9.2 Sponsor Refund Process

Purpose: Use this document as a reference for how to process a credit balance to a sponsor in ctcLink. A sponsor is an individual (or external organization) other than the student to which a refund should be issued via printed check.

Audience: Student Financials staff

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

- ZD SF Refunds
- ZZ SF Refunds

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

With Sponsor refunds, the student is forwarding $$ to another entity. Regardless if the entity is a person or a business, they are considered an ***External Organization***.

- If that External Organization is not listed in ctcLink, please submit a ticket so that it may be created (include the primary contact and primary mailing address.)

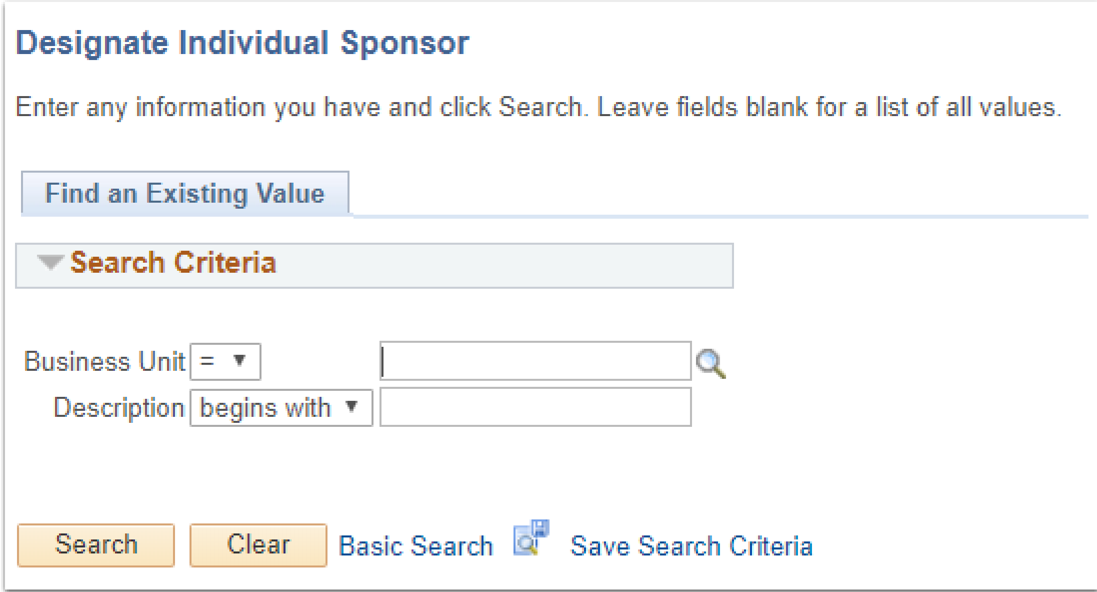
Sponsor Refund Process

Link the Sponsor to Student in SF

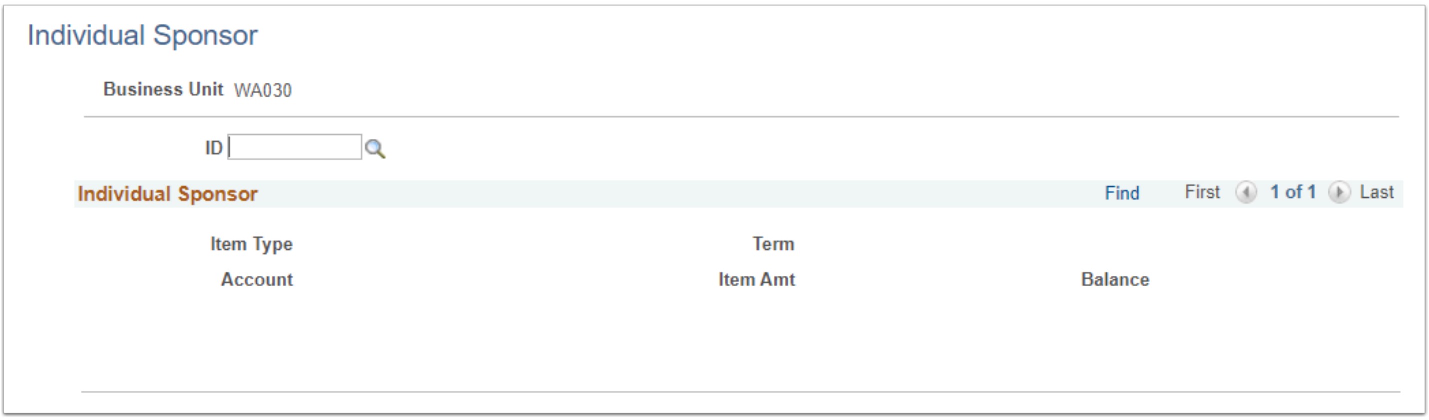
This first step identifies the *Sponsor* as they relate to the account (student or external organization) to be refunded.

Navigation: NavBar > Navigator > Student Financials > Refunds > Designate Sponsor

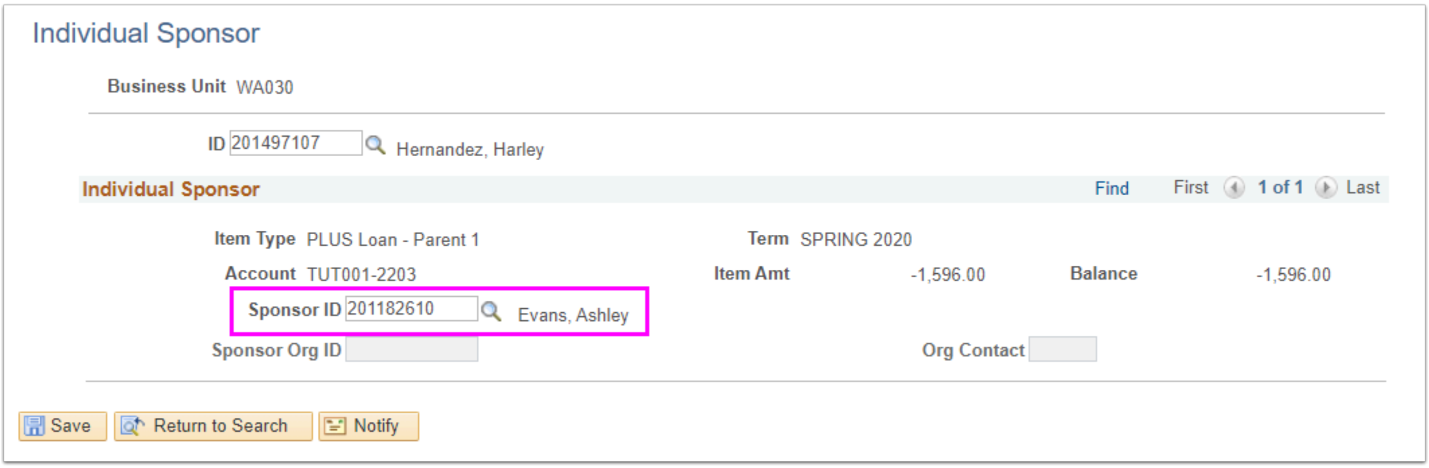
1. The **Designate Sponsor** entry page displays.
2. Enter your **Business Unit**.
3. Select **Search**.

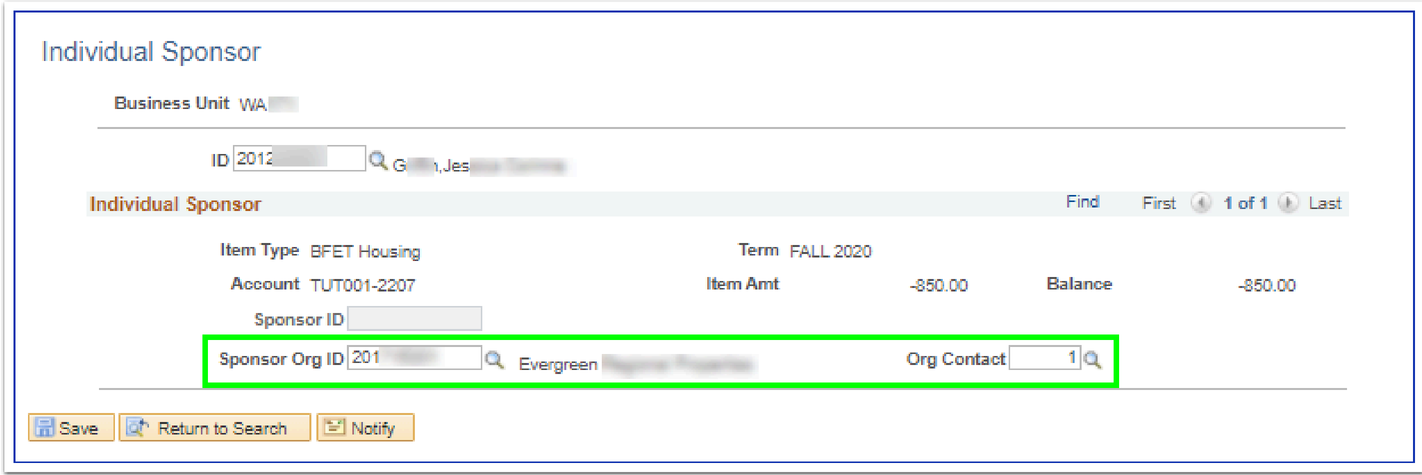


4. The Individual Sponsor page displays.
5. In the **ID** field, enter the Student or External Org ID number and then tab through. This is the ID of the account to be refunded (has the credit balance.)



6. The page becomes populated with the refund data.
7. **Sponsor** fields:
    a. **Sponsor ID** field = Sponsor person i.d. number (only if it is a *parent* related to student).
    b. **Sponsor Org ID** field = External organization i.d. number.
8. **Org Contact** field - <u>For external organizations only</u>, select the hour glass and select the Contact Nbr/Contact Name.
9. Select the **Save** button to complete.





Creating the Refund (Stage)

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

- ZZ SF Refunds

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

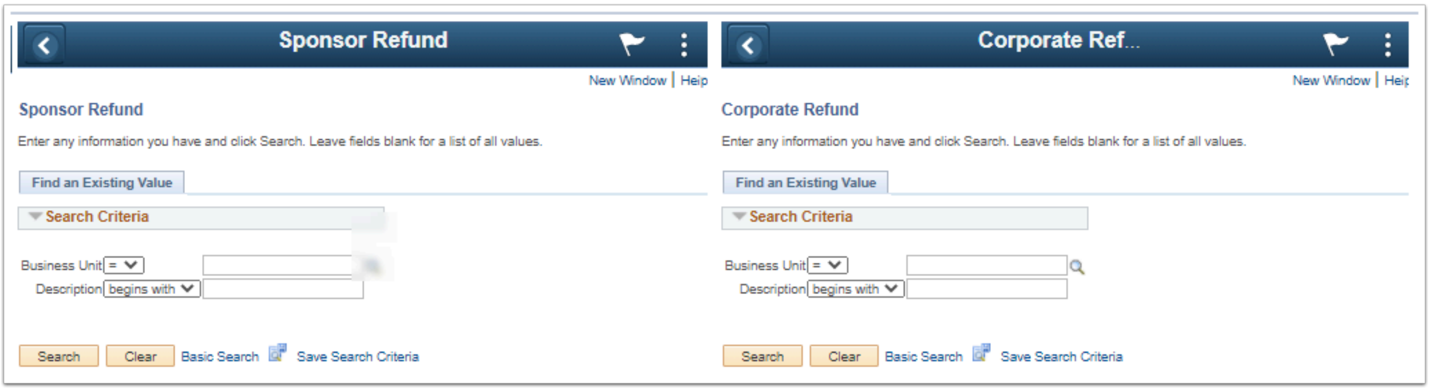
This step is when the account to be refunded will have the proper refund item type added or "Staged." Please use the appropriate navigation below to either refund a student account or to refund an External Organization (Corporate) refund.

Navigation: NavBar > Navigator > Student Financials > Refunds > Sponsor Refund ($$ going to a person like a parent)

OR

Navigation: NavBar > Navigator > Student Financials > Refunds > Corporate Sponsor Refund ($$ going to an external organization)

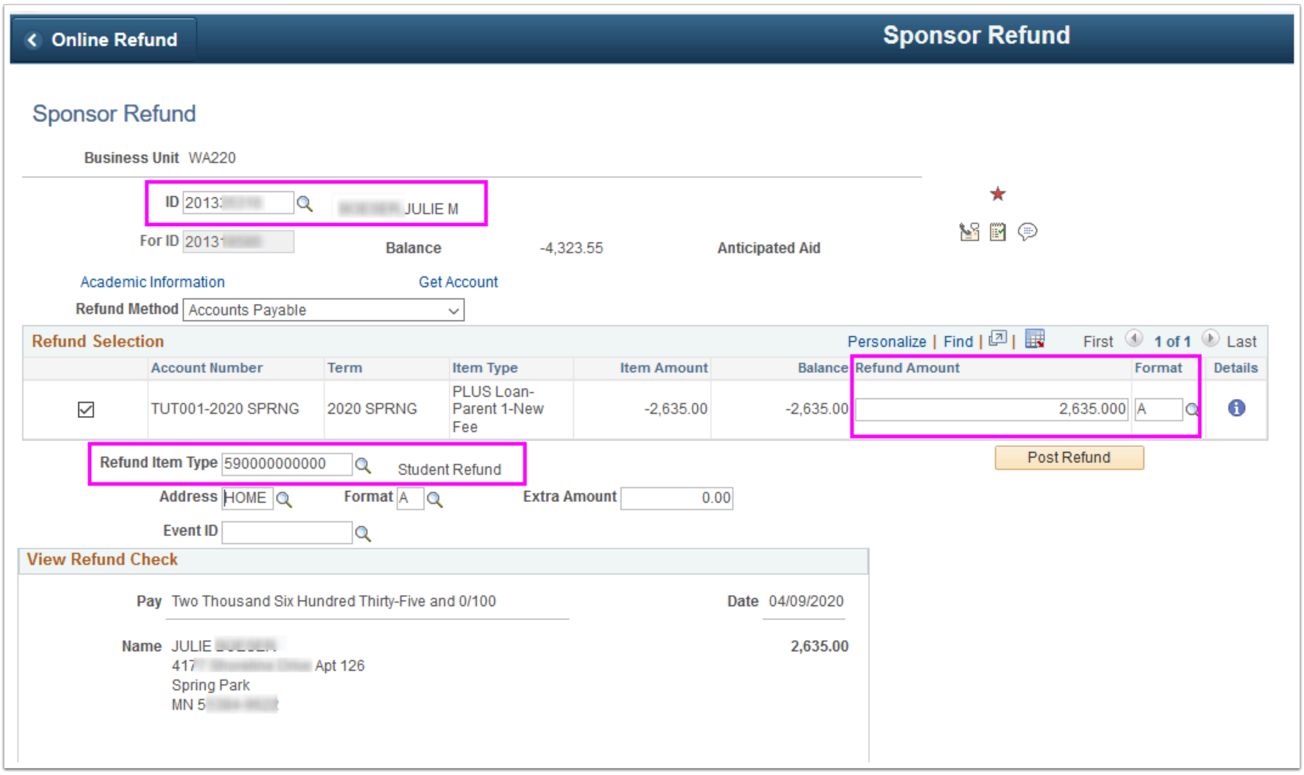
1. The **Sponsor Refunds** page displays.
2. Enter your **Business Unit**.
3. Select **Search**.

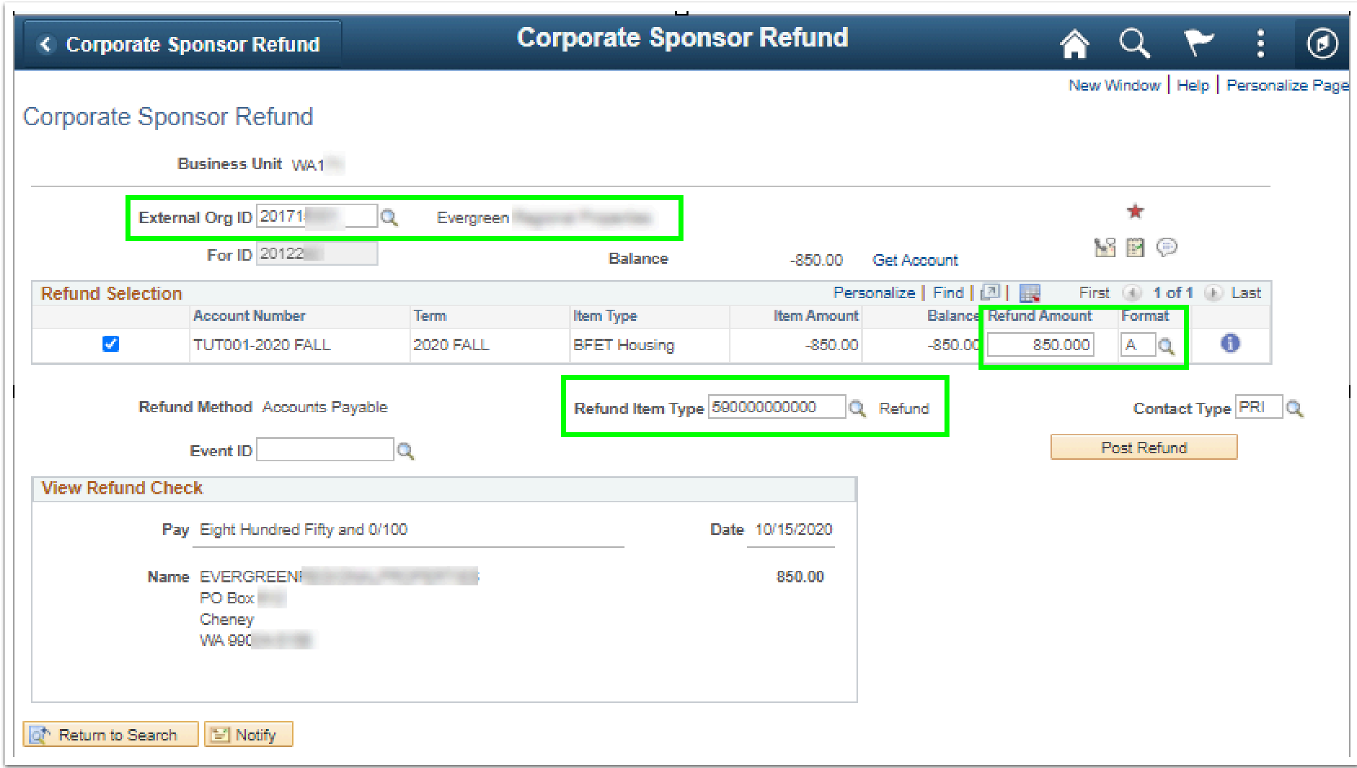


4. The **Sponsor and Corporate Sponsor Refund** page display below.
5. In the **ID** field enter the **Sponsors ID** *(where the $$ should be sent)* and then tab out of the field. The refund data will populate much of the remaining page.
6. Enter Accounts Payable as the **Refund Method.**
7. In the **Refund Selection** group box:
   a. Select the checkbox next to each item to include in the refund.
      I. ctcLink automatically enters the total amount of the line item here. *To include only a portion of the line item in the refund, edit the amount.*

   b. Select the **Format of "**A" = Automatic Check (AP printed check).

8. Select the **Refund Item Type** of Student Refund (usually *Student Refund* so a check will be printed).
9. Select the check recipient's **Address** hourglass.
10. Select the arrow icon next to **View Refund Check** to view the an image of the information.
11. Select the **Post Refund** button to post the refund to the student's account.





12. After completing this page, be sure to complete the **AP Refund Interface** process.

Run the AP Refund Interface (Deliver)

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

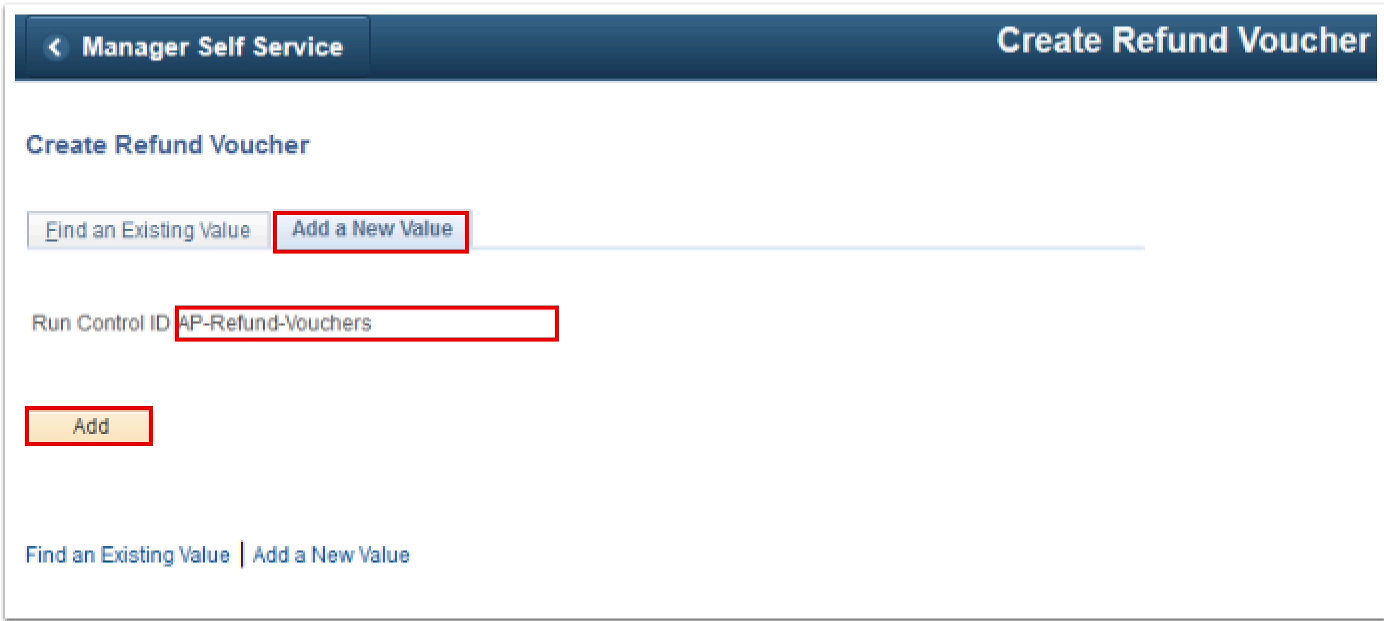
- ZD SF Refunds
- ZZ SF Refunds

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

This is the "Deliver" step or last step when refunding and is dependent on the type of refund posted. These instructions assume the refund is to be printed as a physical check.

Navigation: NavBar > Navigator > Student Financials > Refunds > AP Direct Deposit > Create Refund Vouchers

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

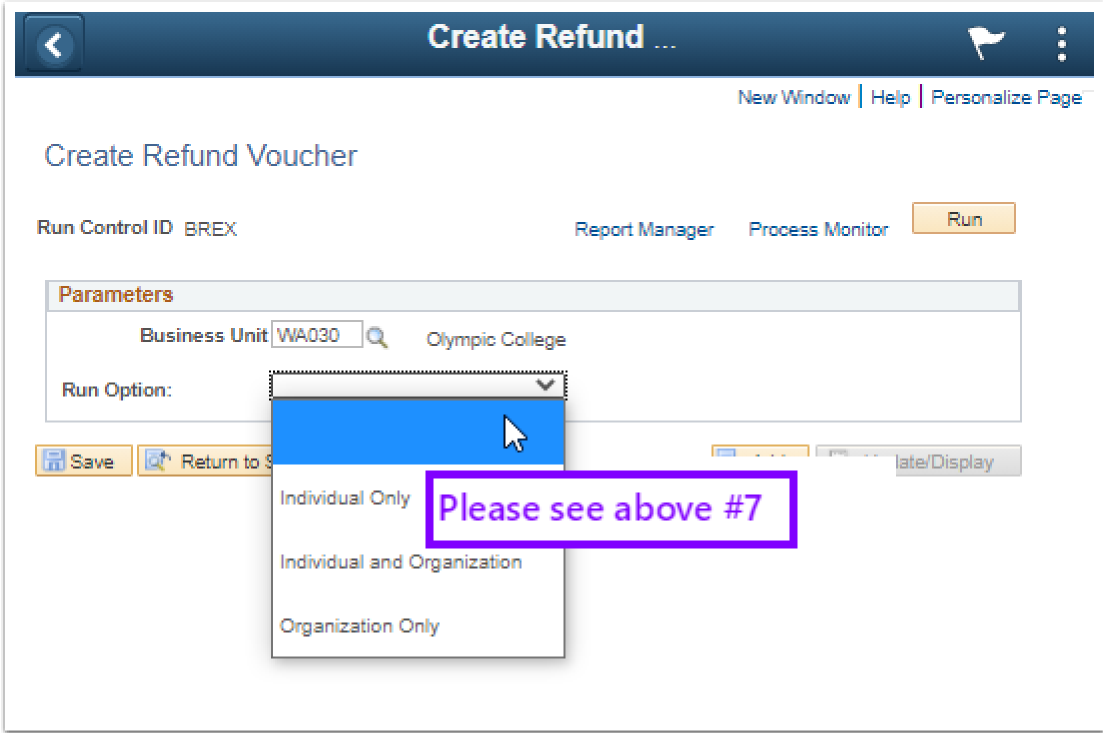


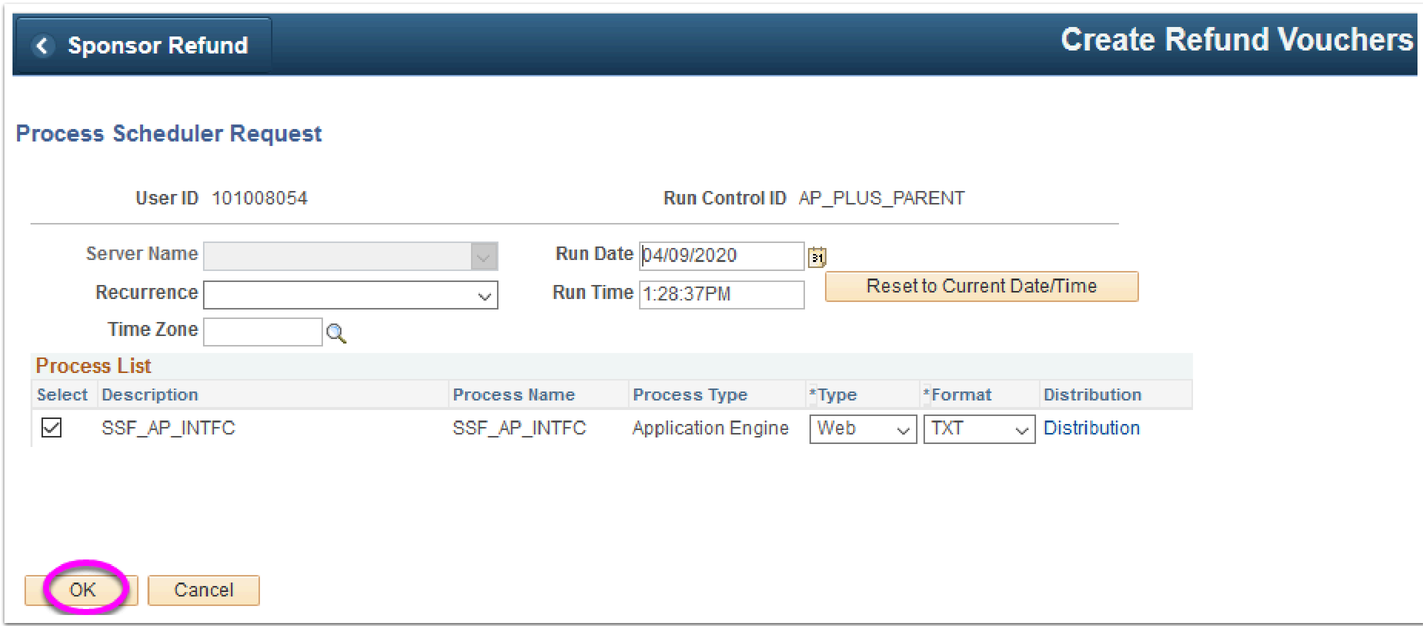
5. The **Create Refund Voucher** page displays.
6. Enter **Business Unit.**

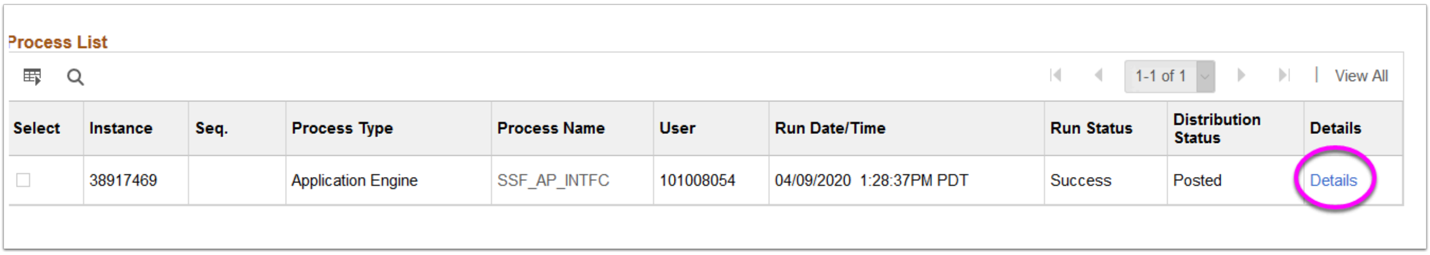
7. For **Run Option**:
    a. If the check is going to a person:
        I. Select **Individual Only**.

    b. If the check is going to an external organization (business).
        I. Select **"Individual and Organization".**

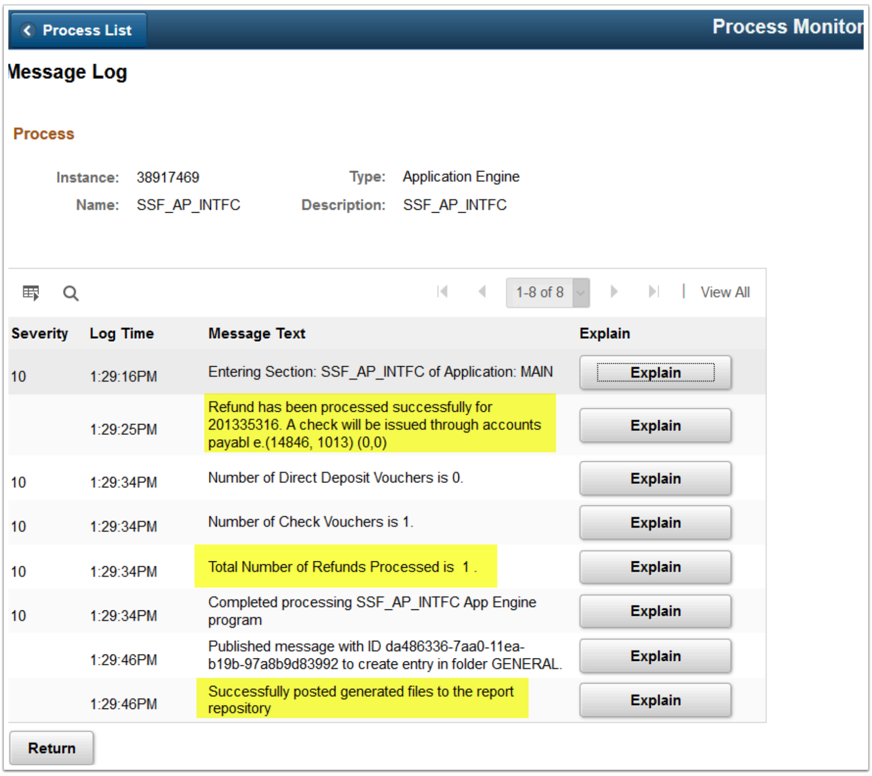
8. Select the **Run** button.
9. Please refer to the Process Scheduling QRG for further instructions.







10. Once the process list displays **Success** & **Posted**, select the Details link and then select the *Message Log* for confirmation of completion.



11. Process complete.