6.55 DISHONORED STUDENT PAYMENT

Overview
These procedures walk an operator through the step-by-step process of reversing a dishonored check or credit card payment on a student’s account.

Key Points
Recording a dishonored payment requires three steps:

- Place a negative service indicator
- Reverse the dishonored payment
- Post the dishonored payment service charge

Part 1 – Place Negative Service Indicator

Note
Consult Business Process 12.30 Placing and Removing Service Indicators detailed directions and screen shots. The directions below assume that the user has some familiarity with the service indicator function.

Step 1.1
Navigate to Service Indicators from your Favorites Menu.

Step 1.2
Enter or search for the student’s EmplID and click .

Step 1.3
Follow the posting instructions listed below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description/Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Institution</td>
<td>NV280</td>
</tr>
<tr>
<td>Service Ind Active</td>
<td>0000</td>
</tr>
<tr>
<td>Term</td>
<td></td>
</tr>
<tr>
<td>Active Dt</td>
<td>Accept today’s date as the default.</td>
</tr>
<tr>
<td>Service Indicator Cd</td>
<td>DBT</td>
</tr>
<tr>
<td>Service Ind Reason Cd</td>
<td>DISCC for dishonored credit cards</td>
</tr>
<tr>
<td></td>
<td>NSF for dishonored checks</td>
</tr>
<tr>
<td>Reference/Checklist</td>
<td>If this service indicator is associated with a checklist, enter the checklist here.</td>
</tr>
<tr>
<td>Amount</td>
<td>Enter the amount with dollars and cents.</td>
</tr>
<tr>
<td>Currency</td>
<td>Accept USD as the default.</td>
</tr>
<tr>
<td>Contact ID/Name</td>
<td>Enter a Contact ID and Name to identify the person who should be contacted with questions about this Service Indicator and, in the case of a negative service indicator, the person who will remove the indicator.</td>
</tr>
<tr>
<td>Department</td>
<td>Enter a Placed Person ID, Name, and Department to identify the person who placed the indicator on this student’s record.</td>
</tr>
</tbody>
</table>

Step 1.4
If desired; navigate to the Service Indicator Data 2 page and enter appropriate comments, including internal instructions to the student or the staff.

Step 1.5
To place multiple service indicators on a student return to the Service Indicator Data 1 page. Place the cursor in the Service Ind Active Term field and click .
additional row. Complete the information on Service Indicator Data 1 and Data 2 pages for the second service indicator before inserting additional rows for additional indicators.

**Part 2 – Reverse Payment**

**Note**
Consult Business Process 6.45 Reverse Payment for detailed directions and screen shots. The directions below assume that the user has some familiarity with the payment reversal function.

**Step 2.1**
Navigate to the Payment Reversal Page from your Favorites menu.

**Step 2.2**
The Business Unit should default to NV280. Click **OK**.

**Step 2.3**
Enter the Empl ID and term, and click **Search**.

**Step 2.4**
Click **Reverse** next to the payment you want to reverse. The Reversal Detail dialog box appears.

**Step 2.5**
Enter a description and reason code for the payment reversal. Click **OK**. The payment is successfully reversed when the Payment Detail page appears and **Reverse** disappears.

**Section 3 – Post Dishonored Payment Service Charge**

**Note**
Consult Business Process 6.35 Post Student Transaction for detailed directions and screen shots. The directions below assume that the user has some familiarity with the quick post function.

**Step 3.1**
Navigate to the Post Student Transaction page.

**Step 3.2**
Enter NV280 as the Business Unit.
Enter the student’s EmplID in the ID field.
Enter OTH as the Account Type.
Enter 000001610002 as the Item Type.

**Step 3.3**
Follow the posting instructions listed below.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description/Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amt</td>
<td>Enter dollar and cents of the service charge.</td>
</tr>
<tr>
<td>Term</td>
<td>Enter the Term for which you wish to post this transaction.</td>
</tr>
<tr>
<td>Ref Nbr (optional)</td>
<td>Enter the Reference Number used to track the transaction.</td>
</tr>
<tr>
<td>Itm Eff Dt</td>
<td>In most cases allowing the Item Effective Date to default to the current date is sufficient. If you need to backdate or predate a charge, you may change the date.</td>
</tr>
</tbody>
</table>
Due Date

In most cases the due date will be the same as Item Effective Date. If you are giving the student a grace period to make payment, then enter the future due date here.

**Step 3.4**  Click **Post** to post the transaction.

**Step 3.5**  It is strongly suggested that you follow Business Process 6.05 View Customer Accounts or click **Student Accounts** to verify that the charge you just posted did indeed post correctly.