

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**.

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 Evans, Ashley

Sponsor Org ID Org Contact

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

Sponsor Org ID Evergreen Org Contact

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**.

The image shows two side-by-side screenshots of web application interfaces for searching refund data. The left interface is titled 'Sponsor Refund' and the right is 'Corporate Ref...'. Both have a dark blue header bar with a back arrow, a flag icon, and a menu icon. Below the header, there's a 'New Window | Help' link. The main content area has a subtitle 'Sponsor Refund' or 'Corporate Refund' followed by the instruction 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this is a 'Find an Existing Value' button. A 'Search Criteria' dropdown menu is expanded, showing 'Business Unit' with a dropdown arrow and a text input field, and 'Description' with a 'begins with' dropdown and a text input field. At the bottom, there are buttons for 'Search', 'Clear', 'Basic Search' (with a magnifying glass icon), and 'Save Search Criteria'.

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: JULIE M

For ID 2013: 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 5900000000000 Student Refund

Address HOME Format A Extra Amount 0.00

Event ID

Post Refund

View Refund Check

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

Name JULIE M

417 Apt 126

Spring Park

MN 5

2,635.00

Corporate Sponsor Refund

Corporate Sponsor Refund

Business Unit WA1

External Org ID 20171: Evergreen

For ID 20122: 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 5900000000000 Refund

Contact Type PRI

Event ID

Post Refund

View Refund Check

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

Name EVERGREEN:

PO Box

Cheney

WA 990

850.00

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:

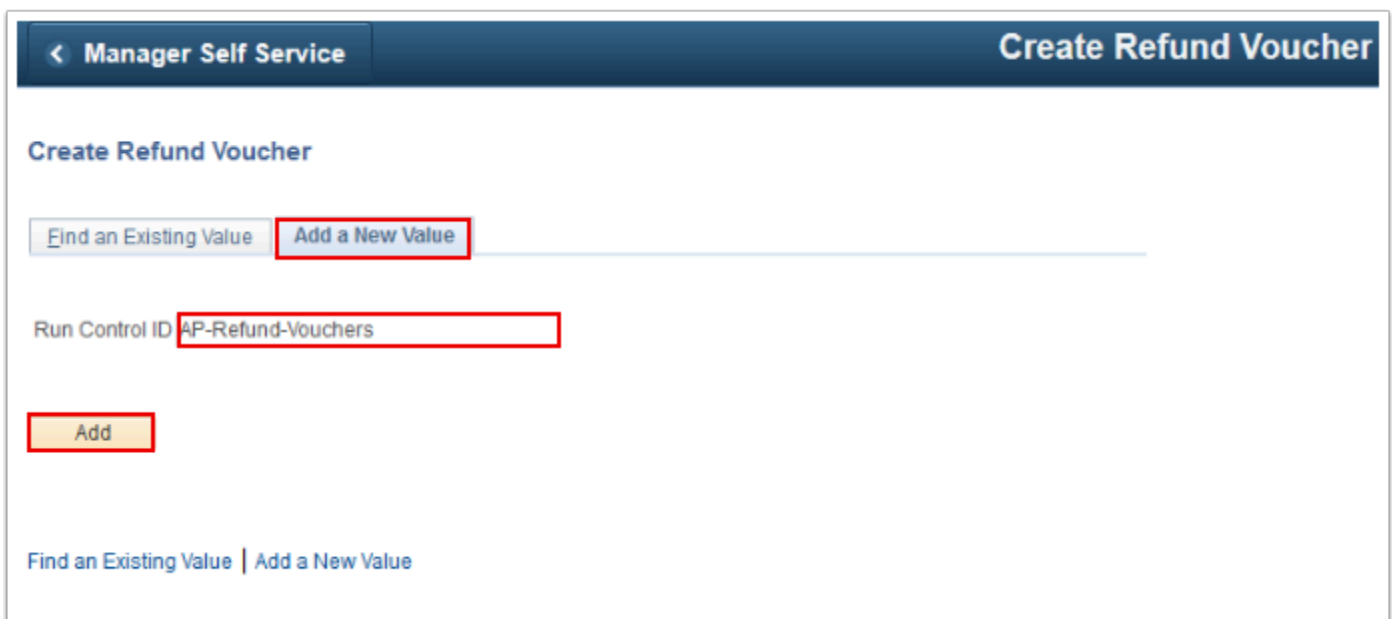
- ZD SF Refunds
- ZZ SF Refunds

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**.



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.

Create Refund ...

New Window | Help | Personalize Page

Create Refund Voucher

Run Control ID BREX Report Manager Process Monitor **Run**

Parameters

Business Unit WA030 Olympic College

Run Option: **Individual Only**

Save Return to late/Display

Please see above #7

Sponsor Refund **Create Refund Vouchers**

Process Scheduler Request

User ID 101008054 Run Control ID AP_PLUS_PARENT

Server Name Run Date 04/09/2020 31

Recurrence Run Time 1:28:37PM Reset to Current Date/Time

Time Zone

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	SSF_AP_INTFC	SSF_AP_INTFC	Application Engine	Web	TXT	Distribution

OK Cancel

