

Business Process Procedures

6.40 REVERSE CHARGE (STUDENT)

Overview These procedures walk an operator through the step-by-step process of reversing a charge against a customer account.

Key Points This process reverses charges posted from the Student Post page, and is generally used to reverse an incorrect charge (e.g. posted to incorrect ID, posted incorrect amount, etc.).

Reverse Charge will also temporarily remove tuition and fee charges associated with enrollments, however tuition and fees will be automatically replaced on student accounts during the next tuition calculation. The student must be dropped from the class(es) in order to permanently remove tuition and fee charges.


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
Detailed Directions

Step 1 Navigate to the Charge Reversal page. A dialog window appears.

Enter **NV280** as the Business Unit or click  to lookup.

Enter the EmplID in the ID field, or click  to lookup.

Click .

If the EmplID is not available, enter either part or all of the student's National ID (Social Security Number), Last Name or First Name, and click  to search records matching the criteria. Choose the appropriate value from the search results and click on the appropriate hyperlink in the search results.

Step 2 The Charge Reversal page appears.

Charge Reversal

Business Unit: NV280 ID: Academic Information

Total: 5.00 next to the charge you wish to reverse. Anticipated Amt: 0.00

Account Type	Account Number	Balance	Open Date	Status
NonCrTut	NCR001 - 2004 Fall	0.00 USD	09/01/2004	Active
NonCrTut	NCR001 - 2005 Summer	0.00 USD	06/23/2005	Active
Other	OTH001 - 2005 Spring	0.00 USD	02/17/2005	Active
Other	OTH001 - 2006 Spring	5.00 USD	01/05/2006	Active
CreditTuit	TUT001 - 2004 Summer	0.00 USD	06/10/2004	Active
CreditTuit	TUT001 - 2004 Fall	0.00 USD	07/15/2004	Active
CreditTuit	TUT001 - 2005 Spring	0.00 USD	02/17/2005	Active

Go to: [Detail Trans](#) [Item Summary](#) [Items by Term](#) [Items by Date](#) [Due Charges](#) [Payment Plans](#)

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Step 3 Click [Account Details](#) for the appropriate term and account type. The Charge Detail page displays.

Charge Detail

Account Number: OTH001 - 2006 Sprng Account Balance: 5.00

Reverse next to the charge you would like to reverse.

Item Type	Term	Amount	Balance
Collection Fee	2006 Spring	5.00	5.00
Account Adjustment	2006 Spring	0.00	0.00

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Step 4 Locate the charge you wish to reverse and click **Reverse** for that line item. The Reversal Detail page displays.

Reversal Detail

Item Effective Date: 09/07/2006

Description:

Reason:

Accept the Item Effective Date default.

Enter a description identifying the reason for the reversal.

Enter a reason code or click to lookup.

Click .

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Step 5 The charge is successfully reversed when the Charge Detail page appears and the **Reverse** appears gray.

Step 6 If you wish, you may view the adjustment details by clicking [Item Details](#).

Charge Detail				
Account Number: OTH001 - 2006 Sprng		Account Balance: 0.00		
Find View All First 1-2 of 2 Last				
Item Type	Term	Amount	Balance	
Collection Fee	2006 Spring	0.00	0.00	Item Details
Account Adjustment	2006 Spring	0.00	0.00	Item Details

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Step 7 The Item Details page will appear. If the charge was reversed properly, the amount of the charge will have changed to \$0.00 and the student balance decreases by the amount reversed.

Item Details							
ID:		Business Unit: NV280					
Item Nbr: 80000000805977		Collection Fee					
Item Amount: 0.00		Applied Amount: 0.00		Balance: 0.00			
Reference Nbr: FOR BUS PROCESS DOC		Item Type: 000001610001					
Details							
Find View All First 1-2 of 2 Last							
Nbr	Posted	Effective	Billed	Due	GL Posted	Reference Nbr	Amount
1	09/07/2006	09/07/2006				FOR BUS PROCESS DOC	5.00
2	09/09/2006	09/07/2006				FOR BUS PROCESS DOC	-5.00
Payments paying this Charge							
Find View All First 1 of 1 Last							
Item Type	Account Nbr	Term	Date	Amount			
				0.00			

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