

PROCEDURE

Effective Date: November 26, 2013

Approved By: Teresa Hart, Financial Services Director

Authority: [POL-U5352.03](#)

Cancels:

See Also: PRO-U5352.03A Requesting an Adjustment to a Student or General Receivable Account
PRO-U5352.03B Refunding Credit Balances on Student Accounts Via Automatic Banner Chain Process

PRO – U5352.03C REVIEWING REFUND EXCLUSION REPORT (TWPRPOP)

*Action by:**Action:*

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|---------------------|---|
| Banner System | 1. Runs TWPRPOP as scheduled. |
| Accounting Services | 2. Distributes copy to “Reviewers” in SBO, EEP, Registrar and Financial Aid in excel format. |
| Reviewer(s) | 3. Reviews portion of report that pertains to their internal procedures (see chart on page 2). |
| | 4. Notifies Accounting Services via email if an adjustment is needed. |
| Accounting Services | 5. Makes adjustment in Banner as requested. |
| | 6. Retains documentation of requests. |
| | 7. Closes cashiering session. |
| | 8. Follows manual refund procedure when applicable. |
| | 9. Returns to step #3 of PRO-U5352.03B. |

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Exclude Reason	Reason Description	Reviewers	Action
Not Enrolled	Pertains to detail code categories; FA, WAV, WIR, DEP	J. Meyer, T. Baldrige, D. Murphy, W. Gegenhuber	Manual Refund
H1 Funds Returned	Credit balances return from refund processor as undeliverable	L. Plancich	Manual Refund
Less than 14 days	Credits on account less than 14 days. Gives SBO 14 days to review for errors, such as fee assessment, Title IV repayment possibilities, personal check not enough time to clear bank, and payments on wrong account. If account should not be refund then SBO can put a refund hold (RH) on the account.	L. Plancich, M. Nichol	Refund will occur after 14 days from the "Effective Date" has past
Contract/Exemption paid exceeds budget/need	Allows Financial Aid to catch waiver and contracts that put a student in an over award/budget status before a refund is sent to the student.	J. Meyer, T. Baldrige, D. Murphy,	Refund will occur once the account is no longer over awarded/over budget.
Deceased	Student deceased and has credit balance. The credit will remain on the account until all account maintenance is complete (TIMEFRAME?). A manual refund request will then be submitted to Accounting to send one refund to the family instead of multiple refunds.	L. Plancich, M. Nichol	Manual Refund
Less than 90 days	Account has credit balance and credit card was used to make a payment.	L. Plancich, M. Nichol, S. Merrick	Refund through CASHNet if <90 days. After 90 days credit card info not available so will be refunded by ETF automatically. Before 90 days a manual request would produce a refund to student.
University Extended Programs	Pertains to students taking online classes. Professor needs to first verify that all charges for class materials were properly charged prior to refunding.	Kris Lewis, M. Barklind	Manual Refund
Refund Hold	Lists accounts SBO has placed a hold on.	L. Plancich, M. Nichol	Refund automatic once hold is removed.
Bill / Delinquency Code	Prevents refunds when accounts that have been written off to bad debt or account placed in collection, or overpayments to accounts in collection processes.	M. Nichol	Refund automatic once Bill or Delinquency code is removed.

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Definitions of Category Code:

Although there are many categories of detail codes, most credits will be reviewed by the Student Business Office with the exception of those listed above. If Student Business Office staff has questions they will consult with other departments for clarification.

Code	Description	Code	Description
ACT	Accounting Entries	GRN	Grant Billing
APF	Admissions Module	GRV	Refund-General Refund Vouchers
ASU	Asia University American Prog	HFE	Health Services
BAD	Allowance Acct Adj Bad Debt WO	HMS	Housing Misc Charges
BKS	Bookstore	HOU	Housing
BUS	Transportation Bus Pass	IEP	Intensive English Program
CAN	Check Cancelation Credits	INS	Installment Plan
CEI	CEIL Exchange Program	IPE	International Programs & Exchanges
CFD	Change Funds	MEA	Meal Plan
CHG	Credit Card Payment	OUT	Cash Out
CHK	Check Payment	PLZ	Plaza Cashier Transactions
COL	Collection Activity	SMS	Misc. Student Transactions
CRC	Campus Rec Center	SUS	Suspense Clearing
CSH	Cash Payment	TRN	Transcript Charges
DEP	Deposit	TUI	Registration Tuition
DFE	Degree Application Fees	UEP	University Extended Programs
DWO	Direct Write Off of Bad Debt	VA	Veterans Admin Benefit
EXM	Exemption Payments	VU	Viking Union
FA	Financial Aid Payment Type	WAV	Waivers
FAL	Emergency Loans	WCE	Woodring Certificate Fee
FEE	Registration Fees	WFD	Western Foundation
GRF	Refund-Gen'l Receivable Vendor	WIR	Wire Transfer (incoming)