

Individual Student Refund End to End Process

Purpose: Use this document as a reference to refund an individual student in ctcLink. Refunding is a two or three part process depending on the method of payment. Creating Student Refunds is the first part.

Audience: Student Financials staff.

 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.

Student Refund (Stage and Post)

Navigation: Student Financials > Refunds > Student Refund

1. The **Student Refund** search page displays.
2. Enter **Business Unit**.
3. Select **Search**.
4. The **Student Refund** page displays.
5. Enter student **ID**.
6. Select the **Refund Method** from the drop-down menu:
 - A. "Accounts Payable" = Used for checks to be printed.
 - B. "Other" = ePayment (CyberSource) payment or BankMobile.
7. In the **Refund Selection** group box, select the checkbox next to each item to include in the refund. ctcLink automatically enters the total amount of the line item here.
 - Note: You cannot combine refunds that utilize different payment types. You must select the appropriate line(s) that will be processed in this posting and then process the other line(s) in a separate posting.
 - Note: To include only a portion of the line item in the refund, edit the **Refund Amount** box.
8. Note that the **Format** is automatically populated based on the type of payment used:
 - A. A = Automatic Check (AP printed check)
 - B. P = BankMobile

C. C = Credit Card (CyberSource)

9. Enter or search for the **Refund Item Type**:

- A. Student Refund = Use for refund checks to be printed via Accounts Payable
- B. Credit Card Refunds = Use for CyberSource credit card payment refunds
- C. Bank Mobile Refund = Bank Mobile Refund

10. Enter or search for the **Address Type**.

11. Select the arrow icon next to **View Refund Check** to view the Remit To information.

12. Select the **Post Refund** button to post the refund to the student's account.

13. Part 1 of the refunding process is not complete. The next step is determined by the **Refund Method**:

- A. **Refund Method** = Accounts Payable: complete the refund with the AP Refund Interface below.
- B. **Refund Method** = Other: complete the refund with the ePayment Refund Interface or BankMobile Refund Interface below.

Student Refund
Business Unit WA220

ID 201340756 Q Boyd, Winter

Balance -405.39 Anticipated Aid

Academic Information Student Accounts

Refund Method Accounts Payable

Refund Selection

| | Account Number | Term | Item Type | Item Amount | Item Balance | Refund Amount | | Format | |
|-------------------------------------|-------------------|------------|---------------------|-------------|--------------|---------------|-----|--------|---|
| <input type="checkbox"/> | TUT001-2022 SUMMR | 2023 SPRNG | Credit Card Payment | -405.39 | -405.39 | 405.390 | USD | C Q | i |
| <input checked="" type="checkbox"/> | TUT001-2023 SPRNG | 2023 SPRNG | Cash Payment | -500.00 | -500.00 | 500.000 | USD | A Q | i |

Refund Item Type 590000000000 Q Student Refund

Address Type HOME Q

Event ID Q

View Refund Check

Pay Five Hundred and 0/100 Date 05/11/2023

Name Boyd, Winter 500.00

3976 1st Mtn

Summer

WA 98390-3170

Return to Search

Notify

Post Refund

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial via Panopto

View the external link to [Individual Student Refund \(Stage and Post\)](#). This link will open in a new tab/window.

Refund(s) Delivery

BankMobile Refund (Deliver)

Navigation: Student Financials > CTC Custom > CTC Interfaces > Higher One Refund Interface



Please wait at least 3 minutes between refunding multiple BankMobile files. If batches of refunds are "delivered" within a minute of each other, errors are likely to occur.

1. The Higher One Refund Interface 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., WA010_RUN_CRED_HIST_AR (Peninsula, Run Credit History, User Initials).
5. The **Higher One Refund Interface** page displays.
6. Enter the **Business Unit**.
7. Enter the **BankMobile Refund Item Type**.
8. Select **Run** the button and then select the **OK** button.
9. Select the **Process Monitor** link and then select the **Details** link for the completed process instance once the Run Status and Distribution Status are successfully posted.
10. Select the **View/log Trace** link and then select the **.ref** file link to review the file created by this process.
11. Process complete.

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Video Tutorial via Panopto

View the external link to [Individual Student Refund \(BankMobile Deliver\)](#). This link will open in a new tab/window.

AP Refund (Deliver)

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

1. The Create Refund Voucher 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., WA010_RUN_CRED_HIST_AR (Peninsula, Run Credit History, User Initials).
5. The **Create Refund Voucher** page displays.
6. Enter the **Business Unit**.
7. For the **Run Option**, select the drop-down and then select **Individual Only**.
8. Select the **Run** button and then select the **OK** button.
9. Select the **Process Monitor** link and then select the **Details** link for the completed process instance once the Run Status and Distribution Status are successfully posted.
10. Select the **View/log Trace** link and then select the **.log** file link. The .log file should include a message with the # of checks.
11. Process complete.

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- Ensure you notify your Accounts Payable (AP) department that there is a refund waiting for them to process.

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial via Panopto

View the external link to [Individual Student Refund \(AP Deliver\)](#). This link will open in a new tab/window.

Process ePayment Refunds (Deliver 1 of 2)

Navigation: Student Financials > Refunds > Electronic Payments Refunds > Process ePayment Refunds

1. The ePayment Refund run control ID 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 ePayment Refunds page displays.
4. Enter the **Business Unit**.
5. Select **Credit Card** from the **Refund Run Format** drop-down.
6. Select the **Run** button. Please refer to the [Process Schedule Request](#) steps for further instructions.
7. Section complete.



Note: The CyberSource *Refund NBR* is created if the step is successful.

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Video Tutorial via Panopto

View the external link to [Process ePayment Refunds](#). This link will open in a new tab/window.

Process Credit Cards (Deliver 2 of 2)



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


- ZZ SF Electronic Transactions

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

Navigation: Student Financials > Charges and Payments > Electronic Transactions > Electronic Payments > Process Credit Cards

1. The Credit Card Processing run control ID 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 Credit Card Processing page displays.
4. Enter or search for the **SF Merchant ID**.
5. In the **Service Request** section, select only the **Credit** checkbox.
6. In the **Credit Card Transaction Source** section, select **All**.
7. Select the **Run** button and the **Process Scheduler Request** page displays.
8. Select the **SF ePayment Processing** checkbox from the **Process List** section.
9. Select the **OK** button.
10. The updated Credit Card Processing page displays. Note the Process Instance number.
11. Select the **Process Monitor** link and the **Process Monitor** page displays.
12. Select the **Refresh** button until the **Run Status** states "Success" and the **Distribution Status** states "Posted".
13. Select the **SF_CRCRD** link and then select **SF_Payment Success** link.
14. Select the **View Log/Trace** link and then select the **.log** file link.
15. Process complete.

 Ensure the file shows that the process completed normally and that the account was credited.

Specific transaction information can be found by searching account information on the Transaction Search Results page in CyberSource.

```
PeopleTools 8.56.12 - Application Engine
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SF_PAYMENT Started. (14825,40)

10 rows read.10 Authorized/Settled,10 Settled,10 Credited, 0 Unsuccessful. (14825,72)

Process ended normally (14825,41)
Application Engine program SF_PAYMENT ended normally
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