Business Process Procedures

8.05 SETUP BATCH REFUND PROCESS

Overview
These procedures document the setup required for running the batch refund processes for export to AIS.

Key Points
The Set Up the Batch Refund process includes:

1. Establish First Time Run Control IDs
2. Attach Earnings Codes to Refund Item Types
3. Validate AIS Accounts Attached to Refund Item Types

Refer to 8.15 Run Batch Refund for more details on the individual processes required to create each type of batch refund.

Important!
Considering that the individual processing steps for each type of batch refunds processes require specific data on the Run Control pages, it is recommended that you create specific run controls for each process, rather than creating generic controls and changing data during each batch.

Part 1 – Establish First Time Run Control IDs

Discussion
The following is a recap of the steps necessary to complete each type of batch refund process.

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<th>Navigation</th>
</tr>
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<td></td>
</tr>
<tr>
<td><strong>Process 1</strong></td>
<td>Run Create Refunds, report mode (optional)</td>
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<tr>
<td><strong>Process 2</strong></td>
<td>Run Create Refunds, update mode</td>
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<td><strong>Process W3</strong></td>
<td>Run ePayment Refunds</td>
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<td><strong>Process W4</strong></td>
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<td><strong>IVR Refunds</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Process 1</strong></td>
<td>Run Create Refunds, report mode (optional)</td>
</tr>
<tr>
<td><strong>Process 2</strong></td>
<td>Run Create Refunds, update mode</td>
</tr>
<tr>
<td><strong>Process I3</strong></td>
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<table>
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<th>Process</th>
<th>Description</th>
<th>Notes</th>
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<tbody>
<tr>
<td>I4</td>
<td>Run VCCS SF Create Student Refund</td>
<td>VCCS Custom &gt;VCCS Student Financials &gt; VCCS SF Create Student Refund</td>
</tr>
<tr>
<td>I5</td>
<td>Run VCCS SF AIS Interface</td>
<td>VCCS Custom&gt;VCCS Student Financials&gt; VCCS SF AIS Interface</td>
</tr>
</tbody>
</table>

### Cash, Cash Equivalents and Financial Aid Refunds

<table>
<thead>
<tr>
<th>Process</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Run Create Refunds, report mode (optional)</td>
<td>Student Financials&gt;Refunds&gt; Process Batch Refunds&gt;Create Refunds</td>
</tr>
<tr>
<td>2</td>
<td>Run Create Refunds, update mode</td>
<td>Student Financials&gt;Refunds&gt; Process Batch Refunds&gt;Create Refunds</td>
</tr>
<tr>
<td>C3</td>
<td>Run Create Vendors and Vouchers</td>
<td>Student Financials&gt;Refunds&gt; AP Refunding&gt; Create Vendors &amp; Vouchers</td>
</tr>
<tr>
<td>C4</td>
<td>Run VCCS SF Create Student Refund</td>
<td>VCCS Custom &gt;VCCS Student Financials &gt; VCCS SF Create Student Refund</td>
</tr>
<tr>
<td>C5</td>
<td>Run VCCS SF AIS Interface</td>
<td>VCCS Custom&gt;VCCS Student Financials&gt; VCCS SF AIS Interface</td>
</tr>
<tr>
<td>C6</td>
<td>Run VCCS SF CARS Stop Process <em>no run control necessary</em></td>
<td>VCCS Customer &gt; VCCS Student Financials &gt; VCCS CARS Stop Process</td>
</tr>
<tr>
<td>Post-Refund</td>
<td>Print Batch Refund Report</td>
<td>Student Financials&gt;Refunds&gt; Process Batch Refunds&gt;Report Batch Refunds</td>
</tr>
</tbody>
</table>
Process 1 – Batch Refund Process in Report Mode (Optional)

**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.

**Create Refunds**

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**

**Run Control ID:**

- **Case Sensitive**

- **Search**
- **Clear**
- **Back Search**
- **Save Search Criteria**

Find an Existing Value | Add a New Value

**Step 1.3** Click **Add a New Value**.

**Create Refunds**

- **Run Control ID:**

- **Add**

Find an Existing Value | Add a New Value

Enter a name for the run control to be used to run the batch refund process in report mode.

**Suggested name:** batch-ref-rpt

Click **Add**
Step 1.4 The Batch Refund page appears.

- Enter NV280 as the Business Unit, or click to lookup.
- For revenue refunds, enter Individual Only as the Run Option 1, or click to lookup.
- Click the Report Only. This checkbox MUST be checked in order for the process to run in report mode.
- For revenue refunds, enter Non Financial Aid Only as the Run Option 2, or click to lookup.
- Click the Calc Tuition if Required.
- For revenue refunds, enter No Sponsor as the Sponsor Refund Option, or click to lookup.
- Enter the refund item type from the list below, or click to lookup. Samples:
  - 000005000000 State Revenue Refund
  - 000005000025 Third Party Refund
  - 000005000050 Web Refund
  - 000005000055 IVR Refund
  - 000005000060 FACTS Refund
- Enter B,M,H,P as the Address Usage, or click to lookup.
Step 1.5 Click on the **Academic Programs** tab at the top of the page. The Academic Programs page appears.

- Click the **All Programs**.

Step 1.6 Click on the **Accounts/Terms** tab at the top of the page. The Accounts/Terms page appears.

- Click the **All Accounts**.
- Click the **All Terms**, or click to insert term specific rows.

**Note**

At this time, College policy states that refunds will be run for all terms.
Step 1.7 Click the **Item Types** tab at the top of the page. The Item Types page appears.

Note

The Refund Item Type on the Batch Refund page acts like a "charge" on the student account to reduce the credit balance on the Item Type on the Item Type page. See the relationships below.

<table>
<thead>
<tr>
<th>Batch Panel 1 - Refund Item Type</th>
<th>Batch Panel 4 - Item Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>000005000000</td>
<td>000003000000</td>
<td>State Revenue Refunds</td>
</tr>
<tr>
<td>000005000025</td>
<td>000003000500</td>
<td>Third Party Refund</td>
</tr>
<tr>
<td>000005000050</td>
<td>000003000100</td>
<td>Web Refunds</td>
</tr>
<tr>
<td>000005000055</td>
<td>000003000105</td>
<td>IVR Refunds</td>
</tr>
<tr>
<td>000005000060</td>
<td>000003000110</td>
<td>FACTS Refund</td>
</tr>
</tbody>
</table>

Using the chart above, enter the payment item type in the **Item Type From** field that corresponds to the refund item type on the Batch Refund page, and tab out of the field. The **Item Type To** field will default to the same value.

Note

When processing revenue refunds, the **Item Type From** and **Item Type To** values will be the same.

The valid values for check/cash, IVR and Web refunds will always remain the same. The following values for Financial Aid refunds will change based on the program being refunded:

Step 1.8 Click **Save**.

Process 2 – Batch Refund Process in **Update Mode** (Required)

Step 2.1 Navigate to the Batch Refund page.

**Student Financials > Refunds > Process Batch Refunds > Create Refunds**
Repeat  
Repeat Steps 1.1 through 1.8 above for each type of refund to be processed in the future.

Enter a name for each new run control to be used to run the batch refund process in update mode.

Suggested names:
cash-ref-update  
ivr-ref-update  
web-ref-update  
fa-ref-update

Important!  While completing Step 1.4, make sure the Report Only box is UNCHECKED so the Batch Refund process will run in update mode, posting the refunds to the students' accounts.

**Process W3 and I3 –ePayment Refunds**

**Step W3/I3.1**  Navigate to the ePayment Refund page.

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

**Step W3/I3.2**  The ePayment Refund dialog window displays.

![ePayment Refund Dialog Window](https://example.com)

**Step W3/I3.3**  Click .

Enter a name for the run control to be used to run the ePayment Refund process.

Suggested name:  epayment-ref

Click .
Step W3/I3.4  The ePayment Refund page appears.

- Enter NV280 as the Business Unit, or click to lookup.
- Select Credit Card as the Refund Run Format, or click to lookup.

Step W3/I3.5  Click .

### Process W4 – 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.

**Step W4.3**  Click .

Enter a name for the run control to be used to run the Credit Card Process.
Suggested name: **web-cr-card**

**Click**   

**Step W4.4** The Credit Card Processing page appears.

- Enter **VCCNV280** as the SF Merchant ID, or click **to lookup**.
- Check the **Authorize and Settle, Settle and Credit**.
- Check the **All**.

**Step W4.5** Click **Save**.

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**Process I4/C4 – VCCS SF Create Student Refund**

**Step I4/C4.1** Navigate to the VCCS SF Create Student Refund page.

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

**Step I4/C4.2** The VCCS SF Create Student Refund dialog window displays.
**Step I4/C4.3**  Click ![Add a New Value](image1.png)

**VCCS SF Create Student Refund**

<table>
<thead>
<tr>
<th>Run Control ID:</th>
<th></th>
</tr>
</thead>
</table>

**Add**

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

Enter a name for the run control to be used to run the VCCS SF Create Student Refund process for IVR refunds.

Suggested name: **create-ref**

Click ![Add](image2.png).

**Step I4/C4.4**  The Student Refund page appears.

Accept **NV280** as the Business Unit default.

**Step I4/C4.5**  Click ![Save](image3.png).

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**Process I5/C5 – VCCS SF AIS Interface**

**Step I5/C5.1**  Navigate to the VCCS SF AIS Interface page.

VCCS Custom >VCCS Student Financials> VCCS SF AIS Interface
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Step I5/C5.2 The VCCS SF AIS Interface dialog window displays.

Step I5/C5.3 Click Add a New Value.

Enter a name for the run control to be used to run the VCCS SF AIS Interface process.

Suggested name: ais-interface

Click Add.
**Step I5/C5.4** The Refund to AIS page appears.

Accept **NV280** as the Business Unit default.

**Step I5/C5.5** Click ![Save](image).  

### Process C3 – Create Vendors and Vouchers

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

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

![Create Vendors and Vouchers dialog window](image)
Step C3.3  Click [Add a New Value].

Enter a name for the run control to be used to run the Create Vendors and Vouchers process.

Suggested name: **vend-vouch**

Click [Add].

Step C3.4  The Create Vendors and Vouchers page appears.

- Accept **NV280** as the Business Unit default.
- Choose **Individual Only** as the Run Option, or click [ ] to lookup.

Step C3.5  Click [Save].

**Post-Refund Process – Print Batch Refund Report (Optional)**

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

- Student Financials>Refunds>Process Batch Refunds>Report Batch Refunds
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Step Post.2 The Report Batch Refunds dialog window displays.

![Report Batch Refunds](image)

- Enter any information you have and click Search. Leave fields blank for a list of all values.
- Run Control ID: begins with
- Case Sensitive

Step Post.3 Click **Add a New Value**.

![Report Batch Refunds](image)

Enter a name for the run control to be used to run the Batch Refund reports.

Suggested name: **print-ref-rpt**

Click **Add**.

Step Post.4 The Report Batch Refunds page appears.

![Report Batch Refunds](image)

- Accept **NV280** as the Business Unit default.
- Enter the Refund Batch ID recorded while processing the batch.

Step Post.5 Click **Save**.
Part 2 – Attach Earnings Codes to Refund Item Types

VCCS will be processing refunds through the SIS Accounts Payable module.

Specific Student Financials item types are classified for refunding. Each will need an EARNINGS CODE attached in order to feed transactions to AIS. EARNINGS codes are attached on the MISCELLANEOUS item type panel.

Three EARNINGS Codes have been defined as follows:

- 041 – Financial Aid Balance checks that will be cut from local funds
- 042 – State revenue refunds of tuition and fee payments
- 043 – State Grant checks, or Financial Aid balance checks where you have elected to have the State write the checks
- Blank – refunds will not feed to AIS for item types with blank EARNINGS CODE

If you prefer to process financial aid balance checks through the State, please contact VCCS Fiscal Services to have State restricted accounts established in AIS. You must also estimate funds needed so that an appropriation can be established for the State accounts. Please direct any questions regarding these requirements directly to VCCS Fiscal Services.

Step 2.1 Navigate to the Item Type page.

Set Up SACR>Product Related>Student Financials>Item Types>Item Types

Step 2.2 The Item Type dialog page appears.
Accept **NV280** as the Business Unit default
- Enter the Refund Item Type number
- Check the Correct History

Click [Search].

**Step 2.3**
The item type Initial Setup page appears.

**Step 2.4**
Click [Miscellaneous] to navigate to the Miscellaneous page.

**Field Definitions**
Enter, update or view the appropriate fields.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description/Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax Code</td>
<td>This field is not used with the AP module. Leave blank.</td>
</tr>
<tr>
<td>Earnings Code Non Taxable</td>
<td>This field is not used with AP module. However VCCS will use it for the AIS Refunds. See valid values list below.</td>
</tr>
</tbody>
</table>
Earnings Code | This field is not used with the AP module. However VCCS will use it for the AIS Refunds.  
See valid values below.

**Step 2.5** 
Click ![Save](image).  
**Step 2.6** 
Repeat Steps 2.1 through 2.5 for each refund item type set up.  

**Valid Values** 
Enter, update or view the appropriate fields. Your college may have chosen to set up additional Item Types for other financial aid refunds. If so, then enter those as appropriate.

<table>
<thead>
<tr>
<th>Item Type</th>
<th>Earnings Code (Taxable and Non-Taxable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>000005000000 State Revenue Refunds</td>
<td>Always 042</td>
</tr>
<tr>
<td>000005000100 Federal Pell Grant Refund</td>
<td>041 or 043 – college choice</td>
</tr>
<tr>
<td>000005000120 SEOG Refund</td>
<td>041 or 043 – college choice</td>
</tr>
<tr>
<td>000005000600 Commonwealth Grant Refund</td>
<td>Always 043</td>
</tr>
<tr>
<td>000005000620 VGAP Refund</td>
<td>Always 043</td>
</tr>
<tr>
<td>000005000690 CSAP Refund</td>
<td>041 or 043 – college choice</td>
</tr>
<tr>
<td>000005000640 PTAP Refund</td>
<td>Always 043</td>
</tr>
<tr>
<td>000005000680 Last Dollar Refund</td>
<td>041 or 043 – college choice</td>
</tr>
</tbody>
</table>

**Part 3 – Validate AIS Accounts Attached to Refund Item Types**

**Notes** 
The VCCS will be processing refunds through the accounts payable business process. Specific Student Financials item types are classified for refunding. Each need to have the AIS ACCOUNTS and BANK NUMBERS attached in order to feed transactions to AIS. AIS ACCOUNTS are attached on the GL INTERFACE panel.

**Step 3.1** 
Navigate to the Item Type page.  
Set Up SACR>Product Related>Student Financials>Item Types>Item Types
Step 3.2  The Item Type dialog page appears.

- Accept NV280 as the Business Unit default
- Enter the Refund Item Type number
- Check the Correct History

Click Search.

Step 3.3  The item type Initial Setup page appears.
Step 3.4 Click [GL Interface] to navigate to the GL Interface page.
**Step 3.5** Click AP ChartFields. The AP ChartFields page appears.

### AP ChartFields

- **GL Business Unit:** NV290
- **Ledger:** ACTUALS
- **Account:** 16151
- **Department:** 100890
- **Project/Grant:**
- **Product:**
- **Fund Code:** 10300
- **Program Code:**
- **Class Code:** LL52
- **Affiliate:**
- **Operating Unit:** 00
- **Alternate Account:**
- **Budget Reference:**
- **Chartfield 1:**
- **Chartfield 2:**
- **Chartfield 3:**

**Step 3.6** Review the data entered and make corrections as necessary.

**Step 3.7** Click Save.

**Step 3.8** Repeat Steps 3.1 through 3.7 for each refund item type set up.