

## 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

**i** 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**.

## Designate Individual Sponsor

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

Find an Existing Value

### ▼ Search Criteria

Business Unit =  

Description begins with

Search

Clear

Basic Search 

Save Search Criteria

- The Individual Sponsor page displays.
- 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.)

## Individual Sponsor

Business Unit WA030

ID  

### Individual Sponsor

Find

First

1 of 1

Last

Item Type

Term

Account

Item Amt

Balance

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

**Individual Sponsor**

Business Unit WA030

ID   Hernandez, Harley

**Individual Sponsor** Find First  1 of 1  Last

Item Type PLUS Loan - Parent 1	Term SPRING 2020		
Account TUT001-2203	Item Amt -1,596.00	Balance	-1,596.00
Sponsor ID <input type="text" value="201182610"/> <input type="button" value="🔍"/> Evans, Ashley			
Sponsor Org ID <input type="text"/>		Org Contact <input type="text"/>	

**Individual Sponsor**

Business Unit WA

ID   G...n, Jes...

**Individual Sponsor** Find First  1 of 1  Last

Item Type BFET Housing	Term FALL 2020		
Account TUT001-2207	Item Amt -850.00	Balance	-850.00
Sponsor ID <input type="text"/>			
Sponsor Org ID <input type="text" value="201"/> <input type="button" value="🔍"/> Evergreen		Org Contact <input type="text" value="1"/> <input type="button" value="🔍"/>	

## 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.

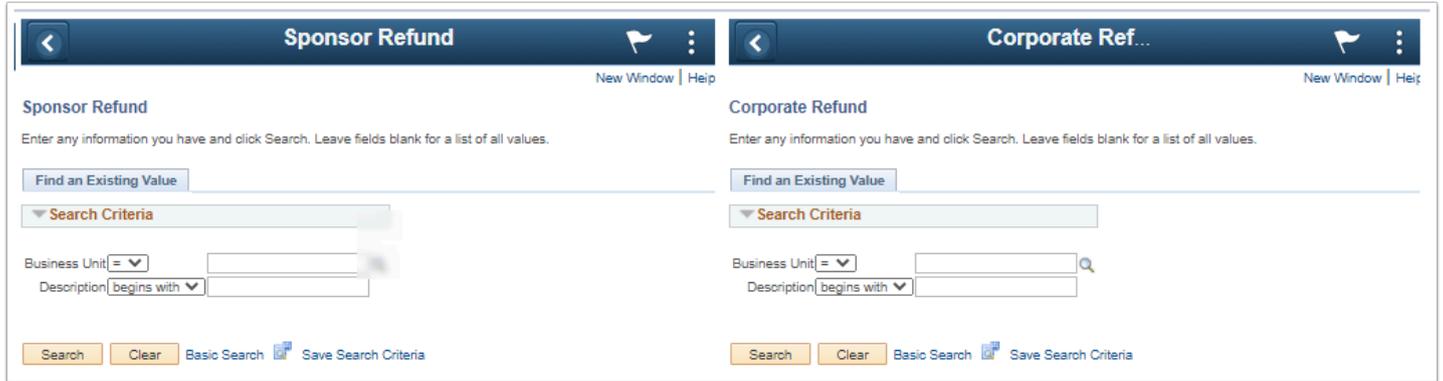
**i** This step is when the account to be refunded will have the proper refund item type added or "Staged." Please use the appropriate navigation below to either refund a student account or to refund an External Organization (Corporate) refund.

**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.

**Online Refund** **Sponsor Refund**

Sponsor Refund

Business Unit WA220

ID 2013: [REDACTED] JULIE M

For ID 2013: [REDACTED] Balance -4,323.55 Anticipated Aid

Academic Information Get Account

Refund Method Accounts Payable

**Refund Selection** Personalize | Find | First 1 of 1 Last

	Account Number	Term	Item Type	Item Amount	Balance	Refund Amount	Format	Details
<input checked="" type="checkbox"/>	TUT001-2020 SPRNG	2020 SPRNG	PLUS Loan-Parent 1-New Fee	-2,635.00	-2,635.00	2,635.000	A	

Refund Item Type 590000000000 Student Refund

Address HOME Format A Extra Amount 0.00

Event ID

**View Refund Check**

Pay Two Thousand Six Hundred Thirty-Five and 0/100 Date 04/09/2020

Name JULIE [REDACTED] 2,635.00  
417 [REDACTED] Apt 126  
Spring Park  
MN 5 [REDACTED]

**Corporate Sponsor Refund** **Corporate Sponsor Refund**

Business Unit WA1

External Org ID 20171: [REDACTED] Evergreen

For ID 20122: [REDACTED] Balance -850.00 Get Account

**Refund Selection** Personalize | Find | First 1 of 1 Last

	Account Number	Term	Item Type	Item Amount	Balance	Refund Amount	Format	Details
<input checked="" type="checkbox"/>	TUT001-2020 FALL	2020 FALL	BFET Housing	-850.00	-850.00	850.000	A	

Refund Method Accounts Payable Refund Item Type 590000000000 Refund Contact Type PRI

Event ID

**View Refund Check**

Pay Eight Hundred Fifty and 0/100 Date 10/15/2020

Name EVERGREEN! 850.00  
PO Box [REDACTED]  
Cheney  
WA 990 [REDACTED]

Return to Search Notify

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.

**i** 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.

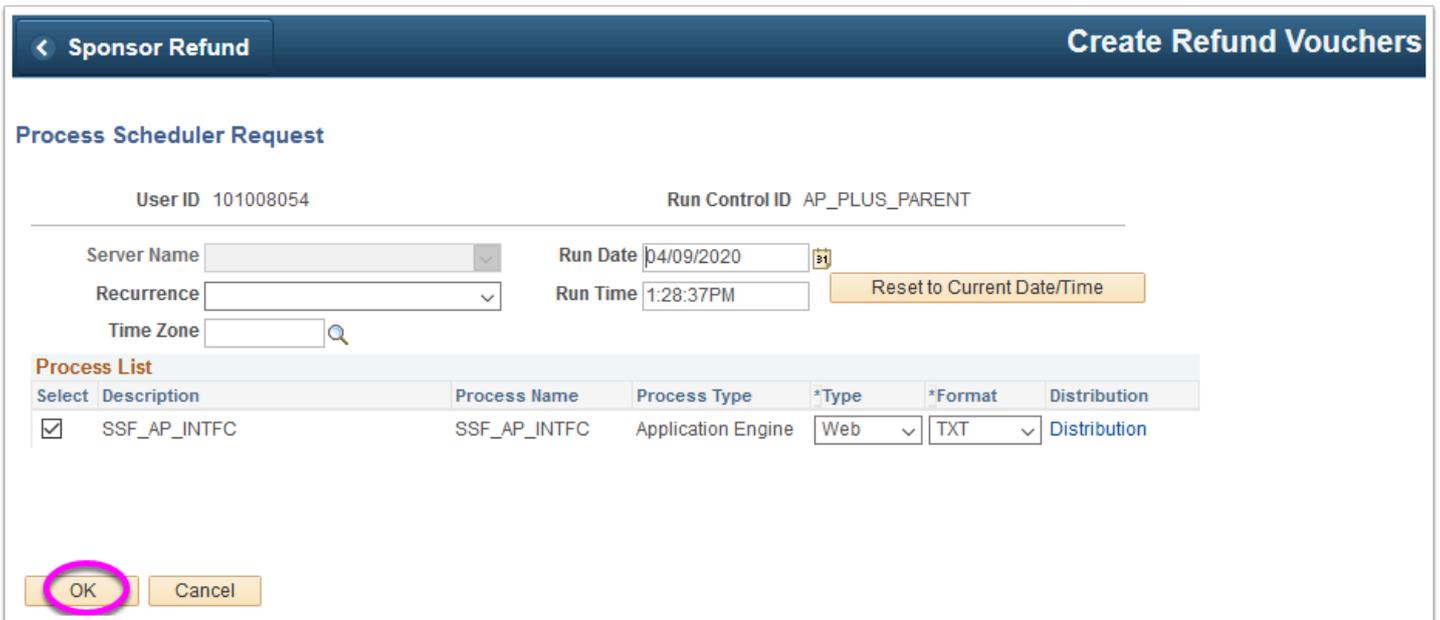
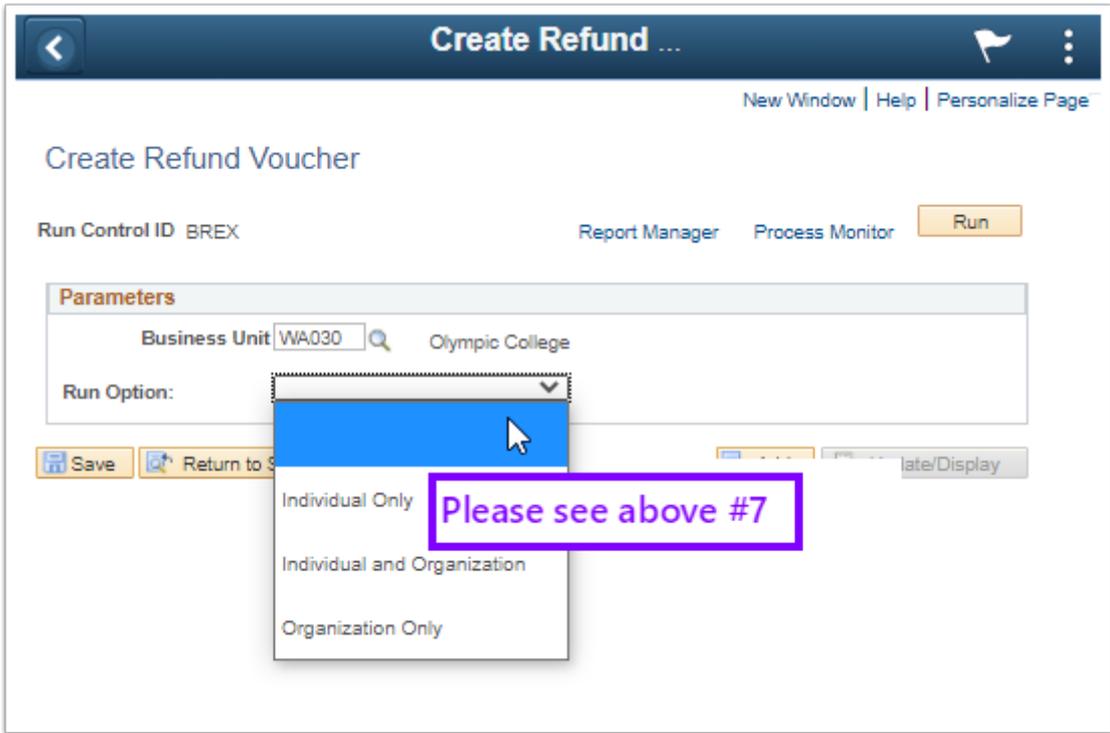
**Navigation: NavBar > Navigator > Student Financials > Refunds > AP Direct Deposit > Create Refund Vouchers**

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**.

The screenshot shows the 'Create Refund Voucher' interface. At the top, there is a dark blue header with a back arrow and 'Manager Self Service' on the left, and 'Create Refund Voucher' on the right. Below the header, the title 'Create Refund Voucher' is displayed. There are two tabs: 'Find an Existing Value' and 'Add a New Value', with the latter highlighted in red. Below the tabs is a text input field for 'Run Control ID' containing 'AP-Refund-Vouchers'. An 'Add' button is visible below the input field. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.

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.



**Process List**

1-1 of 1 | View All

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	38917469		Application Engine	SSF_AP_INTFC	101008054	04/09/2020 1:28:37PM PDT	Success	Posted	<a href="#">Details</a>

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

**Process Monitor**

Process List

**Message Log**

**Process**

Instance: 38917469      Type: Application Engine  
 Name: SSF\_AP\_INTFC      Description: SSF\_AP\_INTFC

1-8 of 8 | View All

Severity	Log Time	Message Text	Explain
10	1:29:16PM	Entering Section: SSF_AP_INTFC of Application: MAIN	<a href="#">Explain</a>
	1:29:25PM	Refund has been processed successfully for 201335316. A check will be issued through accounts payable (14846, 1013) (0,0)	<a href="#">Explain</a>
10	1:29:34PM	Number of Direct Deposit Vouchers is 0.	<a href="#">Explain</a>
10	1:29:34PM	Number of Check Vouchers is 1.	<a href="#">Explain</a>
10	1:29:34PM	Total Number of Refunds Processed is 1.	<a href="#">Explain</a>
10	1:29:34PM	Completed processing SSF_AP_INTFC App Engine program	<a href="#">Explain</a>
	1:29:46PM	Published message with ID da486336-7aa0-11ea-b19b-97a8b9d83992 to create entry in folder GENERAL.	<a href="#">Explain</a>
	1:29:46PM	Successfully posted generated files to the report repository	<a href="#">Explain</a>

[Return](#)

11. Process complete.