Financial Aid Refund Adjustments

Purpose: Use this as a reference for how to process Financial Aid Revisions *after* the student's account has been adjusted in ctcLink.

Audience: Student Financials staff.

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

- ZD_DS_QUERY_VIEWER

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

⚠ This is only to be used for cleaning up **Refund** item type lines.

After Financial Aid reduces an award for a student, an amount due (charge) may sit on the student's refund line on the customer account (see sample account image below.)

This balance is not appropriate for the item type and should be moved to a different one.

To place the charge onto the proper item type, the due amount on the refund line needs to be paid and then a charge for the same amount placed on the student account.

Financial Aid Refund Adjustments

FA Refund Amounts Due Query

Navigation: Reporting Tools > Query > Query Viewer

1. The Query Viewer search page displays.
2. Enter the query name **QCS_SF_FA_REFUNDS_DUE**
3. Select the **Search** button.
4. The Search Results display.
5. Select the **Run to HTML** link for the associated query and the Query page displays.
6. Enter or search for the **Business Unit** and select the **View Results** button.
7. Download to Excel by selecting the **Excel Spreadsheet** link.
8. The Excel spreadsheet displays.
9. Before saving make sure to delete the top row of the query but make sure to leave the header row.
10. **Save** as a **CSV** file.
11. Process complete.

Option 1 - Quick Post

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

- ZZ SF Charges and Payments

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

ℹ️ The Quick Post option is the most direct method for moving an item type balance. The process swaps out the balance via a payment item type and then recharges to an appropriate charge item type.

Quick Post is another term used for the Post Student Transaction page in ctcLink.

Part I: Post Payment Item Type

Navigation: Student Financials > Charges and Payments > Post Student Transaction

1. The Student Post Add a New Value tab displays.
2. Enter or search for the **Student ID**.
3. Enter or search for the **Account Type: TUT**
4. Enter or search for the **Financial Aid Refund Adjust Item Type**.
5. Select the **Add** button and the Student Post page displays.
6. Enter the **Amount** for the item type.
   - Use the documentation provided by the Financial Aid Office to determine the dollar amount (should usually match the amount on the refund line).

7. Enter or search for the transaction **Term.**
   - Use the term for which the refund was revised.

8. *Optional*: Enter the **Reference Number** field.
9. Enter the **Item Effective Date.**
   - This should always be the current date.

10. Select the **Select Charges to Pay** link and the Select Charges to Pay page displays.
11. Under the **Charges** section, find the appropriate **Item Type** line. Under the **Pay Amount** column, enter the appropriate dollar amount.
12. Select the **OK** button and the Student Post page displays.
13. Select the **Post** button.

Part II: Post Charge Item Type

14. _Next we will charge the revision balance back to the student with the proper charge item type._
15. Select the **New Transaction** button.
16. The Student Post Add a New Value tab displays.
17. Enter or search for the **Student ID**.
18. Enter or search for the **Account Type: TUT.**
19. Enter or search for the **Financial Aid Adjustment Due Item Type**.
20. Select the **Add** button and the Student Post page displays.
21. Enter the **Amount** for the item type.
    - Use the documentation provided by the Financial Aid Office to determine the dollar amount (should match the total from Part I).

22. Enter or search for the transaction **Term.**
    - Use the term for which the refund was revised.

23. _Optional_: Enter the **Reference Number** field.
24. Enter the **Item Effective Date.**
    - This should always be the current date.

25. Enter the **Due Date.**
    - This should always be the current date.

26. Select the **Post** button.
27. 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 Quick Post FARP/FARC. This link will open in a new tab/window.

Option 2 - Group Post

> ❗ You must have at least one of these local college managed security roles:
>
> • ZZ SF Group Processing
>
>   If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

> The Group Post option can help if a large group of financial aid revisions need to be processed.
>
> Below, you will find the steps commonly used for posting a spreadsheet of students needing specific charge/payment item types using the Mass Select Transactions and the Post Transactions ctcLink pages.
>
> Much like Option 1, the process steps first take you through posting a payment item type to pay off the balance owed, only to then recharge that amount onto the appropriate item type for the student to repay.

Step 1: Mass Select Transactions - FARP

> ℹ️ Load a spreadsheet of payment item types to clear the revision balance owed using the *Mass Select Transactions* page.
>
> After reviewing and adjusting the query results (QCS_SF_FA_REFUNDS_DUE,) that spreadsheet may be saved as a CSV file with the appropriate payment amounts for each student and used in the following process.

Navigation: Student Financials > Charges and Payments > Group Processing > Mass Select Transactions

1. The **Mass Select Transactions** run control search page displays.
2. If you have run this process or report in the past, select the **Find an Existing Value** tab to enter an existing Run Control ID and select the **Search** button. If this is the first time running this process or report, select the **Add a New Value** tab to create a new Run Control ID and select the **Add** button.

- NOTE: It is important to note that **Run Control IDs** cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a short process description in the Run Control ID is recommended--e.g., WA220_ADM_FYR_5 (Admissions Letter, Summer, FYR Admit Type).

3. The Mass Select Transactions page displays.
4. Under the **Parameters** section, enter or search for the:
   A. **Business Unit**.
   B. **Group Type**: Enter **C** (Cashiering).
   C. **Origin ID**: Enter **00001** (Cashiering).
   D. **Type of Group:** Select **Student Group** from the drop-down.
   E. **Transaction Type**: Select **Person Payments** from the drop-down.
   F. **Balance the Group**: Deselect the checkbox.

5. Under the **Population Selection** section, enter or search for the:
   A. **Selection Tool**: Select External File from the drop-down.
   B. Select the **Upload File** button to upload a CSV file (Recommended that the file is the QCS_SF_FA_REFUNDS_DUE query results)
      I. The File Attachment page displays.
      II. Select the **Choose File** button and select your file.
      III. Select the **Upload** button.
      IV. The Mass Select Transactions page displays.

   C. Select the **View File** button to view the CSV file.
   D. **File Mapping**: Select the looking glass to find an existing value or select the **Edit File Mapping** link to create a new value. When creating a new file mapping:'
      I. Under the **File Mapping Definition** section:
         a. Enter your **File Mapping** name.
         b. Select **Delimited** from the **File Type** drop-down.
         c. Select **Comma** from the **Field Delimiter** drop-down.
         d. Select the **Header Row** checkbox (if utilizing a header row).
         e. Enter the number **1** (one) in the **Header Row Number** field.

      II. Under the **Field Mapping** section, enter the **Field Number** for:
         a. **EMPLID**: Enter the number **2.**
         b. **STRM**: Enter the number **6.**
         c. **ITEM_AMT**: Enter the number **7.**
         d. Select the **OK** button.

6. The Mass Select Transactions page displays.
7. Select the **Preview Selection Results** link.
8. Under the Line Details section, enter or search for the:
   A. **Account Type**: **TUT.**
   B. **Item Type**: **709610000000**.
   C. **Description**: When you leave blank, it auto populates the item type description.
   D. **Item Amount**: Leave blank.
   E. **Term**: Leave blank.
   F. **Item Effective Date**: Leave blank.

G. **Reference Nbr**: *Optional*.

H. Select the **Save** button to save the parameters for your run control.

9. Select the **Run** button**.** Please refer to the [Process Schedule Request](#) steps for further instructions.

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 [Mass Select Transactions - FARP](#). This link will open in a new tab/window.

Step 2: Review Group Transactions

- Use the [Review Group Transactions](#) QRG to verify that the spreadsheet loaded properly into ctcLink.

Step 3: Post Group Transactions

- Use the [Post Group Transactions](#) QRG to load the verified spreadsheet onto the Customer Accounts.

Step 4: Mass Select Transactions - FARC

ℹ️ Load a spreadsheet of <u>charge</u> item types to clear the revision balance owed using the *Mass Select Transactions* page.

After reviewing and adjusting the query results (QCS_SF_FA_REFUNDS_DUE,) that spreadsheet may be saved as a CSV file with the appropriate payment amounts for each student and used in the following process.

Navigation: Student Financials > Charges and Payments > Group Processing > Mass Select Transactions

1. The **Mass Select Transactions** run control search page displays.
2. If you have run this process or report in the past, select the **Find an Existing Value** tab to enter an existing Run Control ID and select the **Search** button. If this is the first time running this process or report, select the **Add a New Value** tab to create a new Run Control ID and select the **Add** button.
   - NOTE: It is important to note that **Run Control IDs** cannot be deleted. Do not include spaces in your Run Control. We encourage the Run Control ID to have the same process naming convention but unique to the step; because of this, including your institution code and a short process description in the Run Control ID is recommended--e.g., WA220_ADM_FYR_5 (Admissions Letter, Summer, FYR Admit Type).

3. The Mass Select Transactions page displays.
4. Under the **Parameters** section, enter or search for the:
   A. **Business Unit**.
   B. **Group Type**: Enter **C** (Cashiering).
   C. **Origin ID**: Enter **00001** (Cashiering).
   D. **Type of Group:** Select **Student Group** from the drop-down.
   E. **Transaction Type**: Select **Person Charges** from the drop-down.
   F. **Balance the Group**: Deselect the checkbox.

5. Under the **Population Selection** section, enter or search for the:
   A. **Selection Tool**: Select External File from the drop-down.
   B. Select the **Upload File** button to upload a CSV file (Recommended that the file is the QCS_SF_FA_REFUNDS_DUE query results)
      I. The File Attachment page displays.
      II. Select the **Choose File** button and select your file.
      III. Select the **Upload** button.
      IV. The Mass Select Transactions page displays.

   C. Select the **View File** button to view the CSV file.
   D. **File Mapping**: Select the looking glass to find an existing value or select the **Edit File Mapping** link to create a new value. When creating a new file mapping:'
      I. Under the **File Mapping Definition** section:
         a. Enter your **File Mapping** name.
         b. Select **Delimited** from the **File Type** drop-down.
         c. Select **Comma** from the **Field Delimiter** drop-down.
         d. Select the **Header Row** checkbox (if utilizing a header row).
         e. Enter the number **1** (one) in the **Header Row Number** field.

      II. Under the **Field Mapping** section, enter the **Field Number** for:
         a. **EMPLID**: Enter the number **2.**
         b. **STRM**: Enter the number **6.**
         c. **ITEM_AMT**: Enter the number **7.**
         d. Select the **OK** button.

6. The Mass Select Transactions page displays.

7. Select the **Preview Selection Results** link.
8. Under the Line Details section, enter or search for the:
   A. **Account Type**: **TUT.**
   B. **Item Type**: **496100000000**.
   C. **Description**: When you leave blank, it auto populates the item type description.
   D. **Item Amount**: Leave blank.
   E. **Term**: Leave blank.
   F. **Item Effective Date**: Leave blank.
   G. Due Date: **Current Date.**
   H. **Reference Nbr**: *Optional*.
    I. Select the **Save** button to save the parameters for your run control.

9. Select the **Run** button**.** Please refer to the [Process Schedule Request](#) steps for further instructions.

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 [Mass Select Transactions - FARC](#). This link will open in a new tab/window.

Step 5: Review Group Transactions

- Use the [Review Group Transactions](#) QRG to verify that the spreadsheet loaded properly into ctcLink.

Step 6: Post Group Transactions

- Use the [Post Group Transactions](#) QRG to load the verified spreadsheet onto the Customer Accounts.

⚠ Be sure to review/spot-check these transactions on the Customer Accounts page for proper posting.

Process complete.

Reverse FARP/FARC

ℹ Use the Reversal pages for account cleanup. This will reverse the FARP/FARC item types from the student account. This can then allow other forms of aid to be applied to the student account and apply towards the charges on the student account.

Reverse Financial Aid Refund Charge

Navigation: Student Financials > Charges and Payments > Reversals > Reverse Charge

1. The Charge Reversal Find an Existing Value page displays.
2. Enter the **Business Unit**.
3. Enter the **Student ID**.
4. Select the **Search** button and the Charge Reversal page displays.
5. Select the appropriate **Account Details** link (where the charge currently sits on the student account) and the Charge Detail page displays.
6. Select the appropriate **Reverse** button.
9. The Reversal Detail page displays.
10. Update the Item **Effective Date** to the current date.
11. *Optional:* Enter a Description.
12. Enter or search for the **Reason ADM**.
13. Select the **OK** button and the Charge Detail page displays.
14. ***You must now Reverse the Financial Aid Refund Payment.***

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

Reverse Financial Aid Refund Payment

Navigation: Student Financials > Charges and Payments > Reversals > Reverse Payment

1. The Payment Reversal Find an Existing Value page displays.
2. Enter the **Business Unit**.
3. Select the **Search** button.
4. The Payment Reversal page displays.
5. Enter the **Student ID**.
6. *Optional*: Enter the Term.
7. Select the **Search** button and the Payments section populates data.
8. Select the appropriate **Reverse** button and the Reverse Detail page displays.
9. Update the **Item Effective Date** to the current date.
10. *Optional*: Enter the Description.
11. Enter or search for the **Reason ADM**.
12. Select the **OK** button and the Payment Reversal page displays.
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 FARP](#). This link will open in a new tab/window.