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.

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Navigation</th>
<th>Process Name</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Refund</td>
<td>Resolve Unapplied Payments</td>
<td>Reporting Tools&gt; Query Manager</td>
<td>Identifies any potential problem refunds.</td>
</tr>
</tbody>
</table>

Web Refunds

<table>
<thead>
<tr>
<th>Process 1</th>
<th>Run Create Refunds, report mode (optional)</th>
<th>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</th>
<th>SFPrefnd</th>
<th>In report mode, this process reports all students eligible for refunds.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process 2</td>
<td>Run Create Refunds, update mode</td>
<td>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</td>
<td>SFPrefnd</td>
<td>In update mode, this process writes a &quot;refund&quot; line to each student account for which a refund will be processed.</td>
</tr>
<tr>
<td>Process W3</td>
<td>Run ePayment Refunds</td>
<td>Student Financials&gt; Refunds&gt; Electronic Payment Refunds&gt; Process ePayment Refunds</td>
<td>SFPCCBAT</td>
<td>This process gathers data for all refunds that will be automatically sent to CyberSource for direct credit to the cardholders’ accounts.</td>
</tr>
<tr>
<td>Process W4</td>
<td>Run</td>
<td>Student Financials&gt;</td>
<td>SFPCRFD</td>
<td>This process transmits</td>
</tr>
</tbody>
</table>

Revised 10/2009

Page 1 of 27
### 8.15 RUN BATCH REFUNDS

**Process W5**
Reconcile transactions that processed and failed at CyberSource (mandatory, but done outside PS).

**See 3.30 Web Reconciliation**

### IVR Refunds

<table>
<thead>
<tr>
<th>Process</th>
<th>Description</th>
<th>Source Code</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Process 1</strong></td>
<td>Run Create Refunds, report mode (optional)</td>
<td>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</td>
<td>SFPREFND</td>
</tr>
<tr>
<td><strong>Process 2</strong></td>
<td>Run Create Refunds, update mode</td>
<td>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</td>
<td>SFPREFND</td>
</tr>
<tr>
<td><strong>Process 3</strong></td>
<td>Run ePayment Refunds</td>
<td>Student Financials&gt; Refunds&gt; Electronic Payment Refunds&gt; Process ePayment Refunds</td>
<td>SFCCBAT</td>
</tr>
<tr>
<td><strong>Process 4</strong></td>
<td>Run VCCS SF Create Student Refund</td>
<td>VCCS Custom &gt; VCCS Student Financials &gt; VCCS SF Create Student Refund</td>
<td>VX AISREF</td>
</tr>
<tr>
<td><strong>Process 5</strong></td>
<td>Run VCCS SF AIS Interface</td>
<td>VCCS Custom &gt; VCCS Student Financials &gt; VCCS SF AIS Interface</td>
<td>VX_AISREF</td>
</tr>
</tbody>
</table>

### Cash, Cash Equivalents and Financial Aid Refunds

<table>
<thead>
<tr>
<th>Process</th>
<th>Description</th>
<th>Source Code</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Process 1</strong></td>
<td>Run Create Refunds, report mode (optional)</td>
<td>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</td>
<td>SFPREFND</td>
</tr>
<tr>
<td><strong>Process 2</strong></td>
<td>Run Create Refunds, update mode</td>
<td>Student Financials&gt; Refunds&gt; Process Batch Refunds&gt; Create Refunds</td>
<td>SFPREFND</td>
</tr>
<tr>
<td><strong>Process 3</strong></td>
<td>Run Create Vendors and Vouchers</td>
<td>Student Financials&gt; Refunds&gt; AP Refunding&gt; Create Vendors &amp; Vouchers</td>
<td>SF_AP_INT FC</td>
</tr>
<tr>
<td>Process C4</td>
<td>Run VCCS SF Create Student Refund</td>
<td>VCCS Custom &gt; VCCS Student Financials &gt; VCCS SF Create Student Refund</td>
<td>VXAISREF</td>
</tr>
<tr>
<td>------------</td>
<td>----------------------------------</td>
<td>------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Process C5</td>
<td>Run VCCS SF AIS Interface</td>
<td>VCCS Custom&gt; VCCS Student Financials&gt; VCCS SF AIS Interface</td>
<td>VX_AISREF</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>The following step is used to produce checks manually in Local Funds</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Process C6</td>
<td>Run VCCS SF CARS Stop Process</td>
<td>VCCS Customer &gt; VCCS Student Financials &gt; VCCS CARS Stop Process</td>
<td></td>
</tr>
</tbody>
</table>

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

**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 steps 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.

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: begin with ▼ □ Case Sensitive

Search  Clear  Back Search  Save Search Criteria

Find an Existing Value  Add a New Value

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.

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**

- **Business Unit:** NV280  
  **Northern Virginia Community College**

<table>
<thead>
<tr>
<th>Batch ID:</th>
<th>User ID:</th>
<th>Report Only:</th>
<th>Item Type:</th>
<th>Run Date:</th>
<th>Eligible Total:</th>
<th>Batch Total:</th>
</tr>
</thead>
<tbody>
<tr>
<td>653084029003</td>
<td>00442715</td>
<td>Yes</td>
<td>FACTS Refund</td>
<td>8/1/2008</td>
<td>6,127.04</td>
<td>3,243.70</td>
</tr>
</tbody>
</table>

**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.

**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**
8.15 RUN BATCH REFUNDS

Step 1.14

The Review Batch Messages page appears.

Review Batch Messages

<table>
<thead>
<tr>
<th>Business Unit: NV280</th>
<th>Northern Virginia Comm College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch ID: 45000000200320</td>
<td>User ID: 0944716</td>
</tr>
<tr>
<td>Item Type: 0023000060000600</td>
<td>Report Only: Yes</td>
</tr>
<tr>
<td>Run Date: 01/12/2009</td>
<td>Eligible Total: 6,127.84</td>
</tr>
<tr>
<td>EmplID From: 0395736</td>
<td>EmplID To: 5213011</td>
</tr>
<tr>
<td>Display From: 0395736</td>
<td>Display To: 5126079</td>
</tr>
<tr>
<td>Batch Refund</td>
<td>Finding Orders</td>
</tr>
<tr>
<td>Ewen Elizabeth N</td>
<td>ID: 0395736</td>
</tr>
<tr>
<td>Eligible Amount: 0.00</td>
<td>Refund Amount: 0.00</td>
</tr>
<tr>
<td>Error/Warning Message</td>
<td>Resolution</td>
</tr>
<tr>
<td>The total refund amount is less than the minimum refund amount.</td>
<td>Denotes that the refund due was less than the College’s $1.00 minimum threshold.</td>
</tr>
<tr>
<td>Refund denied due to service indicator</td>
<td>Denotes that the student’s refund was not processed because of an REF service indicator that holds refunds.</td>
</tr>
<tr>
<td>Missing Address</td>
<td>Using the Bio/Demo panels, verify that the student does not have one of the address types used on the Batch Refund 1 panel.</td>
</tr>
<tr>
<td>FA refunds = FA_ADDRESS</td>
<td>Non-FA refunds = B,M,H,P (billing, mail, home or permanent)</td>
</tr>
<tr>
<td>See Step I4/C4 below for resolution steps.</td>
<td></td>
</tr>
</tbody>
</table>

Step 1.15

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

<table>
<thead>
<tr>
<th>Error/Warning Message</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total refund amount is less than the minimum refund amount.</td>
<td>Denotes that the refund due was less than the College’s $1.00 minimum threshold.</td>
</tr>
<tr>
<td>Refund denied due to service indicator</td>
<td>Denotes that the student’s refund was not processed because of an REF service indicator that holds refunds.</td>
</tr>
<tr>
<td>Missing Address</td>
<td>Using the Bio/Demo panels, verify that the student does not have one of the address types used on the Batch Refund 1 panel.</td>
</tr>
<tr>
<td>FA refunds = FA_ADDRESS</td>
<td>Non-FA refunds = B,M,H,P (billing, mail, home or permanent)</td>
</tr>
<tr>
<td>See Step I4/C4 below for resolution steps.</td>
<td></td>
</tr>
<tr>
<td>Unable to calculate tuition</td>
<td>Denotes that there was a problem calculating tuition for this student.</td>
</tr>
<tr>
<td>Refer this EmplID to NovaConnect Support Services for resolution before running the next part of the refund process.</td>
<td></td>
</tr>
<tr>
<td>Unable to find adjustment calendar</td>
<td>Denotes that there was a problem calculating tuition for this student.</td>
</tr>
<tr>
<td>Refer this EmplID to NovaConnect</td>
<td></td>
</tr>
</tbody>
</table>
8.15 RUN BATCH REFUNDS

Support Services for resolution before running the next part of the refund process.

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.

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: begins with
- Case Sensitive
  - Search
  - Clear
  - Basic Search

Find an Existing Value Add a New Value

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

Step 2.3 The Batch Refund page appears.

- Batch ID: 400000011343
- Business Unit: AOS000
- Refund Method: Accounts Payable
- Run Option 1: Individual Only
- Run Option 2: Non Financial Aid Only
- Sponsor Refund Option: No Sponsor
- Refund Item Type: State Revenue Refund
- Address Usage: Billing, Mail, Home or Form
- Ext Org Contact Type: CFO
- Refund Service Impact: REFUND Prevents Refunds

- Save
- Return to Search
- Prev Out List
- Next Out List
- Notify
- Refresh
- Add
8.15 RUN BATCH REFUNDS

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 on 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 Save. Make a note of the assigned batch number.

Step 2.5 Click Run 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 OK 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 to save. Make a note of the assigned batch number.

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

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 **Save**. Make a note of the assigned batch number.

Step W4.6  Click **Run** 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 [x] to run the Credit Card Processing process.

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

---

### Process W5 – Reconcile Web Refund Transactions

**Discussion**  Once the Credit Card Processing process completes successfully it will be necessary to reconcile the transactions posted at CyberSource 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.

Step I3.3 Type in the Run Control ID you created for ePayment Refunds or click Search to lookup.

Step I3.4 The ePayment Refund page appears.

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

Step I3.6 Click Run to run the Batch Credit Card Refund process.

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

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

Step I3.8 Click OK to run the Batch Credit Card Refund process.

Step I3.9 Refresh the process monitor so as to see when the process ended successfully.
8.15 RUN BATCH REFUNDS

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 to run the Create Student Refund Data process.

Step I4.6 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 [button] 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.

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

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

**Step I4.13**
Using the [ViewAll] and [button] 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
**8.15 RUN BATCH REFUNDS**

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

![VCCS SF Stdnt Rfnd Address Fix](image)

- Enter the **Sequence Number**
- Enter the **Voucher ID**, or click **Search** 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 **Save**.

**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 SF AIS Interface](image)

**Step I5.2** The VCCS SF AIS Interface dialog window displays.
8.15 RUN BATCH REFUNDS

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

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

![Refunds to AIS page](image)

**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 Save.

**Step I5.6** Click Run 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 Ok 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 Search 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 Save.

Step C3.6 Click Run 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

Revised 10/2009
Click OK 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 **Search** 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 **Save**.

**Step C4.6** Click **Run** to run Create Student Refund Data process.
8.15 RUN BATCH REFUNDS

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 [Run] 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 Stdtnt Rfnd page.

**VCCS Custom >VCCS Student Financials>VCCS SF Inquire on Stdtnt Rfnd**

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

- **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 Stdtnt Rfnd page appears.

- Using the [View All] and [Search] 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.
8.15 RUN BATCH REFUNDS

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.

![VCCS SF Stdnt Rfnd Address Fix](image)

- Enter the **Sequence Number**
- Enter in the **Voucher ID**, or click **Search** 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 **Save**.

**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.

**Process C5 – Run VCCS SF AIS Interface**

**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 identified will be processed outside of CARS.

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

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

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.

![VCCS SF CARS Stop Process dialog box]

**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.

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 Run.

Step Post.6
Click Run 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 OK 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 Details

- **Process:**
  - Instance: 2268393
  - Name: SF853
  - Run Status: Success
  - Distribution Status: Posted

- **Run Control ID:** 1081808
- **Location:** Server
- **Server:** PSNT
- **Recurrence:**

#### Date/Time
- **Request Created On:** 10/11/2009 8:47:05AM EDT
- **Run Anytime After:** 10/11/2009 8:47:01AM EDT
- **Began Process At:** 10/11/2009 8:47:25AM EDT
- **Ended Process At:** 10/11/2009 8:47:44AM EDT

#### Actions
- **Parameters:** Transfer
- **Message Log:**
- **Batch Timings:**
- **View Log/Trace:**

---

**Step Post.10** Click **View Log/Trace**. The View Log/Trace page appears.

### View Log/Trace

- **Report ID:** 1770730
- **Process Instance:** 2268393
- **Process Type:** Crystal
- **Run Status:** Success
- **Batch Refund**
- **Distribution Details**
  - **Distribution Node:** 389HTTP
  - **Expiration Date:** 10/21/2009

#### File List
- **Message Log**
- **SF853: 2268393.PDF**
- **posttrace.txt**

<table>
<thead>
<tr>
<th>Name</th>
<th>File Size (bytes)</th>
<th>Date/Time Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message Log</td>
<td></td>
<td>10/11/2009 8:47:44.000000AM EDT</td>
</tr>
<tr>
<td>SF853: 2268393.PDF</td>
<td>53,779</td>
<td>10/11/2009 8:47:44.000000AM EDT</td>
</tr>
<tr>
<td>posttrace.txt</td>
<td>504</td>
<td>10/11/2009 8:47:44.000000AM EDT</td>
</tr>
</tbody>
</table>

#### Distribute To

<table>
<thead>
<tr>
<th>Distribution ID Type</th>
<th>Distribution ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>1081808</td>
</tr>
</tbody>
</table>
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.

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

Step Post.12  Click  to print the report.