## Business Process Procedures

### 8.01 BATCH REFUND PROCESSING STEPS – A QUICK GUIDE

#### Overview
This document outlines the individual steps that comprise the batch refund processes for each type of refund created.

#### Key Points
Running the Batch Refund processes must follow a specific order, and each process may not overlap any other Student Financials batch process.

#### Important!
College Information Services (CIS) provides the appropriate Controller’s Office staff members with approved processing windows, and periodic outage notices so they may plan their workload accordingly.

### Web Refunds

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Run Create Refunds, report mode (optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Student Financials&gt;Refunds&gt;Process Batch Refunds&gt;Create Refunds</td>
</tr>
<tr>
<td></td>
<td>Process name: SFPREFND</td>
</tr>
<tr>
<td></td>
<td>In report mode, this process reports all students eligible for refunds.</td>
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</table>

<table>
<thead>
<tr>
<th>Step 2</th>
<th>Run Create Refunds, update mode</th>
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<tbody>
<tr>
<td></td>
<td>Student Financials&gt;Refunds&gt;Process Batch Refunds&gt;Create Refunds</td>
</tr>
<tr>
<td></td>
<td>Process name: SFPREFND</td>
</tr>
<tr>
<td></td>
<td>In update mode, this process writes a “refund” line to each student account for which a refund will be processed.</td>
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<thead>
<tr>
<th>Step 3</th>
<th>Run ePayment Refunds</th>
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<tbody>
<tr>
<td></td>
<td>Student Financials&gt;Refunds&gt;Electronic Payment Refunds&gt;Process ePayment Refunds</td>
</tr>
<tr>
<td></td>
<td>Process name: SFPCCBAT</td>
</tr>
<tr>
<td></td>
<td>This process gathers data for all refunds that will be automatically sent to CyberSource for direct credit to the cardholders’ accounts.</td>
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<tr>
<th>Step 4</th>
<th>Run Process Credit Card</th>
</tr>
</thead>
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<tr>
<td></td>
<td>Student Financials&gt;Charges and Payments&gt;Electronic Payments&gt;Process Credit Cards</td>
</tr>
<tr>
<td></td>
<td>Process name: SFPCRCRD</td>
</tr>
<tr>
<td></td>
<td>This process transmits the data gathered in Step 3 above to CyberSource for processing.</td>
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</tbody>
</table>

| Step 5 | Reconcile transactions that processed and failed at CyberSource (mandatory, but done outside PS) |

### IVR Refunds

| Step 1 | Run Create Refunds, report mode (optional) |
**8.01 BATCH REFUND PROCESSING STEPS – A QUICK GUIDE**

Student Financials>Refunds>Process Batch Refunds>Create Refunds

Process name: SFPREFND

In report mode, this process reports all students eligible for refunds.

**Step 2**

Run Create Refunds, update mode

Student Financials>Refunds>Process Batch Refunds>Create Refunds

Process name: SFPREFND

In update mode, this process writes a “refund” line to each student account for which a refund will be processed.

**Step 3**

Run ePayment Refunds

Student Financials>Refunds>Electronic Payment Refunds>Process ePayment Refunds

Process name: SFPPCCBAT

This process gathers data for all refunds that will be automatically sent to CyberSource for direct credit to the cardholders’ accounts.

**Step 4**

Run VCCS SF Create Student Refund

VCCS Custom > VCCS Student Financials > VCCS SF Create Student refund

Process name: VX_AISREF

This process creates general ledger data for transmission to AIS.

**Step 5**

Run VCCS SF AIS Interface

VCCS Custom> VCCS Student Financials> VCCS SF AIS Interface

Process name: VX_AISREF

This process transmits the data gathered in Step 4 above to AIS, for further processing in CARS.

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**Cash/Cash Equivalent and Financial Aid Refunds**

**Step 1**

Run Create Refunds, report mode (optional)

Student Financials>Refunds>Process Batch Refunds>Create Refunds

Process name: SFPREFND

In report mode, this process reports all students eligible for refunds.

**Step 2**

Run Create Refunds, update mode

Student Financials>Refunds>Process Batch Refunds>Create Refunds

Process name: SFPREFND

In update mode, this process writes a “refund” line to each student account for which a refund will be processed.

**Step 3**

Run Create Vendors and Vouchers

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

Process name: SF_AP_INTFC

This process creates data used internally.
Step 4  Run VCCS SF Create Student Refund
VCCS Custom > VCCS Student Financials > VCCS SF Create Student Refund
Process name: VX AISREF

This process create student refund records for the AIS Interface

Step 5  Run VCCS SF AIS Interface
VCCS Custom> VCC Student Financials> VCCS SF AIS Interface
Process name: VX_AISREF

This process transmits the data gathered in Step 3 above to AIS for further processing in CARS.

Step 6  The following step is used to produce checks manually in Local Funds

Run VCCS SF CARS Stop Process
VCCS Customer > VCCS Student Financials > VCCS CARS Stop Process

This process stops a batch from being transmitted to AIS/CARS, or to hold the batch for future processing.