

## Business Process Procedures

**8.15 RUN BATCH REFUNDS**

**Overview** These procedures document the process for running the batch refund processes with the customized AIS transmission process for State revenue (tuition) and financial aid refunds.

**Key Points** Please review the following related documents prior to initiating a batch refund process.

- ❖ 8.05 Setup Batch Refund Process
  - Initial run control setup.
  - Ensuring all refund item types have correct **EARNINGS CODE** values
  - Ensuring all refund item types have correct **AIS ACCOUNTS/BANK NUMBERS**
- ❖ 14.15 Running a Query
- ❖ 14.20 Processing Reports

**Important!** Running the Batch Refund process must follow a specific order.

**FOR EACH TYPE OF REFUND YOU PROCESS, YOU MUST ALLOW THE PRIOR PROCESS TO FINISH SUCCESSFULLY BEFORE CONTINUING TO THE NEXT STEP.**

This is because several of the processes listed above use the same database tables. If more than one process calls a table at the same time, you may experience a problem with system performance and data integrity.

**Note** Report mode (non-update) allows you to review potential refunds and correct student account errors before the refunds are actually posted to the student accounts.

	Purpose	Navigation	Process Name	Results
<b>Pre-Refund</b>	Resolve Unapplied Payments	<a href="#">Reporting Tools&gt;</a> <a href="#">Query Manager</a>		Identifies any potential problem refunds.

**Web Refunds**

<b>Process 1</b>	Run Create Refunds, report mode (optional)	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In report mode, this process reports all students eligible for refunds.
<b>Process 2</b>	Run Create Refunds, update mode	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In update mode, this process writes a "refund" line to each student account for which a refund will be processed.
<b>Process W3</b>	Run ePayment Refunds	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Electronic Payment Refunds&gt;</a> <a href="#">Process ePayment Refunds</a>	SFPCCBAT	This process gathers data for all refunds that will be automatically sent to CyberSource for direct credit to the cardholders' accounts.
<b>Process W4</b>	Run	<a href="#">Student Financials&gt;</a>	SFPCRCRD	This process transmits

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	Process Credit Card	<a href="#">Charges and Payments&gt;</a> <a href="#">Electronic Payments&gt;</a> <a href="#">Process Credit Cards</a>		the data gathered in Step 3 above to CyberSource for processing.
<b>Process W5</b>	Reconcile transactions that processed and failed at CyberSource (mandatory, but done outside PS).			See 3.30 Web Reconciliation

### IVR Refunds

<b>Process 1</b>	Run Create Refunds, report mode (optional)	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In report mode, this process reports all students eligible for refunds.
<b>Process 2</b>	Run Create Refunds, update mode	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In update mode, this process writes a "refund" line to each student account for which a refund will be processed.
<b>Process I3</b>	Run ePayment Refunds	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Electronic Payment Refunds&gt;</a> <a href="#">Process ePayment Refunds</a>	SFPCCBAT	This process gathers data for all refunds that will be automatically sent to CyberSource for direct credit to the cardholders' accounts.
<b>Process I4</b>	Run VCCS SF Create Student Refund	<a href="#">VCCS Custom &gt;</a> <a href="#">VCCS Student Financials &gt;</a> <a href="#">VCCS SF Create Student Refund</a>	VX AISREF	This process creates general ledger data for transmission to AIS.
<b>Process I5</b>	Run VCCS SF AIS Interface	<a href="#">VCCS Custom&gt;</a> <a href="#">VCC Student Financials&gt;</a> <a href="#">VCCS SF AIS Interface</a>	VX_AISREF	This process transmits the data gathered in Step 3 above to AIS for further processing in CARS.

### Cash, Cash Equivalents and Financial Aid Refunds

<b>Process 1</b>	Run Create Refunds, report mode (optional)	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In report mode, this process reports all students eligible for refunds.
<b>Process 2</b>	Run Create Refunds, update mode	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">Process Batch Refunds&gt;</a> <a href="#">Create Refunds</a>	SFPREFND	In update mode, this process writes a "refund" line to each student account for which a refund will be processed.
<b>Process C3</b>	Run Create Vendors and Vouchers	<a href="#">Student Financials&gt;</a> <a href="#">Refunds&gt;</a> <a href="#">AP Refunding&gt;</a> <a href="#">Create Vendors &amp; Vouchers</a>	SF_AP_INT FC	This process creates data used internally.

<b>Process C4</b>	Run VCCS SF Create Student Refund	<a href="#">VCCS Custom &gt; VCCS Student Financials &gt; VCCS SF Create Student Refund</a>	VX AISREF	This process creates general ledger data for transmission to AIS.
<b>Process C5</b>	Run VCCS SF AIS Interface	<a href="#">VCCS Custom&gt; VCC Student Financials&gt; VCCS SF AIS Interface</a>	VX_AISREF	This process transmits the data gathered in Step 3 above to AIS for further processing in CARS.
<b>The following step is used to produce checks manually in Local Funds</b>				
<b>Process C6</b>	Run VCCS SF CARS Stop Process	<a href="#">VCCS Customer &gt; VCCS Student Financials &gt; VCCS CARS Stop Process</a>		This process stops a batch from being transmitted to AIS/CARS, or to hold the batch for future processing.
<b>Post-Refund</b>	Print Batch Refund Report	<a href="#">Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Report Batch Refunds</a>		Identifies any potential problem refunds.

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### Pre-Refund Process – Resolve Outstanding Unposted/Unapplied Payments

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- Discussion** It is preferred that the refund operator request this step be completed prior to processing refunds. However, given that the delivered refund processes must run after hours on the VCCS evening server, it is recognized that it may not be practical to complete these step prior to proceeding.
- Directions** Refer to 14.15 Running a Query for more detailed directions.
- Step Pre.1** Navigate to Query Manager.
- [Reporting Tools>Query Manager](#)
- Step Pre.2** Run the query named: **VX\_UNPOSTED\_PAYMENTS**
- Step Pre.3** Follow the College business process for cleaning up any unposted items listed in the query results.

## ALL REFUNDS

### Process 1 – Run Batch Refund Process in Report Mode (Optional)

**Discussion** If you chose to run the Batch Refund process in report mode then complete the Process 1 steps listed below. Otherwise, move to Process 2 – Run Batch Refund Process in Update Mode (Required) and start with the steps listed in that section of this document.

**Step 1.1** Navigate to the Batch Refund page.


[Student Financials](#) > [Refunds](#) > [Process Batch Refunds](#) > [Create Refunds](#)


**Step 1.2** The Create Refund dialog window displays.

Type in the Run Control ID you created for Create Refunds or click [Search](#) to lookup.

**Step 1.3** The Batch Refund page appears.


**Step 1.4** Review the accuracy of the data contained on the first four pages: **Batch Refund**, **Academic Programs**, **Accounts/Terms**, **Item Types**, referring to 8.05 Setup Batch Refunds for more details.

**Step 1.5** When you are satisfied that the data is correct, click  **Save**. Make a note of the assigned batch number.

**Step 1.6** Click  **Run** to run the Batch Refund process.

**Step 1.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Batch Refund**
3. The Type is **None**
4. The Format is **None**

Click  **OK** to run the Batch Refund process.

**Step 1.8** Refresh the process monitor so as to see when the process ended successfully. (Refer to 14.20 Running Processes and Reports for more detailed directions.)

**Step 1.9** Navigate to the Inquire Batch Refund page.

[Student Financials > Refunds > Review Batch Refunds](#)

**Step 1.10** The Review Batch Refunds page displays.

**Review Batch Refunds**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Business Unit:

begins with

Batch ID:

begins with

Refund Item Type:

begins with


Report Only:


=


Search

Clear

[Basic Search](#)


[Save Search Criteria](#)

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

Enter the **Batch Number** you noted in Step 1.5 above, or click  to lookup.

Enter the **Refund Item Type** entered in Step 1.3 above, or click  to lookup.

Click the  for the **Report Only** field and choose YES.

**Step 1.11** The Review Batch Refunds page appears.


Review Batch Refunds			
<b>Business Unit:</b> NV280		Northern Virginia Comm College	
<b>Batch ID:</b>	450000029503	<b>User ID:</b>	0944715
<b>Item Type:</b> 000005000060 FACTS Refund		<b>Report Only:</b> Yes	
<b>Run Date:</b>	01/12/2006	<b>Eligible Total:</b>	6,127.04
		<b>Batch Total:</b>	3,243.70
<b>EmplID From:</b>	0366735	<b>to:</b>	5219011
<b>Display From:</b> 0366735		<b>to:</b>	5104206
		<b>Total:</b>	70
<div> <div>Batch Refund Lines</div> <div>Find   View All</div> <div>First 1 of 50 Last</div> </div>			
<b>ID:</b>	0366735	Swen,Elizabeth N	
<b>Eligible Amount:</b> 0.88		<b>Refund Amount:</b>	<a href="#">Get Address</a>
<b>Individual Sponsor:</b>			
<b>Organization Sponsor:</b>			
<div> <div>Return to Search</div> <div>Previous in List</div> <div>Next in List</div> <div>Notify</div> <div>Refresh</div> </div>			

**Step 1.12** Verify that the Batch ID, Item Type and Report Only values are correct.

**Note** The Batch Total of \$3,243.70 and Total 70 are the totals that will show on the AIS batch header.

You may also use navigational aids on the dark blue bar to assist you in moving through the data one student at a time.

Batch Refund Lines	
Find   View All	First 1 of 50 Last

or, the  aids to move through “chunks” of data (30 records) at a time.

If you choose, click [Get Address](#) to verify the refund address.

**Step 1.13** Navigate to the Inquire Batch Refund Messages page. From the Inquire Batch Refund page, you need only use the navigation below and the corresponding panel will show for the messages associated with the batch you were just viewing:

[Student Financials](#) > [Refunds](#) > [Review Batch Refund Messages](#)

**Step 1.14** The Review Batch Messages page appears.

**Review Batch Messages**

**Business Unit:** NV280 Northern Virginia Comm College

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**Batch ID:** 450000029503 **User ID:** 0944715 **Report Only:** Yes

**Item Type:** 000005000060 FACTS Refund

**Run Date:** 01/12/2006 **Eligible Total:** 6,127.04 **Batch Total:** 3,243.70

**EmplID From:** 0366735 **to:** 5219011 **Total:** 66 **Errors Only** [v]

**Display From:** 0366735 **to:** 5126079 [First] [Previous] [Next] [Last]

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**Batch Refunds** [Find] [View All] First [1 of 50] Last

Swen, Elizabeth N **ID:** 0366735

**Eligible Amount:** 0.88 **Refund Amount:** 0.00

**Error /Warning Message** [Find] [View All] First [1 of 1] Last

Error The total refund amount is less than the minimum refund amount.

[Return to Search] [Notify] [Refresh]

**Step 1.15** Scroll through the messages and note any errors. The most common error messages are listed below:

Error/Warning Message	Resolution
The total refund amount is less than the minimum refund amount.	Denotes that the refund due was less than the College's \$1.00 minimum threshold.  <b>No resolution necessary.</b>
Refund denied due to service indicator	Denotes that the student's refund was not processed because of an REF service indicator that holds refunds.  <b>No resolution necessary.</b>
Missing Address	Using the Bio/Demo panels, verify that the student does not have one of the address types used on the Batch Refund 1 panel.  <b>FA refunds = FA_ADDRESS</b> <b>Non-FA refunds = B,M,H,P (billing, mail, home or permanent)</b>  <b>See Step I4/C4 below for resolution steps.</b>
Unable to calculate tuition	Denotes that there was a problem calculating tuition for this student.  <b>Refer this EmplID to NovaConnect Support Services for resolution before running the next part of the refund process.</b>
Unable to find adjustment calendar	Denotes that there was a problem calculating tuition for this student.  <b>Refer this EmplID to NovaConnect</b>

	<b>Support Services for resolution before running the next part of the refund process.</b>
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**Step 1.16** Resolve all errors listed in Step 1.14 above.

**Step 1.17** Repeat Part 1 (Run Batch Refund in Report Mode) until there are no more errors to resolve.

## Process 2 – Run Batch Refund Process in Update Mode (Required)

**Step 2.1** Navigate to the Batch Refund page.

[Student Financials > Refunds > Process Batch Refunds > Create Refunds](#)

**Step 2.2** The Create Refund dialog window displays.

Type in the Run Control ID you created for Create Refunds or click [Search](#) to lookup.


**Step 2.3** The Batch Refund page appears.




**Note** Make sure the **Report Only** ☒ is **UNCHECKED** so the Batch Refund process will run in update mode, posting the refunds to the students' accounts.

**Step 2.3** Review the accuracy of the data for all the first four pages: **Batch Refund, Academic Programs, Accounts/Terms, Item Types**.


**VITAL!** PeopleSoft delivered programming requires that the operator make a data change on the page, and then save it to assign the next sequential batch number. If the operator does not make a change and resave the page, the process will refer to the batch number assigned and recorded the last time the run control was used. If this happens, data for the most previous batch using the same run control will be overwritten by data relating to the current batch. **THEREFORE, IT IS VITAL THAT YOU MAKE ONE DATA CHANGE ON THE PAGE AND THEN CLICK SAVE.** The change can be as simple as unclicking a checkbox and rechecking it – just an action that the system will recognize as one which then must be saved.

**Step 2.4** When you are satisfied that the data is correct, **AND YOU HAVE MADE A DATA CHANGE**, click . Make a note of the assigned batch number.

**Step 2.5** Click  to run the Batch Refund process.

**Step 2.6** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Batch Refund**
3. The Type is **None**
4. The Format is **None**

Click  to run the Batch Refund process.

**Step 2.7** Refresh the process monitor so as to see when the process ended successfully.

**Key Point** From this point forward, the processing steps change for each type of batch refund processed. Navigate through the remainder of this document to find the next processes for the type of refund you are currently processing.

## WEB REFUNDS

### Process W3 – Run ePayment Refunds

**Step W3.1** Navigate to the ePayment Refund page.

[Student Financials>Refunds>Electronic Payment Refunds>Process ePayment Refunds](#)

**Step W3.2** The ePayment Refund dialog window displays.

Type in the Run Control ID you created for ePayment Refunds or click to lookup.

**Step W3.3** The ePayment Refund page appears.

**Step W3.4** Review the accuracy of the data on the page.

**Step W3.5** When you are satisfied that the data is correct, click . Make a note of the assigned batch number.

**Step W3.6** Click to run the Batch Credit Card Refunds process.

**Step W3.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Batch Credit Card Refund**
3. The Type is **None**
4. The Format is **None**

Click to run the Batch Credit Card Refund process.


**Step W3.8** Refresh the process monitor so as to see when the process ended successfully.

## Process W4 – Run the Credit Card Processing Process

**Step W4.1** Navigate to the Credit Card Processing page.


[Student Financials>Charges and Payments>Electronic Payments>Process Credit Cards](#)


**Step W4.2** The Credit Card Processing dialog window displays.

Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step W4.3** The Credit Card Processing page appears.

**Step W4.4** Review the accuracy of the data on the page.

**Step W4.5** When you are satisfied that the data is correct, click . Make a note of the assigned batch number.

**Step W4.6** Click  to run the Credit Card Processing job.

**Step W4.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for the [SF ePayment Processing](#) link
3. The Type is **None**
4. The Format is **None**

Click  to run the Credit Card Processing process.

**Step W4.8** Refresh the process monitor so as to see when the process ended successfully.

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## Process W5 – Reconcile Web Refund Transactions

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**Discussion** Once the Credit Card Processing process completes successfully it will be necessary to reconcile the transactions posted at CyberSouce and at Treasury with the transactions processed through SIS to ensure all refunds were posted successfully. This step involves using SIS, Merchant Connect and CyberSource's Electronic Business Center.

**Step W5.1** See the following Business Process Documents for reconciliation details:

- ❖ 3.30 Web Reconciliation
- ❖ 3.35 Using CyberSource's Electronic Business Center
- ❖ 3.50 Processing Web Payment and Refund Exceptions

## IVR REFUNDS

### Process I3 – Run ePayment Refunds

**Step I3.1** Navigate to the ePayment Refund page.

[Student Financials>Refunds>Electronic Payment Refunds>Process ePayment Refunds](#)


**Step I3.2** The ePayment Refund dialog window displays.

Type in the Run Control ID you created for ePayment Refunds or click  to lookup.

**Step I3.3** The ePayment Refund page appears.

**Step I3.4** Review the accuracy of the data on the page.

**Step I3.5** When you are satisfied that the data is correct, click .

**Step I3.6** Click  to run the Batch Credit Card Refunds process.

**Step I3.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Batch Credit Card Refund**
3. The Type is **None**
4. The Format is **None**

Click  to run the Batch Credit Card Refund process.


**Step I3.8** Refresh the process monitor so as to see when the process ended successfully.

## Process I4 – Run VCCS SF Create Student Refund

**Step I4.1** Navigate to the VCCS SF Create Student Refund page.


VCCS Custom >VCCS Student Financials>VCCS SF Create Student Refund

**Step I4.2** The VCCS SF Create Student Refund dialog window displays.

Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step I4.3** The Student Refund page appears.


**Step I4.4** Review the accuracy of the data on the page.

**Step I4.5** When you are satisfied that the data is correct, click .

**Step I4.6** Click  to run the Create Student Refund Data process.

**Step I4.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Create Student Refund Data**
3. The Type is **Web**
4. The Format is **PDF**

Click  to run the Create Student Refund Data process.

**Step I4.8** Refresh the process monitor so as to see when the process ended successfully.



**Step I4.9** Navigate to the VCCS SF Inquire on Stdnt Rfnd page.



VCCS Custom >VCCS Student Financials>VCCS SF Inquire on Stdnt Rfnd


**Step I4.10** The VCCS SF Inquire on Stdnt Rfnd page appears.




**VCCS SF Inquire on Stdnt Rfnd**  
Enter any information you have and click Search. Leave fields blank for a list of all values.


**Find an Existing Value**

Business Unit:  NV280 

Process Date:  



Sequence number: 

  [Basic Search](#)  [Save Search Criteria](#)

- ❖ Enter the **Process Date**
- ❖ Enter in the **Sequence Number** the last 3 digits of the batch number you wish to review, or click  to review recent refund batches for that Process Date

**Step I4.12** The address file appears.

Voucher ID	Address	City	State	Process Date	Processed?	Postal Code
R325862	37096525	6150 EDGALL ROAD	VA		Not Processed	20110
R325863	227082700	43 SUMMERWOOD DRIVE	VA		Not Processed	201674174
R325864	000000000	1015 S. FREDERICK ST	VA		Not Processed	22025
R325865	078601768	17 BOULDER DRIVE	VA		Not Processed	20155
R325866	607461130	25 NEWPORT COURT	VA		Not Processed	220035044
R325867	455929693	7015 SOLOMON SEAL CT	VA		Not Processed	
R325868	214831386	10836 MONTICELLO DR.	VA		Not Processed	22314
R325869	000000000	21191 MCFADDEN SQUARE	VA		Not Processed	22031
R325870	227738203	7723 DONNY BROOK CT#7	VA		Not Processed	20152
R325871	230610030	12155 STALLION COURT	VA		Not Processed	22044113
R325872	000000000	2032 N SYCAMORE ST	VA		Not Processed	22021922
R325873	206683626	7912 CHARLES THOMSON LANE #203	VA		Not Processed	20168
R325874	227582905	15765 BEAU RIDGE DR.	VA		Not Processed	22192
R325875	227873116	12642 CASTLE CT	VA		Not Processed	201106868
R325876	231596926	<b>NOT</b>	VA		Not Processed	221912125
R325877	039402416	3051 WATKINS MILL DR	VA		Not Processed	22192
R325878	084443457	209 CHERRY ST SW	VA		Not Processed	22192
R325879	593250217	2639 ATOKARD	VA		Not Processed	201641339
R325880	000000000	8400 TAYLOR LANE	VA		Not Processed	220791730
R325881	223654176	121 VICTORIA PL	VA		Not Processed	22191
R325882	229837908	43604 WARDEN DR.	VA		Not Processed	20168
R325883	181429773	49 BLOOMINGTON LANE	VA		Not Processed	20111
		LORTON	VA		Not Processed	220795668

**Step I4.13** Using the  and  navigational tools, browse through the whole file and write down the Voucher ID of student addresses that need to be fixed. The Voucher ID is required on the Address Fix screen.

**Note** A value of "Not Processed" in the Processed? column does not indicate that the refund was not processed, but rather that the batch has not been processed through the AIS Interface process. Once the batch is processed through the AIS Interface, the value "Not Processed" will change to "Processed".

**Step I4.14** If any of the refunds listed on the VCCS SF Inquire on Stdnt Rfnd page require correction, navigate to the Address Inquiry page.

VCCS Custom >VCCS Student Financials>VCCS SF Stdnt Rfnd Address Inquiry

**Step I4.15** The VCCS SF Stdnt Rfnd Address Fix page appears.

**VCCS SF Stdnt Rfnd Address Fix**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

Use Saved Search:

Business Unit:  NV280

Sequence number:  704

EmplID:  begins with

Voucher ID:  begins with  R335784

☐ Correct History

[Basic Search](#)  [Delete Saved Search](#)

- ❖ Enter the **Sequence Number**
- ❖ Enter in the **Voucher ID**, or click  to review all Voucher IDs for that particular Sequence Number

**Step I4.16** The student's address page appears.

**Step I4.17** Correct missing addresses and zip codes by adding the missing data. Correct truncated Address1 (over 30 characters) by moving Apt # and/or other data to Address2.

**Step I4.18** Click .

**Repeat** Repeat Steps I4.15 through I4.18 for each additional address that must be corrected.

**Step I4.19** Report any non-address related failures to NCSS.

## Process I5 – Run VCCS SF AIS Interface

**Step I5.1** Navigate to the VCCS SF AIS Interface page.

VCCS Custom >VCCS Student Financials> VCCS SF AIS Interface

**Step I5.2** The VCCS SF AIS Interface dialog window displays.

**VCCS SF AIS Interface**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value** **Add a New Value**


**Search by:** Run Control ID begins with

☐ Case Sensitive

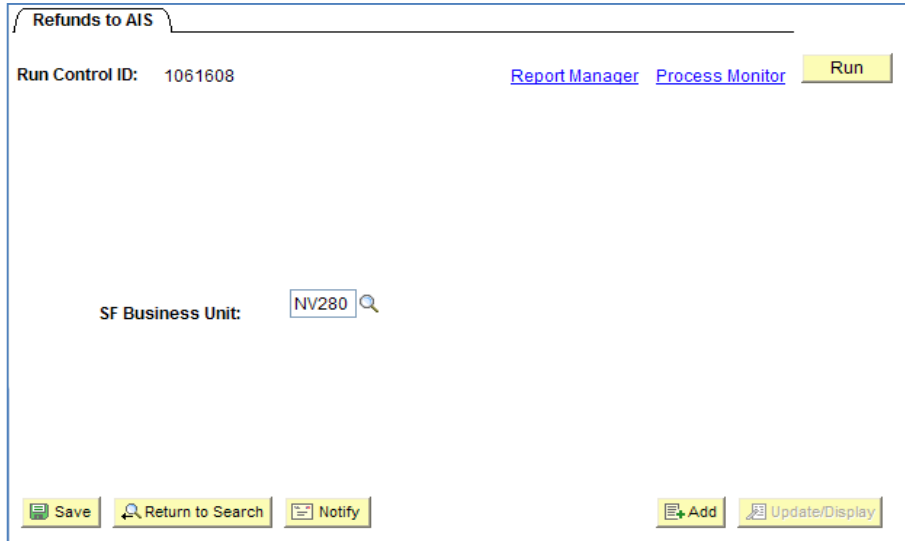
[Advanced Search](#)

[Find an Existing Value](#) | [Add a New Value](#)





Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step I5.3** The Refund to AIS page appears.




**Step I5.4** Review the accuracy of the data on the page.

**Step I5.5** When you are satisfied that the data is correct, click .

**Step I5.6** Click  to run the Stdnt. Ref. to AIS Interface process.

**Step I5.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Stdnt. Ref. to AIS Interface**
3. The Type is **Web**
4. The Format is **TXT**

Click  to run the Stdnt. Ref. to AIS Interface process.

**Step I5.8** Refresh the process monitor so as to see when the process ended successfully.


## CASH, CASH EQUIVALENTS AND FINANCIAL AID REFUNDS

### Process C3 – Run Create Vendors and Vouchers

**Step C3.1** Navigate to the Create Vendors and Vouchers page.


Student Financials>Refunds>AP Refunding>Create Vendors & Vouchers


**Step C3.2** The Create Vendors and Vouchers dialog window displays.

Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step C3.3** The Create Vendors and Vouchers page appears.


**Step C3.4** Review the accuracy of the data on the page.

**Step C3.5** When you are satisfied that the data is correct, click .

**Step C3.6** Click  to run the SF Refunding to Payables (AP) process.

**Step C3.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **SF Refunding to Payables (AP)**
3. The Type is **Web**
4. The Format is **TXT**

Click  to run the SF Refunding to Payables (AP) process.

**Step C3.8** Refresh the process monitor so as to see when the process ended successfully.

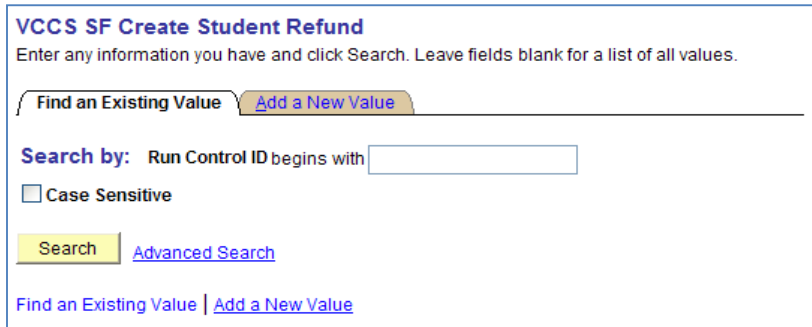
## Process C4 – Run VCCS SF Create Student Refund


**Discussion** These are the same steps as those listed in Process I4 above.

**Step C4.1** Navigate to the VCCS SF Create Student Refund page.

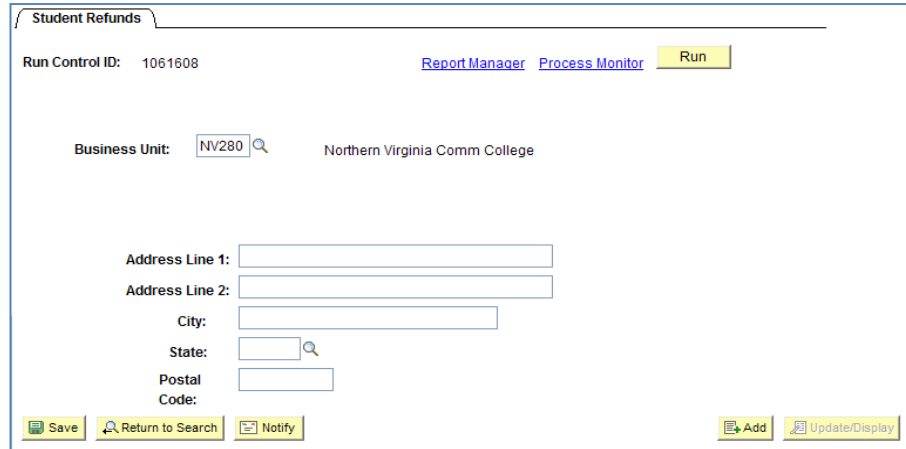
[VCCS Custom >VCCS Student Financials>VCCS SF Create Student Refund](#)

**Step C4.2** The VCCS SF Create Student Refund dialog window displays.




Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step C4.3** The Student Refund page appears.



**Step C4.4** Review the accuracy of the data on the page.

**Step C4.5** When you are satisfied that the data is correct, click .

**Step C4.6** Click  to run Create Student Refund Data process.

**Step C4.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Create Student Refund Data**
3. The Type is **Web**
4. The Format is **PDF**

Click **OK** to run the Create Student Refund Data process.

**Step C4.8** Refresh the process monitor so as to see when the process ended successfully.

**Step C4.9** Navigate to the VCCS SF Inquire on Stdnt Rfnd page.

VCCS Custom >VCCS Student Financials>VCCS SF Inquire on Stdnt Rfnd

**Step C4.10** The VCCS SF Inquire on Stdnt Rfnd page appears.

**VCCS SF Inquire on Stdnt Rfnd**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

Business Unit:

Process Date:

Sequence number:

**Search** **Clear** [Basic Search](#) [Save Search Criteria](#)

- ❖ Enter the **Process Date**
- ❖ Enter in the **Sequence Number** field the last 3 digits of the batch number you wish to review, or click **Search** to review recent refund batches for that Process Date.

**Step C4.12** The VCCS SF Inquire on Stdnt Rfnd page appears.

Process ID	Batch Number	Address	City	State	Process Date	Processed?	Postal Code
R325862	270865525	6150 EDISALL ROAD	MANASSAS	VA	Not Processed	20110	
R325863	227082700	43 SUMMERWOOD DRIVE	WARRENTON	VA	Not Processed	201874174	
R325864	000000000	1016 S. FEREDERICK ST	MONTCLAIR	VA	Not Processed	22025	
R325865	078001768	17 BOULDER DRIVE	GARHESVILLE	VA	Not Processed	20155	
R325866	607461130	25 NEWPORT COURT	ANNANDALE	VA	Not Processed	220035084	
R325867	466929693	7916 SOLOMON SEAL CT	ALEXANDRIA	VA	Not Processed	22003	
R325868	214831386	10838 MONTICELLO DR	ALEXANDRIA	VA	Not Processed	22314	
R325869	000000000	21191 MCFADDEN SQUARE	FAIRFAX	VA	Not Processed	22031	
R325870	237738203	7723 DONNY BROOK CT#7	SOUTH RIDING	VA	Not Processed	20152	
R325871	230610030	12165 STALLION COURT	ALEXANDRIA	VA	Not Processed	22044113	
R325872	000000000	2832 N SYCAMORE ST	FAIRFAX	VA	Not Processed	22021922	
R325873	206683838	7912 CHARLES THOMSON LANE #203	HAYMARKET	VA	Not Processed	20168	
R325874	227582005	15755 BEAU RIDGE DR	WOODBRIDGE	VA	Not Processed	22192	
R325875	227873116	12642 CASTLE CT	MANASSAS	VA	Not Processed	201108868	
R325876	231596938	3051 WATKINS MILL DR	WOODBRIDGE	VA	Not Processed	22191	
R325877	039402416	209 CHERRY ST SW	WOODBRIDGE	VA	Not Processed	22192	
R325878	084443457	2630 ATOKA RD	STERLING	VA	Not Processed	201641339	
R325879	593250217	8400 TAYLOR LANE	LORTON	VA	Not Processed	220791730	
R325880	000000000	121 VICTORIA PL	WOODBRIDGE	VA	Not Processed	22191	
R325881	223654176	43604 WARDEN DR	HAYMARKET	VA	Not Processed	20168	
R325882	220037909	49 BLOOMINGTON LANE	MANASSAS PARK	VA	Not Processed	20111	
R325883	181429773		LORTON	VA	Not Processed	220795669	

**Step C4.13** Using the **View All** and navigational tools, browse through the whole file and write down the Voucher ID of student addresses that need to be fixed. The Voucher ID is required on the Address Fix screen.


**Note** A value of "Not Processed" in the Processed? column does not indicate that the refund was not processed, but rather that the batch has not been processed through the AIS

Interface process. Once the batch is processed through the AIS Interface, the value "Not Processed" will change to "Processed".

**Step C4.14** If any of the refunds listed on the VCCS SF Inquire on Stdnt Rfnd page require correction, navigate to the VCCS SF Stdnt Rfnd Address Fix page.

[VCCS Custom >VCCS Student Financials>VCCS SF Stdnt Rfnd Address Fix](#)

**Step C4.15** The VCCS SF Stdnt Rfnd Address Fix page appears.

- ❖ Enter the **Sequence Number**
- ❖ Enter in the **Voucher ID**, or click  to review all Voucher IDs for that particular Sequence Number

**Step C4.16** The student's address page appears.

**Step C4.17** Correct missing addresses and zip codes by adding the missing data. Correct truncated Address1 (over 30 characters) by moving Apt # and/or other data to Address2.

**Step C4.18** Click .

**Repeat** Repeat Steps I4.15 through I4.18 for each additional address that must be corrected.

**Step C4.19** Report any non-address related failures to NCSS.

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## Process C5 – Run VCCS SF AIS Interface

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**Discussion** These are the same steps as those listed in Process I5 above.

**Step C5.1** Navigate to the VCCS SF AIS Interface page.

[VCCS Custom >VCCS Student Financials> VCCS SF AIS Interface](#)

**Step C5.2** The VCCS SF AIS Interface dialog window displays.

Type in the Run Control ID you created for Create Refunds or click **Search** to lookup.

**Step C5.3** The Refund to AIS page appears.

**Step C5.4** Review the accuracy of the data on the page.

**Step C5.5** When you are satisfied that the data is correct, click **Save**.

**Step C5.6** Click **Run** to run Stdnt. Ref. to AIS Interface process.

**Step C5.7** Verify the following on the Process Scheduler Request page:

1. The Server Name is **PSUNX**
2. The Select checkbox is checked for **Stdnt. Ref. to AIS Interface**
3. The Type is **Web**
4. The Format is **TXT**

Click **OK** to run the Stdnt. Ref. to AIS Interface process.

**Step C5.8** Refresh the process monitor so as to see when the process ended successfully.

## Process C6 – Run VCCS SF CARS Stop Process (for Manual Checks Only)


**Discussion** This process is generally used to suppress refund data from being uploaded to CARS for automatic refund check generation so that residual checks from certain Financial Aid programs may be manually produced by the College's bank.

**Directions** Continue with the steps below for refunds for those Financial Aid programs which the College has indentified will be processed outside of CARS.



**Step C6.1** Navigate to the VCCS CARS Stop Process page.

VCCS Custom >VCCS Student Financials> VCCS CARS Stop Process

**Step C6.2** The VCCS SF CARS Stop Process dialog window displays.

- ❖ Accept **NV280** as the Business Unit default
- ❖ Click .

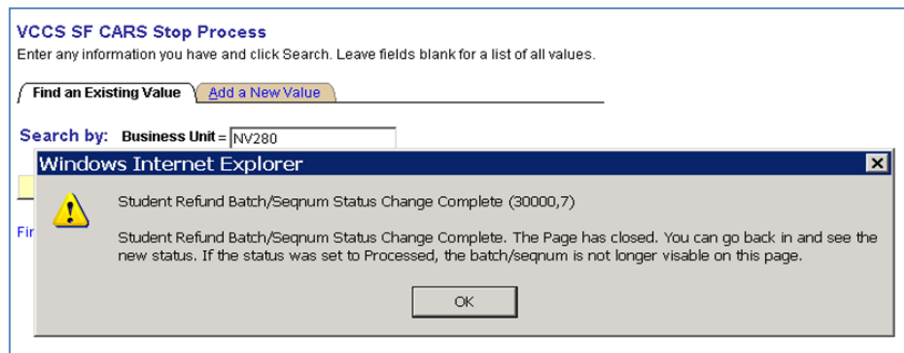
**Step C6.3** The VCCS SF Stop CARS Process page appears.


- ❖ Enter in the **Sequence Number** field the last 3 digits of the batch number you wish to review, or click  to choose.
- ❖ Click  on the **Processed?** drop down menu and choose one of the following statuses:
  - **In process:** Use this status to place the batch on hold.
  - **Not Processed:** Use this status to change from in process (hold) to allow the AIS Interface process to process the batch to AIS/CARS.
  - **Processed:** Use this status for produce manual checks for a batch. This status will prevent a batch from being passed to AIS through the AIS Interface process and then further processed in CARS.

**Step C6.4** Click .

**Step C6.5** Click .

**Step C6.6** The following dialog box appears.



**Step C6.7** Click . The status of the process has been changed.

**Step C6.8** Use the VCCS SF Inquire on Stdnt Rfnd and VCCS SF Stdnt Rfnd Address Fix pages to verify that the new status has been saved.




## Post-Refund Process - Print Batch Refund Report (Optional)

**Discussion** If office business process requires a report of refunds processed, continue with the steps below.

**Step Post.1** Navigate to the Report Batch Refunds page.

[Student Financials>Refunds>Process Batch Refunds>Create Refunds](#)


**Step Post.2** The Report Batch Refunds dialog window displays.

Type in the Run Control ID you created for Create Refunds or click  to lookup.

**Step Post.3** The Report Batch Refunds page appears.

**Step Post.4** Enter the Refund Batch ID number noted in Process 2 above.

**Step Post.5** Click  .

**Step Post.6** Click  to run the Batch Refund report process.

**Step Post.7** Verify the following on the page:

1. The Server Name is **PSNT**
2. The Select checkbox is checked for **Batch Refund**
3. The Type is **Web**
4. The Format is **PDF**

Click  to run the Batch Refund report process.

**Step Post.8** Refresh the process monitor so as to see when the process ended successfully. (Refer to 14.20 Running Processes and Reports for more detailed directions.)


**Step Post.9** When the process finishes successfully, click [Details](#) on the processing line. The Process Details page appears.

Process Detail	
<b>Process</b>	
<b>Instance:</b> 2268393	<b>Type:</b> Crystal
<b>Name:</b> SF853	<b>Description:</b> Batch Refund
<b>Run Status:</b> Success	<b>Distribution Status:</b> Posted
<b>Run</b>	
<b>Run Control ID:</b> 1061608	<input type="radio"/> <b>Hold Request</b>
<b>Location:</b> Server	<input type="radio"/> <b>Queue Request</b>
<b>Server:</b> PSNT	<input type="radio"/> <b>Cancel Request</b>
<b>Recurrence:</b>	<input type="radio"/> <b>Delete Request</b>
	<input type="radio"/> <b>Restart Request</b>
<b>Date/Time</b>	
<b>Request Created On:</b> 10/11/2009 8:47:05AM EDT	<a href="#">Parameters</a> Transfer
<b>Run Anytime After:</b> 10/11/2009 8:47:01AM EDT	<a href="#">Message Log</a>
<b>Began Process At:</b> 10/11/2009 8:47:28AM EDT	Batch Timings
<b>Ended Process At:</b> 10/11/2009 8:47:44AM EDT	<a href="#">View Log/Trace</a>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

**Step Post.10** Click [View Log/Trace](#) . The View Log/Trace page appears.

View Log/Trace	
<b>Report</b>	
<b>Report ID:</b> 1770730	<b>Process Instance:</b> 2268393 <a href="#">Message Log</a>
<b>Name:</b> SF853	<b>Process Type:</b> Crystal
<b>Run Status:</b> Success	
Batch Refund	
<b>Distribution Details</b>	
<b>Distribution Node:</b> S89HTTP	<b>Expiration Date:</b> 10/21/2009
<b>File List</b>	
<b>Name</b>	<b>File Size (bytes)</b> <b>Datetime Created</b>
<a href="#">Message Log</a>	0 10/11/2009 8:47:44.000000AM EDT
<a href="#">SF853_2268393.PDF</a>	53,779 10/11/2009 8:47:44.000000AM EDT
<a href="#">pssqltrace.trc</a>	504 10/11/2009 8:47:44.000000AM EDT
<b>Distribute To</b>	
<b>Distribution ID Type</b>	<b>*Distribution ID</b>
User	1061608

**Step Post.11** A [.PDF](#) hyperlink will appear under the File List section of the page, The link will include a specific file name that includes the process number associated with the report. In this example, the process number is 2268393. Click the [.PDF](#) link. The Batch Refund report appears.

 Report ID: SF853		<b>Batch Refund</b>		Page No.	1
				Run Date	10/11/2009
				Run Time	8:47:29 AM
Business Unit: NV280				Batch ID:	450000121589
Operator: 1061608				Batch Run Date:	10/09/2009
Eligible Total: \$2,986.65				Batch Total:	\$1,347.95
Refund Item Type: 000005000055				Report Only:	N
ID	Name	Eligible Amount	Refund Amount	Ind Sponsor	Org Sponsor
0	Bv	\$0.94	\$0.00		
0	Jb	\$678.75	\$678.75		
0	G	\$1,015.20	\$0.00		
0	Sk	\$191.20	\$0.00		
0	W	\$0.36	\$0.00		
1	H	\$286.80	\$286.80		
1	U	\$0.83	\$0.00		
1	Sr	\$0.84	\$0.00		
1	Si	\$254.32	\$0.00		
4	Li	\$0.01	\$0.00		
5	SI	\$382.40	\$382.40		
5	ap	\$175.00	\$0.00		

Use the maximize button and scroll bars to view the report on-screen.

**Step Post.12** Click  to print the report.