Business Process Procedures

8.30 STUDENT REFUND (formerly Quick Refund)

Overview These procedures walk a cashier through the step-by-step process of manually posting a credit card refund to a student’s account.

Key Points This page will only be used to post credit card refunds for students who present their credit cards in person at the Business Office service window. Credit card refunds for classes dropped over the web will be processed through the Batch Refund process (See 8.15 Run Batch Refunds).

FRS entries for in-person credit card refunds will be generated through the Cash Register Totals report. It is not necessary to manually key these entries.

Navigation Student Financials > Refunds > Student Refund

Detailed Directions

Step 1 Swipe the credit card through the credit card zog as usual. When the credit is authorized and the cardholder has signed the credit sales draft, continue with the next step.

Step 2 To post the refund on the student’s financial account, navigate to the Student Refund page. The following dialog box is displayed.

<table>
<thead>
<tr>
<th>Business Unit:</th>
<th>NV200</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description:</td>
<td>begins with</td>
</tr>
</tbody>
</table>

Find an Existing Value Search Clear Basic Search Save Search Criteria

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Step 3  
Click the **Search** button. The following page appears.

![Student Refund form](image)

Step 4  
Enter the student’s EmplID in the ID field, and tab out of the field. The page populates with the student’s information.

![Student Refund form](image)
Step 6  Be sure the Refund Selection checkbox is checked for the specific refund/s that you would like to process.

Step 7  Change the Format field value to "P" to create a paper check. Change the value to "C" to denote a credit card refund processed through the zog.

Step 8  Enter or to look up the Refund Item Type associated with the payment item type.

Step 9  Enter or click and MAIL Address Type.

Step 10  Click on the button.

Step 11  If the negative (credit) account balance disappears and the button is grayed out, the process was successful.

Step 12  Make a screen shot of the page for the deposit records.