PM

*Function GEN General Variable Data

*Institution Tacoma CC

Communication Key

*Category BTCCC Student Financials Comm Categ

*Context BTCCREM SF Reminder Comm Context TC

*Method E Email

*Direction Outgoing Communication

Letter Code B41 Student Financials Reminder TC ☐ Include Enclosures Enclosures

Communication Process Details **Checklist Association**

Communication Date 09/10/2015 Begin Time End Time Sequence

Comments ☐ Print Comment Item Sequence

Communication ID 101006347 Moore, Robyn

Department

☐ Create Joint Communications

Communication Outcome

Communication Generation Date 09/10/2015

☒ Communication Completed Date Activity Completed 09/19/2015

☐ Unsuccessful Outcome

Outcome Reason

Language Used English

Method Used E-Mail

Process Used Communication Generation View Generated Communication Process Instance 103594

Save Return to Search Previous in List Next in List Notify Add Update

7. The **View Communication** page displays.
8. Select **View**.

Manager Self Service **Communication Management**

View Communication

Wyatt Webb ID 101005590 ★

View Generated Communication

Letter Code	Description	View
B41	Student Financials Reminder TC	View

Return

9. The communication displays in a new window. Read it.
10. Close the new window.



Due to a high volume of calls here is some additional information to the previous email.

If you are expecting any of the following to cover your tuition & fees:

Financial Aid – please refer to your financial aid portal to check on the status of your aid.

Third party payment

VA

Nelnet Payment Plan

You will not be dropped from your classes for non-payment.

11. Process complete.