

Business Process Procedures

6.50 Manually Moving Payments

Overview These procedures walk an operator through the step-by-step process of manually moving payments from one term to another. The examples used below are for moving a 2063 payment that has applied to the 2064 term, back to the 2063 term, however this business process may be used to manually move payments between any number of terms.

Please refer to the business process documents for View Customer Accounts, Charge Reversals, Tuition Calculation and Student Refunds for more specific instructions as to how to use these pages.

Key Points The directions for moving in-person and IVR payments are different than those for moving web payments. These steps must be completed in the order listed.

Prior to moving any payments, please follow the preliminary directions listed below:

- ❖ Navigate to the Customer Accounts page:
[Main Menu > Student Financials > View Customer Accounts](#)

Refer to 6.05 View Customer Account for more detailed directions.

- ❖ Review the student's account to ensure that a 2063 payment, or a portion of a 2063 payment, has applied to 2064.

- ❖ Determine whether the payment you wish to move originated in-person, through the IVR or through the web.

- ❖ Follow the appropriate section of directions below.

Part 1 – Moving In-Person and IVR Payments

Detailed Directions These directions must be completed in the order listed or the payment will not move correctly.

Step 1.1 Once you have reviewed the student's account **DO NOT INQUIRE ON THE ACCOUNT OR RECALCULATE TUITION UNTIL INSTRUCTED TO DO SO.**

Step 1.2 Navigate to the Reverse Charge page:
[Main Menu > Student Financials > Charges and Payments > Reversals > Reverse Charge](#)

Refer to 6.40 Reverse Charges (Student) for more detailed directions.

Step 1.3 Enter the EmplID, click .

Step 1.4 Click the [Account Details](#) link for CreditTuit 2006 Fall.

Step 1.5 One at a time, click for each charge for the term. Enter a narrative description of why you are reversing the payment (for example: "move pymt to 2063 per ... "), and choose a reason code. Click .

Repeat this process for each of the 2064 charges.

Step 1.6 When all 2064 charges have been reversed, repeat Steps 1.4 and 1.5 for each of the CreditTuit 2006 Summer charges.

Note When manually moving payments between more than two terms, continue repeating Steps 1.4 through 1.6 for all terms from most current to oldest. When all charges for all affected terms have been reversed, continue with Step 1.7.

Step 1.7 When all 2064 and 2063 charges have all been reversed, navigate to the Tuition Calculation page:

[Main Menu > Student Financials > Tuition and Fees > Tuition Calculation](#)

Refer to 6.15 Tuition Calculation for more detailed directions.

Step 1.8 Find the Credit 2063 term and click . **YOU MUST CALCULATE 2063 FIRST OR THE PAYMENT WILL NOT MOVE.**

Note Again, when manually moving payments between more than two terms, navigate to tuition calculation and find the oldest affected term for the appropriate term. Tuition must be calculated for the oldest term first, moving towards the most current term.

Step 1.9 When 2063 has calculated, move to the Credit 2064 term and click .

Step 1.10 When 2064 has calculated you may click [Display Student's Accounts](#) to inquire on the student account to see if the payment moved correctly.

Part 2 – Moving Web Payments and Updating Web Refunds

Detailed Directions These directions must be completed in the order listed or the payment will not move correctly.

Step 2.1 Once you have reviewed the student's account **DO NOT INQUIRE ON THE ACCOUNT OR RECALCULATE TUITION UNTIL INSTRUCTED TO DO SO.**

Step 2.2 Navigate to the Reverse Charge page:
[Main Menu > Student Financials > Charges and Payments > Reversals > Reverse Charge](#)

Refer to 6.40 Reverse Charges (Student) for more detailed directions.

Step 2.3 Enter the EmplID, click .

- Step 2.4** Click [Account Details](#) for CreditTuit 2006 Fall.
- Step 2.5** One at a time, click each . Enter a narrative description of why you are reversing the payment (for example: "move pymt to 2063 per ... "), and choose a reason code. Click .
- Repeat this process for each of the 2064 charges.
- Step 2.6** When all 2064 charges have been reversed, repeat Steps 2.4 and 2.5 for each of the CreditTuit 2006 Summer charges.
- Note** When manually moving payments between more than two terms, continue repeating Steps 2.4 through 2.6 for all terms from most current to oldest. When all charges for all affected terms have been reversed, continue with Step 2.7.
- Step 2.7** Navigate to the Student Refund page:
[Main Menu > Student Financials > Refunds > Student Refund](#)
- Refer to 8.30 Processing Student Refunds for more detailed directions.
- Step 2.8** Click .
- Step 2.9** Enter the EmplID and tab out of the field. The refund information line should appear.
- Step 2.10** Make sure the Refund Method is "C" (credit card), changing it if necessary.
- Step 2.11** Enter 000005000050 as the refund item type, or click  to search for 000005000050 Web Refund.
- Step 2.12** Enter MAIL for the Address Type.
- Step 2.13** Click .
- Step 2.14** Navigate to the Tuition Calc page:
[Main Menu > Student Financials > Tuition and Fees > Tuition Calculation](#)
- Refer to 6.15 Tuition Calculation for more detailed directions.
- Note** Again, when manually moving payments between more than two terms, navigate to tuition calculation and find the oldest affected term for the appropriate term. Tuition must be calculated for the oldest term first, moving towards the most current term.
- Step 2.15** Find the Credit 2064 term and click .
- Step 2.16** When 2064 has calculated you may click [Display Student's Accounts](#) to inquire on the student account to see if the payment moved correctly.
- Step 2.17** The web refund will be processed the next time the Controller's Office runs the batch refund process for web payments. Please contact the Controller's Office if you have questions about refund processing schedule. In the meantime, until the refund is processed, it might

6.50 MANUALLY MOVING PAYMENTS

be advisable to place a COM service indicator on the student's record to alert the other Business Offices as to the status of the refund.