

# **Touchnet eRefunds PLUS – Refund using ACH or 3<sup>rd</sup> Party checks**

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# Introduction

Gordon State College - Barnesville, Georgia  
4028 students Fall 2014 term

- Refunds
  - ACH
  - 3<sup>rd</sup> Party check

Reason for 3<sup>rd</sup> party check – Vice President did not want the burden of producing checks in house or the lines from students picking up those checks.

# **Benefits: An Understanding of ...**

How eRefunds PLUS works

eRefunds PLUS - Touchnet product  
Implementation

Processing of eRefunds

Utilizing the Secure Printing Check writing  
process

Process Parent PLUS loans to parents

Marketing eRefunds on your campus

# **How eRefunds Plus Works**

# How eRefunds PLUS works

Bill+Payment lets you process electronic refunds in two ways.

1. ACH accounts that students have saved in their profiles and marked for use with refunds.
2. Prioritize refunds first toward credit card payments. Bill+Payment processes refunds to credit card payments that were made online through either Bill+Payment or TouchNet Cashiering.

# How eRefunds PLUS works

1. TSRRFND is executed in Banner to generate the refunds posting to the Refund Detail Code.
2. Manage Refunds process is executed in Touchnet Bill +Payment.
3. Looks for recent credit card payments equal or greater to the refund. If none are found, the refund is directed toward the student's ACH profile. For the refunds processed as ACH, the ACH credit is added to the pending ACH file.
4. The refund code is then changed to the New Detail Code identified for completed Touchnet refunds.

# How eRefunds PLUS works

5. Students receiving a refund will receive an automatic e-mail notification.
6. Students who are due a refund but who have not set up an ACH profile will receive an e-mail message prompting them to set up the profile.
7. TGRFEED is executed which loads GURAPAY with the refunds with the Detail Code from TSRRFND that was not changed. These will be processed for a check.
8. Script to extract file for checks to be printed
9. Upload file into Secure Printing

# **eRefunds Plus Implementation**



# **eRefunds Plus Implementation**

Bill+Payment Touchnet application includes the eRefunds process PLUS 3<sup>rd</sup> Party check option

Setup for eRefunds is minimum.

Students mark the ACH account they wish to use for refunds.

Prenoting is optional but highly recommended.

# eRefunds Plus

- Configure Electronic Refunds
  - ❖ Select the Host System Account
  - ❖ Enter the message to be displayed on the student's refund page.


### Refunds Configuration

Some students may not have an ACH profile set up for electronic refunds.  
For these students, refunds can be placed on hold while the student is notified via e-mail to log in and create a refund profile.

Refund to this host system account:	1 - Student Account
Enter a message to be displayed on the student's refund page:	If you are using a cash card, make sure to enter the banking information for the card not the card number.

# eRefunds Plus

Student eRefunds page will look as follows:



## eRefunds puts money in your account...FAST!

Direct Deposit is the secure and convenient way to get your refund.  
No more trips to the bank or waiting for a paper check.

If you are using a cash card, make sure to enter the banking information for the card not the card number.

[Set up Account](#)

**Message appears here**

### Direct Deposit Bank Account

Account Description	Actions
No account has been set up.	<a href="#">Set up Account</a>

# eRefunds Plus

- Provide the Detail Codes (2) that will be used during the refund process.
  - ❖ Students who set up a refund account for ACH will be identified during the refund process. This identification is done by providing the Detail Code used in TSRRFND process.
  - ❖ A new Detail Code will need to be created that will be used to post in BANNER TSAAREV as the completed refund. The description for this detail code will need to be provided on the Configuration page.

# eRefunds Plus

Create Pending Refund and Completed Refund Detail Codes in Banner ZSADETC.

- ❖ Pending Refund Detail Code used in TSRRFND
- ❖ Completed Refund Detail Code will replace Pending Refund Detail Code in TSAAREV after Manage Refunds is ran in Bill + Payment.

Detail Code Control Form - Student ZSADETC 8.8 (PROD)

**Detail Code:** RFTC Refunds-Touchnet Direct Dep

**Type:** C

**Category:** RFD

**Grant Type:**

**Priority:** 200

**Refund Code:** M

☐ Direct Deposit

☐ Refundable

☐ Receipt

☒ Active

☐ Aid Year Based

☒ Like Term

☐ Like Aid Year

☐ Like Period

☐ GL Enterable

**Pay Type:** N

**Tax Type:** E

☐ Title IV

☐ Institutional Charges

☐ Exclude Invoice Print

☒ Payment History

**Defaults**

Amount:

Term:

Effective Date:

**Detail Code:** RFTN Refunds-Touchnet Check

**Type:** C

**Category:** RFD

**Grant Type:**

**Priority:** 200

**Refund Code:** Y

☐ Direct Deposit

☐ Refundable

☐ Receipt

☒ Active

☐ Aid Year Based

☒ Like Term

☐ Like Aid Year

☐ Like Period

☐ GL Enterable

**Pay Type:** N

**Tax Type:** E

☐ Title IV

☐ Institutional Charges

☐ Exclude Invoice Print

☒ Payment History

**Defaults**

Amount:

Term:

Effective Date:

# eRefunds Plus

## Setting up the Completed Detail Code in ZSADETC

- ❖ Completed Refund Detail Code requires the Refund Code to be set to "M".

Detail Code Control Form - Student ZSADETC 8.8 (PROD)

Detail Code:	<b>RFTC</b>	Refunds-Touchnet Direct Dep
Type:	C	Refund Code: <b>M</b>
Category:	RFD	<input type="checkbox"/> Term Based
Grant Type:		<input type="checkbox"/> Aid Year Based
Priority:	200	<input checked="" type="checkbox"/> Like Term
		<input type="checkbox"/> Like Aid Year
		<input type="checkbox"/> Like Period
		<input type="checkbox"/> GL Enterable
		<input type="checkbox"/> Direct Deposit
		<input type="checkbox"/> Refundable
		<input type="checkbox"/> Receipt
		<input checked="" type="checkbox"/> Active
		Pay Type: N
		Tax Type: E
		<input type="checkbox"/> Title IV
		<input type="checkbox"/> Institutional Charges
		<input type="checkbox"/> Exclude Invoice Print
		<input checked="" type="checkbox"/> Payment History

### Defaults

Amount:

Term:

Effective Date:

# eRefunds Plus

## Pending Refund and Completed Refund Detail Codes identified in Refunds Configuration in Bill + Payment

### Refunds Configuration

Some students may not have an ACH profile set up for electronic refunds.  
For these students, refunds can be placed on hold while the student is notified via e-mail to log in and create a refund profile.

Refund to this host system account:	1 - Student Account <input type="button" value="v"/>
Detail code for pending refunds:	<input type="text" value="RFTN"/>
Detail code for completed refunds:	<input type="text" value="RFTC"/>
Description for completed refunds:	<input type="text" value="Completed Refund"/>
For students with no profile, hold refunds for:	<input type="text" value="0"/> days.
Enter a message to be displayed on the student's refund page:	<div>If you are using a cash card, make sure to enter the banking information for the card not the card number.</div>

Save

# eRefunds Plus

- Students who have not set up an ACH profile at the time of refunds will be processed a check unless the number of days has been setup to hold.

## Refunds Configuration

Some students may not have an ACH profile set up for electronic refunds.  
For these students, refunds can be placed on hold while the student is notified via e-mail to log in and create a refund profile.

Refund to this host system account:	1 - Student Account
Detail code for pending refunds:	RFTN
Detail code for completed refunds:	RFTC
Description for completed refunds:	Completed Refun
For students with no profile, hold refunds for:	0 days.
Enter a message to be displayed on the student's refund page:	If you are using a cash card, make sure to enter the banking information for the card not the card number.

Save



# eRefunds Plus

- Pre-noting rules will need to be established.

Bill + Payment / Payment Settings / Payment Configuration under ACH Pre-Note Configuration section

## ACH Pre-note Configuration


Use ACH pre-notes for ACH accounts:	<input type="radio"/> Do not use pre-notes. <input checked="" type="radio"/> Refund profiles only. <input type="radio"/> All ACH profiles.
Before checking the pre-note status, wait:	<input type="text" value="5"/> days
Reverify the ACH pre-note for profiles every:	<input type="text" value="0"/> days
Reverify the ACH pre-note for refund profiles only:	<input type="radio"/> Yes <input checked="" type="radio"/> No

# eRefunds Plus

- Student will see "awaiting verification" as status for eRefund account until the number of days for pre-note has passed.

eRefunds

Your new ACH refund account has been saved.



**eRefunds puts money in your account...FAST!**

Direct Deposit is the secure and convenient way to get your refund.  
No more trips to the bank or waiting for a paper check.

If you are using a cash card, make sure to enter the banking information for the card not the card number.

Direct Deposit Bank Account

Account Description	Actions
Sarah New Test (awaiting verification)	<a href="#">Edit</a>   <a href="#">Remove</a>

▼ Saved Payment Methods

To store payment profiles, enter the account information of your preferred bank account(s). To get started, select the Add New Payment Method option below. Select the payment type from the drop-down list and click "Select".  
You can have refunds sent to whichever bank account profile you choose. You can add a new bank account profile or edit an existing one to accept refunds. To use an account for refunds, check the Refund Option box on its "Bank Account Information" screen.

My Payment Methods	Use for Refunds	Action
Sarah Test Checking	No	<a href="#">Edit</a>   <a href="#">Delete</a>
Sarah New Test (awaiting verification)	Yes	<a href="#">Edit</a>   <a href="#">Delete</a>

► Add New Payment Method

# eRefunds Plus - 3<sup>rd</sup> Party Checks

- Touchnet will require your Institution's Bank Information:

**MUST GO ON SCHOOL LETTERHEAD**

**September 26, 2013**

*Name of School* is providing TouchNet Information Systems, Inc. with its bank account information in order to facilitate the printing and mailing of campus refund payments. Activity reports showing all checks printed will be available through access to an online eRefunds Plus web site.

<b>Return Mail Address</b>	<b>Bank Account Information</b>
Return Office:	Bank:
Street 1:	Routing number:
Street 2:	Account number:
City:	Checking/Savings:
State:	School FEIN:
Zip:	First Check #:

School Contact info for school representative to interface with TouchNet:

Name:  
E-Mail:  
Mailing address:  
Phone number:  
Fax number:

Letter must be signed by two authorized signers on bank account noted above.  
Please include signature, printed name and title.

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name:  
Title: \_\_\_\_\_  
Signature on Check (y/n): \_\_\_\_\_

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Print Name:  
Title: \_\_\_\_\_  
Signature on Check (y/n): \_\_\_\_\_

# eRefunds Plus - 3<sup>rd</sup> Party Checks

- Touchnet will require Signature and logos for checks
  - black and white,
  - 300 DPI resolutions, and in
  - TIF format. size them as the printed size.
- A draft check will be printed to be validated with your bank that the MICR line is correct
- Generate a test file of checks to be printed

# eRefunds Plus - Secure Printing Checks

- Develop Script to generate file of checks to be written
  - Data stored in GURAPAY after TGRFEED

```
SELECT DISTINCT
a.GURAPAY_ID ID,
INITCAP (a.GURAPAY_LAST_NAME) LNAME,
INITCAP (a.GURAPAY_FIRST_NAME) FNAME,
INITCAP (a.GURAPAY_MI) MNAME,
INITCAP (a.GURAPAY_street_line1) ST1,
INITCAP (a.GURAPAY_street_line2) ST2,
INITCAP (a.GURAPAY_city) CITY,
INITCAP (a.GURAPAY_STAT_CODE) ST,
a.GURAPAY_zip ZIP,
DECODE (a.gurapay_natn_code, 'US', NULL, a.gurapay_natn_code)
NATN_CODE,
( SELECT SUM(DECODE (b.GURAPAY_DR_CR_IND, 'D', 1, 'C', -1, 0)
* b.gurapay_trans_amt)
FROM gurapay b
WHERE b.gurapay_pidm = a.gurapay_pidm
-- and b.GURAPAY_ATYP_CODE = a.gurapay_atyp_code
--AND b.GURAPAY_TERM_CODE = a.gurapay_term_code
AND b.GURAPAY_DETAIL_CODE = a.gurapay_detail_code
AND b.GURAPAY_SYSTEM_ID = a.gurapay_system_id
GROUP BY
AMOUNT
b.gurapay_pidm)
FROM gurapay a
WHERE a.GURAPAY_DETAIL_CODE IN ('RFTN', 'PPLS')
AND a.GURAPAY_SYSTEM_ID = 'ACTRECV'
AND (( SELECT SUM(DECODE (c.GURAPAY_DR_CR_IND, 'D', 1, 'C', -1, 0)
* c.gurapay_trans_amt)
FROM gurapay c
WHERE c.gurapay_pidm = a.gurapay_pidm
AND c.GURAPAY_DETAIL_CODE = a.gurapay_detail_code
AND c.GURAPAY_SYSTEM_ID = a.gurapay_system_id
GROUP BY
c.gurapay_pidm) > 0)
```

# eRefunds Plus - 3<sup>rd</sup> Party Checks

- Develop Script to generate Totals of file of checks to be written

```
SELECT
  count(distinct a.gurapay_pidm),
  sum(decode(a.GURAPAY_DR_CR_IND,'D',1,'C',-1,0)* a.gurapay_trans_amt)

from gurapay a
where
  a.GURAPAY_ATYP_CODE = 'MA'
  --AND a.GURAPAY_TERM_CODE = ''
  AND a.GURAPAY_DETAIL_CODE in ('RFTN', 'PPLS')
  AND a.GURAPAY_SYSTEM_ID = 'ACTRECV'
  AND (( SELECT SUM(DECODE (c.GURAPAY_DR_CR_IND, 'D', 1, 'C', -1, 0)
                        * c.gurapay_trans_amt)
        FROM gurapay c
        WHERE c.gurapay_pidm = a.gurapay_pidm
              AND c.GURAPAY_DETAIL_CODE = a.gurapay_detail_code
              AND c.GURAPAY_SYSTEM_ID = a.gurapay_system_id
        GROUP BY c.gurapay_pidm) > 0)
```

# **Processing of eRefunds**

# **Processing of eRefunds**

Execute Banner Refunds using TSRRFND

Execute Manage Refunds in Bill + Payment

Execute Banner TGRFEED

Execute Script to extract check file

Upload check file into Secure Printing



# Processing of eRefunds

## Execute Banner Refunds

- ❖ Execute TGRAAPL and clean up any unapplied transactions
- ❖ Run TSRRFND in Flag mode
- ❖ Run TSARFND to remove those not to be refunded
- ❖ Run TSSRFND in RFND mode
  - ❖ Parameter 07 will be your Pending Refund Code

# Processing of eRefunds

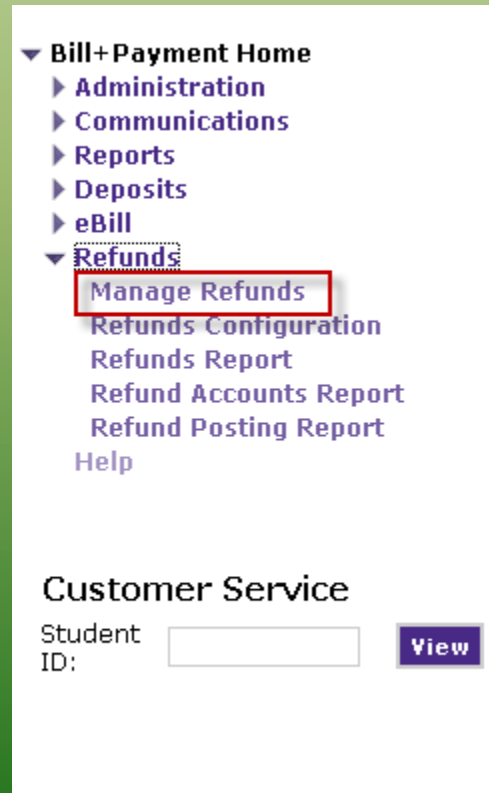
## Execute Banner Refunds

- ❖ Execute TGRAAPL again
- ❖ Run TGRCLOS to close all session except for those you need to leave open
- ❖ You are now ready to run Manage Refunds in Bill + Payment

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Refunds – Manage Refunds



The screenshot shows a web application interface. At the top, there is a navigation menu with the following items: 'Bill+Payment Home' (expanded), 'Administration', 'Communications', 'Reports', 'Deposits', 'eBill', and 'Refunds' (expanded). The 'Refunds' sub-menu is open, showing 'Manage Refunds' (highlighted with a red box), 'Refunds Configuration', 'Refunds Report', 'Refund Accounts Report', 'Refund Posting Report', and 'Help'. Below the menu, there is a section titled 'Customer Service' with a label 'Student ID:' followed by a text input field and a 'View' button.

▼ Bill+Payment Home

- ▶ Administration
- ▶ Communications
- ▶ Reports
- ▶ Deposits
- ▶ eBill
- ▼ Refunds
  - Manage Refunds**
  - Refunds Configuration
  - Refunds Report
  - Refund Accounts Report
  - Refund Posting Report
  - Help

Customer Service

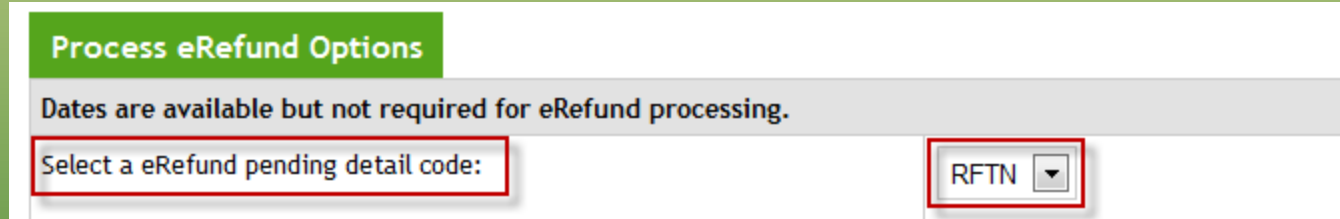
Student ID:  [View](#)

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Select the Pending Detail Code

Note: This is the detail code used in TSRRFND.



The screenshot displays a web form titled "Process eRefund Options" in a green header bar. Below the header, a grey bar contains the text "Dates are available but not required for eRefund processing." The main form area has a white background. It features a text input field with the placeholder text "Select a eRefund pending detail code:" and a dropdown menu with the value "RFTN" selected. Both the text input field and the dropdown menu are highlighted with red rectangular boxes.

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Select the Refund Term

Note: If you are processing for multiple terms, you will hold the SHIFT key then select the terms you wish to refund.

**Process eRefund Options**

Dates are available but not required for eRefund processing.

Select a eRefund pending detail code:

Select eRefund term(s):

RFTN

201408 - Fall Term 2014

201405 - Summer 2014

201402 - Spring 2014

201308 - Fall Term 2013

201305 - Summer Term 2013

201302 - Spring Term 2013

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Enter a date range (optional)


**Process Refund Options**

Select refund term:	201308 - Fall Term 2013
From date (optional):	
To date (optional):	

**Refund Account Selection**

Select where to direct refund:

☒ Refund only to the students' ACH refund profile.



# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Select where to direct the refund.

*Note: If you prioritize refunds to credit cards, you may also set an optional date range. Bill+Payment will then refund to payments made only within that range.*

Refund Account Selection

Select where to direct refund:

☒ Refund only to the students' ACH refund profile.

☐ Prioritize refunds first to credit cards, then to the refund profile as needed.  
Restrict to credit card payments made: From:  To:  (optional)

Process Refunds

Refund Account Selection

Select where to direct refund:

☐ Refund only to the students' ACH refund profile

☒ Prioritize refunds first to credit cards, then to the refund profile as needed.  
Restrict to credit card payments made: From:  To:  (optional)

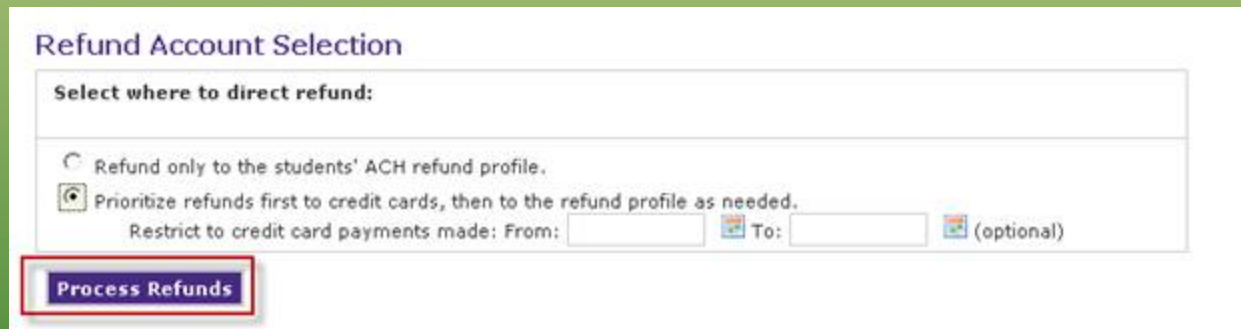
Process Refunds

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Click **Process Refund** button

*Note: If you selected to refund to credit cards, those refunds are processed first.*



The screenshot shows a web form titled "Refund Account Selection". Inside the form, there is a section labeled "Select where to direct refund:". Below this, there are two radio button options. The first option is "Refund only to the students' ACH refund profile." and is currently unselected. The second option is "Prioritize refunds first to credit cards, then to the refund profile as needed." and is currently selected. Below the second option, there is a text field labeled "Restrict to credit card payments made: From:" followed by a date picker icon, a "To:" label, another date picker icon, and the text "(optional)". At the bottom left of the form, there is a blue button with the text "Process Refunds" in white, which is highlighted with a red rectangular border.



# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ For refunds that process toward ACH accounts, Bill+Payment will generate an ACH credit for each student who has an eligible ACH profile.

Note: The profile must have passed the pre-note verification, if you use pre-notes.

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ The ACH credit is added to your pending ACH File. To view this access the Payment Gateway Operations Center and view the ACH Pending Transactions report.

Payment Gateway Home

Reports

Report Selection

Payment Tasks

Users

Commerce Configuration

Payment Processing Setup

System

View System Information

Edit My Profile

Help

Report Selection

Select payment type and report type first. Additional search criteria vary by report type (unavailable criteria are grayed-out). Select Show at the bottom of the page to reveal additional criteria that narrow your search to particular transactions, files, error messages, etc. Click the View Report button when you have finished selecting criteria.

Payment Type	Report
<input type="radio"/> All	<input type="radio"/> Pending Transactions (next ACH file)
<input type="radio"/> Credit Card	<input type="radio"/> Current Status (Transactions)
<input checked="" type="radio"/> ACH	<input type="radio"/> ACH File
<input type="radio"/> Debit	<input type="radio"/> ACH File Details
<input type="radio"/> Campus Card	<input type="radio"/> Rejections
	<input type="radio"/> Failed Attempts

Begin Date: 10/13/2013 12:59

End Date: 10/14/2013 12:59

Today

Last 24 hours

Month to date

Year to date

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Bill+Payment updates in TSAAREV the refund detail code on the student's account to a detail code the school has defined for electronic ACH refunds.

Account Detail Review Form - Student TSAAREV 8.4.3 (PROD)

ID: 9 Bx Credit Limit: Holds: User: SHARONE

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**Account Details**

Detail Code	Description	Term	Charge	Payment	Balance	Source	Effective Date
RFTC	Completed Refunds to Touchnet	201308	1,250.00		.00	T	01-OCT-2013

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Students receiving a refund will receive an automatic e-mail notification.

This is an automated message to inform you that your refund has been processed. Please note that it may take up 1 to 2 business days for the funds to be deposited into your account. Details of your refund are listed below.

===== REFUND DETAILS =====

Account Credited --- [ ACH Account ]

Refund Amount --- [ Amount ]

=====

Thank you,

Gordon State College  
Business Office  
419 College Drive  
Barnesville, GA 30204  
678-359-5010

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Students who are due a refund but who have not set up an ACH profile will receive an e-mail message prompting them to set up the profile.

This is an automated message to inform you that you have a pending electronic refund. We have been unable to disburse these funds electronically because you do not have a stored ACH account for receiving refunds electronically.

Instead, your refund is being processed in a check form and will be mailed to the mailing address in Banner. You should receive your check within three (3) to seven (7) mail delivery days. To validate your mailing address, log into your BannerWeb account at [https://firebird.gordonstate.edu/pls/prod/twbkwbis.P\\_ValLogin](https://firebird.gordonstate.edu/pls/prod/twbkwbis.P_ValLogin) and click Personal Information.

Please log in at the web site listed below and create an ACH refund profile so that future refunds can be disbursed to you electronically.

Please allow five (5) business days for a prenote to process to validate the account.

This site is available 24 hours a day for your convenience.

[https://secure.touchnet.net/C20805\\_tsa/web/login.jsp](https://secure.touchnet.net/C20805_tsa/web/login.jsp)

Thank you,

Gordon State College  
Business Office  
419 College Drive  
Barnesville, GA 30204

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Run Refund Posting Report to validate Banner was updated on student records.

▼ Bill+Payment Home

- ▶ Administration
- ▶ Communications
- ▶ Reports
- ▶ Deposits
- ▶ eBill
- ▼ Refunds
  - Manage Refunds
  - Refunds Configuration
  - Refunds Report
  - Refund Accounts Report
  - Refund Posting Report

Customer Service

Student ID:

View

Refund Posting Report

This report shows whether successfully processed refunds have been posted to the student system. For refunds that are not yet posted, if you have manually corrected the student system record, click Clear to mark the amount as posted. To try again to post the amount to the student system, click Retry.

View Posting Report for Time Period:

From: 10/1/13

To: 10/3/13

View

<u>Transaction Date</u>	<u>Student ID</u>	<u>Amount</u>	<u>Transaction Number</u>	<u>TPG Reference Number</u>	<u>Status/Action</u>
10/1/13	929	\$1,707.84	33	14070	Posted
10/1/13	929	\$861.00	99	14071	Posted

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Run Refunds Report for refund date to EXCEL. Sum the transactions and Save the report.

▼ Bill+Payment Home

- ▶ Administration
- ▶ Communications
- ▶ Reports
- ▶ Deposits
- ▶ eBill
- ▼ Refunds
  - Manage Refunds
  - Refunds Configuration
  - Refunds Report
  - Refund Accounts Report
  - Refund Posting Report

Customer Service

Student ID:

View

Refund Report from 10/1/13 to 10/2/13

Refund type:

☒ Show refunds sent to the students' selected ACH profiles.  
☐ Show refunds sent to the credit cards used for the latest payments.

Time period:

From:  To:

View

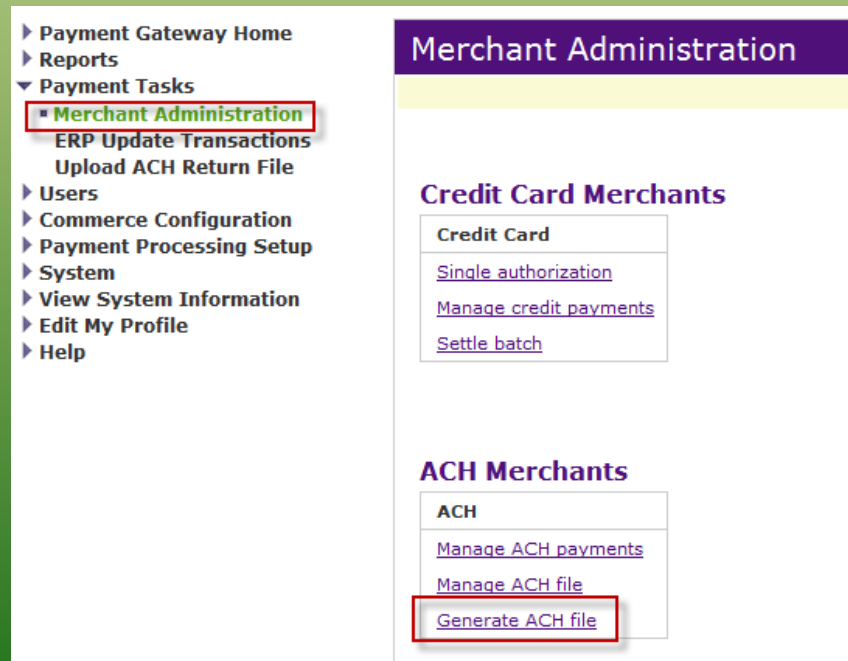
Date	Time	Ref. No.	Student Name	Student ID	Amount
10/1/13	09:58:31	14070	I	929	-\$1,707.84
10/1/13	09:58:33	14071	K	929	-\$861.00

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

### ❖ Generate the ACH file.

Touchnet Gateway – Payment Tasks – Merchant Admin - Generate ACH File





# Processing of eRefunds

Execute Manage Refunds in Bill + Payment

- ❖ Execute TGRAAPL and zero out the refund accounts

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

- ❖ Run TGRCSHR for the Cashier Detail Report to get the total for the Detail Codes.

01-OCT-2013 11:09:16 AM				Gordon College Cashier Detail Report				PAGE 5 TGRCSHR	
CASHIERING TRANSACTIONS BY CASHIER, SESSION, DETAIL CODE, DATE									
CASHIER-CRYSTALC SESSION-2449 STATUS-Final Currency-BASE Starting: 01-OCT-2013 Ending: 01-OCT-2013									
Detl Code	Description	Trns Date	Eff Date	A S F C	Receipt Number	Tran Number	ID-Number	Charge	Payment
PPLS	Refunds- Parent Plus	01-OCT-13	01-OCT-13	Y T	310894	51	929	1,266.00	
							PPLS Totals	1,266.00	.00
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310902	247	929	2,461.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310901	40	929	1,695.06	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310897	160	929	483.93	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310895	69	929	1,250.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310899	61	929	1,343.99	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310900	17	929	1,250.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310892	27	929	1,243.78	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310887	86	929	2,722.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310884	35	929	2,722.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310882	25	929	500.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310879	155	929	2,448.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310875	16	929	1,152.60	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310878	99	929	861.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310876	89	929	500.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310877	89	929	1,571.03	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310874	38	929	500.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310870	90	929	1,967.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310867	98	929	1,477.42	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310865	48	929	1,798.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T	310869	76	929	966.21	
							RFTC Totals	28,913.02	.00
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T		6	929	250.00	
RFTC	Completed Refunds to Touchnet	01-OCT-13	01-OCT-13	Y T		33	929	1,707.84	
							RFTC Totals	1,957.84	.00

# Processing of eRefunds

## Execute Manage Refunds in Bill + Payment

❖ Validate the Totals equal the amounts on the Refund Report.

RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310902	247	929	2,461.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310901	40	929	1,695.06
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310897	160	929	483.93
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310895	69	929	1,250.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310899	61	929	1,343.99
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310900	17	929	1,250.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310892	27	929	1,243.78
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310887	86	929	2,722.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310884	35	929	2,722.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310882	25	929	500.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310879	155	929	2,448.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310875	16	929	1,152.60
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310878	99	929	861.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310876	89	929	500.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310877	89	929	1,571.03
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310874	38	929	500.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310870	90	929	1,967.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310867	98	929	1,477.42
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310865	48	929	1,798.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T	310869	76	929	966.21
RFTC Totals												28,913.02
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T		6	929	250.00
RFTC	Completed	Refunds	to	Touchnet	01-OCT-13	01-OCT-13	Y	T		33	929	1,707.84
RFTC Totals												1,957.84
Total RFTC												30,870.86

TRANS_DATE	TRANS_TIME	REF_NO	STUDENT_NAME	STUDENT_ID	AMOUNT
10/1/2013	09:58:31	14070	I	929	-1707.84
10/1/2013	09:58:33	14071	I	929	-861
10/1/2013	09:58:35	14072	S	929	-1695.06
10/1/2013	09:58:36	14073	I	929	-2722
10/1/2013	09:58:38	14074	S	929	-2461
10/1/2013	09:58:40	14075	C	929	-2448
10/1/2013	09:58:41	14076	J	929	-500
10/1/2013	09:58:42	14077	J	929	-1243.78
10/1/2013	09:58:43	14078	F	929	-500
10/1/2013	09:58:45	14079	Y	929	-250
10/1/2013	09:58:46	14080	I	929	-1250
10/1/2013	09:58:48	14081	E	929	-1250
10/1/2013	09:58:50	14082	S	929	-1967
10/1/2013	09:58:51	14083	I	929	-2722
10/1/2013	09:58:53	14084	F	929	-1152.6
10/1/2013	09:58:54	14085	C	929	-1343.99
10/1/2013	09:58:56	14086	S	929	-483.93
10/1/2013	09:58:57	14087	I	929	-500
10/1/2013	09:58:59	14088	F	929	-1571.03
10/1/2013	09:59:00	14089	C	929183073	-966.21
10/1/2013	09:59:02	14090	S	929176696	-1477.42
10/1/2013	09:59:05	14091	J	929178760	-1798
Refund Report in Touchnet taken to EXCEL					-30870.86

# Processing of eRefunds

Execute Manage Refunds in Bill + Payment

- ❖ Login to your bank software and upload the file.

# Processing of eRefunds

## Execute Banner TGRFEED

- ❖ GURAPAY will be populated with those students/parents who are to receive a check.

# **Utilizing the Secure Printing Check writing process**

# Utilizing the Secure Printing Check writing process

Execute Script to extract check file

- ❖ Execute both scripts to generate the file to upload into Touchnet Secure Printing and the total of the file.

# Utilizing the Secure Printing Check writing process

Execute Script to extract check file

- ❖ The file is stored on a secure drive where it can be accessed using Touchnet Secure Printing application.
- ❖ Validate the total number of checks and the total amount equal the Cashier Detail Report from the TGRCSHR Banner process.



# Utilizing the Secure Printing Check writing process

refund\_file\_total201408051131.txt - Notepad

File Edit Format View Help

"COUNT(DISTINCT A.GURAPAY\_PIDM)", "SUM(DECODE(A.GURAPAY\_DR\_CR\_IND, 'D', 1, 'C', -1, 0) \* A.GURAPAY\_TRANS\_AMT)"

"9", "2250"

Total from Script Totals file must equal the total for RFTN Detail Code on the Cashier Detail Report.

RFTN Refunds- Touchnet Check 05-AUG-14 05-AUG-14 Y T 61 929192820 250.00  
 05-AUG-2014 11:10:36 AM Gordon College  
 Cashier Detail Report

PAGE 18  
 TGRCSHR

CASHIERING TRANSACTIONS BY  
 CASHIER, SESSION, DETAIL CODE, DATE

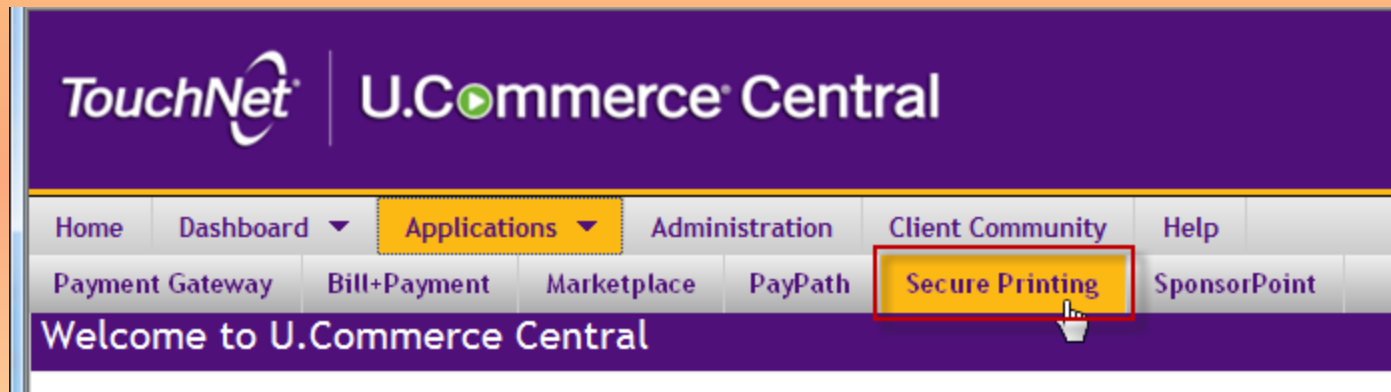
CASHIER-CRYSTALC SESSION-2765 STATUS-Final Currency-BASE Starting: 04-AUG-2014 Ending: 05-AUG-2014

Detl Code	Description	Trns Date	Eff Date	A S Receipt F C Number	Tran Number	ID-Number	Charge	Payment
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	88	929183105	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	116	929190454	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	78	929186607	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	67	929183456	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	101	929194453	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	40	929196833	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	222	929175964	250.00	
RFTN	Refunds- Touchnet Check	05-AUG-14	05-AUG-14	Y T	69	929190044	250.00	
RFTN Totals							2,250.00	.00

# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

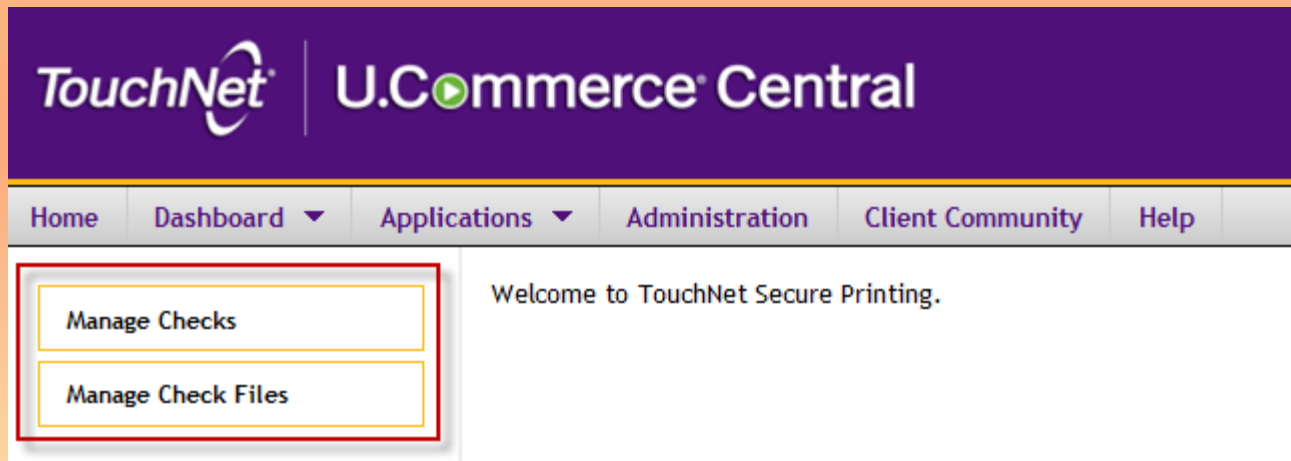
- ❖ Touchnet Secure Printing application is found under the Applications tab in u.Commerce Central.



# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

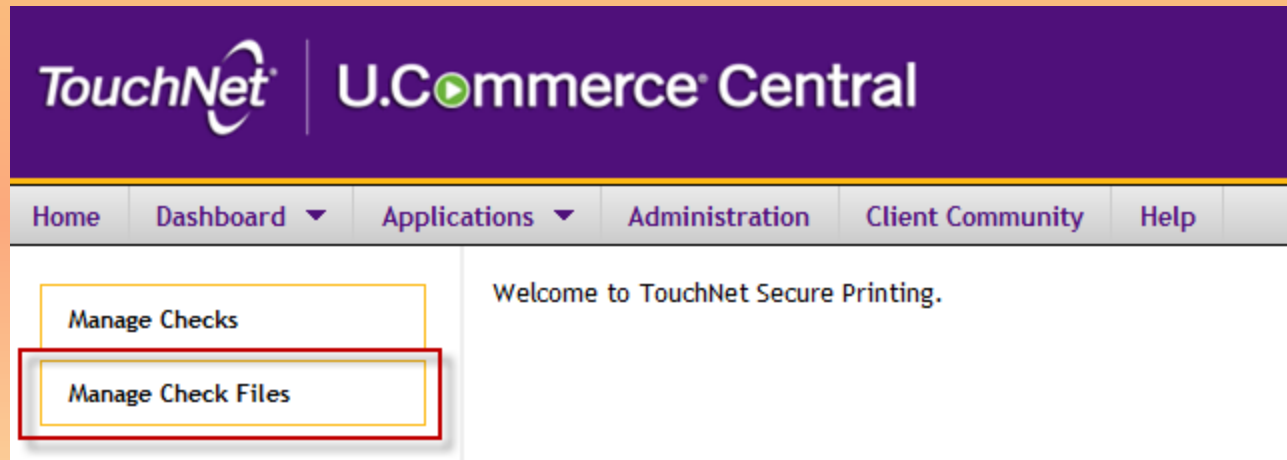
- ❖ The application has two functions:
  - ❖ Uploading the check file for the 3<sup>rd</sup> party solution to print
  - ❖ Retrieving check information.



# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

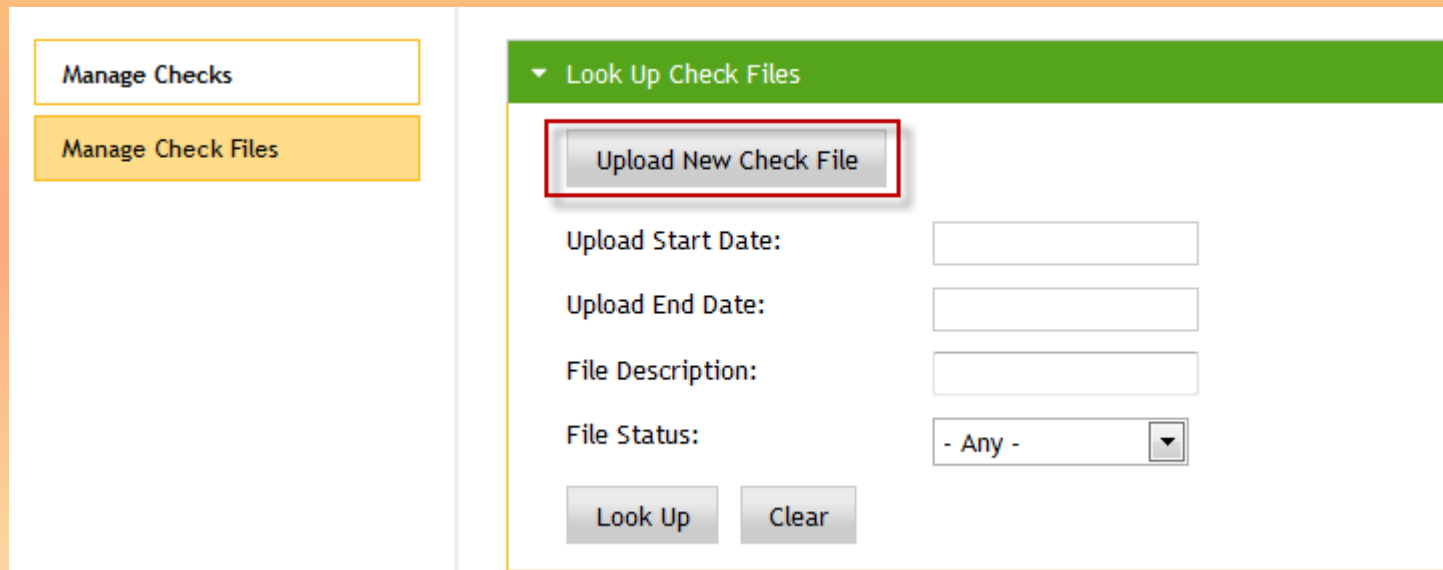
- ❖ Uploading the file is under the Manage Check Files tab.



# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

- ❖ Simple as clicking Upload New Check File button.

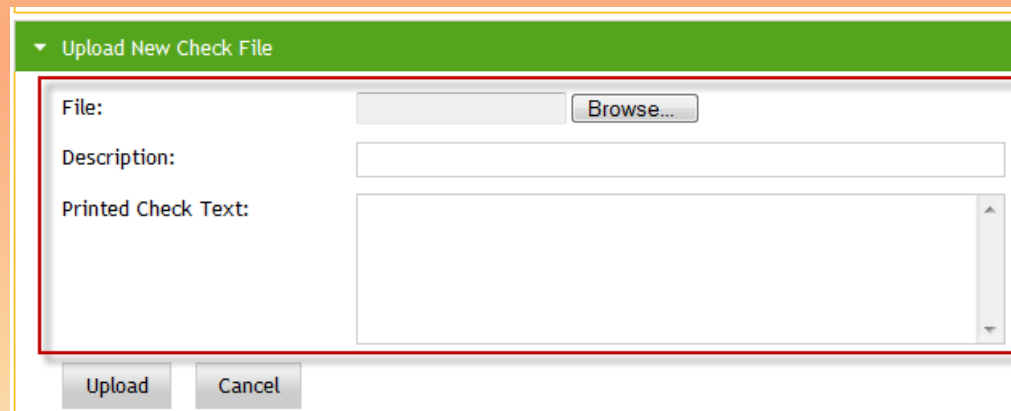


The screenshot displays a web application interface for managing checks. On the left, a sidebar contains two buttons: 'Manage Checks' and 'Manage Check Files'. The main content area is titled 'Look Up Check Files' and features a red-bordered button labeled 'Upload New Check File'. Below this button are four input fields: 'Upload Start Date', 'Upload End Date', 'File Description', and 'File Status' (a dropdown menu currently showing '- Any -'). At the bottom of the main area are two buttons: 'Look Up' and 'Clear'.

# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

- ❖ Select the file from where you stored it
- ❖ Enter a description of the file
- ❖ Enter the information to be printing on the check. Example: Summer Term 2014 Refund.
- ❖ Click Upload.

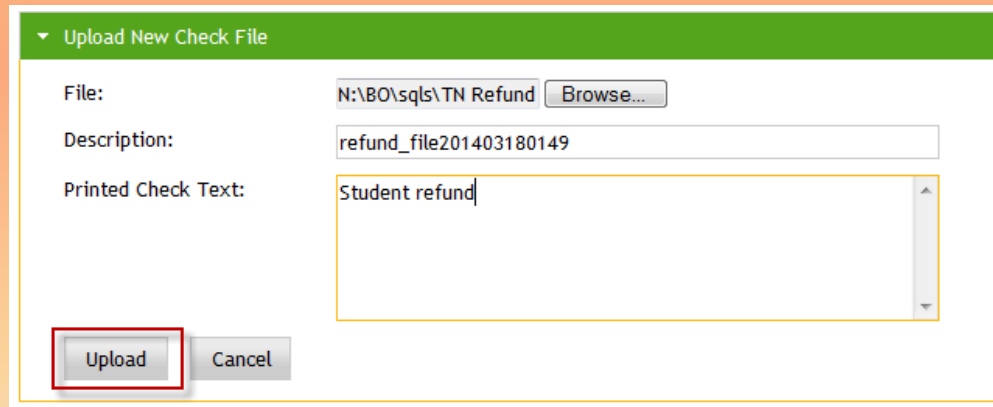


The screenshot shows a web-based dialog box titled "Upload New Check File" with a green header bar. The dialog contains three input fields: "File:" with a "Browse..." button, "Description:" with a single-line text box, and "Printed Check Text:" with a multi-line text area. At the bottom, there are "Upload" and "Cancel" buttons. A red rectangular border highlights the input fields.

# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

- ❖ Select the file from where you stored it
- ❖ Enter a description of the file
- ❖ Enter the information to be printing on the check. Example: Summer Term 2014 Refund.
- ❖ Click Upload.



The screenshot shows a dialog box titled "Upload New Check File" with a green header bar. It contains three input fields: "File:" with the path "N:\BO\sqls\TN Refund" and a "Browse..." button; "Description:" with the text "refund\_file201403180149"; and "Printed Check Text:" with the text "Student refund". At the bottom, there are two buttons: "Upload" (highlighted with a red rectangle) and "Cancel".

# Utilizing the Secure Printing Check writing process

## Upload check file to Touchnet Secure Printing

- ❖ File will appear with a status of Pending Approval
- ❖ Validate the Total Count and the File Amount as being the amount shown in the Cashier Detail Report.

▼ Check Files

Description	Creation Date	Total Count	File Amount	File Status
Refund File	2014-01-28 18:27:20.44	0	\$0.00	Pending approval
refund_file201403180149	2014-03-18 13:18:44.807	10	\$8,464.89	Pending approval

▼ Check File Details

Description:refund\_file201403180149

Status:Pending approval

Printed Check Text:Student refund

Record Count:10

Total Amount:\$8,464.89

Creation Date:2014-03-18 13:18:44.807

Last Modified:2014-03-18 13:18:44.807

Last Modified User:c20805.sharone

Edit

View History

Approve Check File

Cancel Check File

Delete

Manage Details

Generate Positive Pay File



# Utilizing the Secure Printing Check writing process

## Approve check file to Touchnet Secure Printing

- ❖ File will need to be approved before the 3<sup>rd</sup> Party printer can print the checks.

▼ Check Files

Description	Creation Date	Total Count	File Amount	File Status
Refund File	2014-01-28 18:27:20.44	0	\$0.00	Pending approval
refund_file201403180149	2014-03-18 13:18:44.807	10	\$8,464.89	Pending approval

▼ Check File Details

Description:refund\_file201403180149

Status:Pending approval

Printed Check Text:Student refund

Record Count:10

Total Amount:\$8,464.89

Creation Date:2014-03-18 13:18:44.807

Last Modified:2014-03-18 13:18:44.807

Last Modified User:c20805.sharone

Edit

View History

Approve Check File

Cancel Check File

Delete

Manage Details

Generate Positive Pay File

# Utilizing the Secure Printing Check writing process

## Approve check file to Touchnet Secure Printing

- ❖ File will have updated Status of Released.

▼ Check Files

Description	Creation Date	Total Count	File Amount	File Status
Refund File	2014-01-28 18:27:20.44	0	\$0.00	Pending approval
refund_file201403180149	2014-03-18 13:18:44.807	10	\$8,464.89	Released

▼ Check File Details

Description:refund\_file201403180149

Status:Released

Printed Check Text:Student refund

Record Count:10

Total Amount:\$8,464.89

Creation Date:2014-03-18 13:18:44.807

Last Modified:2014-03-18 13:18:44.807

Last Modified User:c20805.sharone

Edit

View History

Approve Check File

Cancel Check File

Delete

Manage Details

Generate Positive Pay File

# Utilizing the Secure Printing Check writing process

## Viewing checks in Touchnet Secure Printing

- ❖ Checks can be viewed in multiple ways.
  - Description of File
  - Student ID
  - Recipient Name
  - Date range
  - Check Number
  - Check Status

The screenshot displays the 'Look Up Checks' interface. On the left, a sidebar contains two buttons: 'Manage Checks' (highlighted with a red border) and 'Manage Check Files'. The main area is titled 'Look Up Checks' and contains the following fields:

Check File Description:	<input type="text" value="Select Description"/>	Student ID:	<input type="text"/>
Creation Start Date:	<input type="text"/>	Recipient Name:	<input type="text"/>
Creation End Date:	<input type="text"/>	Check Number:	<input type="text"/>
Check Status:	<input type="text" value="Select Status"/>		

At the bottom of the form are two buttons: 'Look Up' and 'Clear'.

# Utilizing the Secure Printing Check writing process

## Retrieving a Check Register in Touchnet Secure Printing

- ❖ Using the Check File Description, select the file

Look Up Checks

Check File Description:

Creation Start Date:

Creation End Date:

Check Status:

Look Up Clear

Select Description

Select Description

refund201408051131

refund201407291149

refunds20147221107

refund07152014

refundfile201408080958

refund\_file201407021048

refund\_file2014060300207

refund\_file201406251249

refund\_file201406190227

refund\_file201406110929

# Utilizing the Secure Printing Check writing process

## Retrieving a Check Register in Touchnet Secure Printing

- ❖ Using the Check File Description, select the file
- ❖ Click the Export to CSV to open in EXCEL.

Look Up Checks

Check File Description: refund\_file201406040858

Student ID:

Creation Start Date:

Creation End Date:

Check Status: Select Status

Recipient Name:

Check Number:

Look Up

Clear

Checks

Export To CSV

1-10 of 54

Check Number	Name	Student ID	Total Amount	Date	Status	View File
1764	J	929	\$225.00	06-04-2014 08:00:19	Sent	View File
1761	D	925	\$250.00	06-04-2014 08:00:19	Sent	View File

# Utilizing the Secure Printing Check writing process

## Important Facts:

- Checks are mailed from Illinois
- Could take from 7 to 10 Business Days to reach student via USPS
- Must plan to have check load process released by 5:00 PM EST for 3<sup>rd</sup> Party Vendor to print and mail checks by the next morning. You must watch for your Title IV refund date to make sure you stay compliant.

**Process Parent PLUS loans to parents**

# Process Parent PLUS loans to Parents

PLUS loans can be processed to the parent using the 3<sup>rd</sup> Party Check

- **Banner Setup** (*Banner Accounts Receivable 8.1 User Guide Page 3-60*)
  - Create unique detail code exclusively for PLUS refunds to be sent back to the parent borrower
    - Refund Code must be set to "P"

Detail Code:	PPLS	Refunds- Parent Plus	<input type="checkbox"/> Term Based	Pay Type:	N
Type:	C	Refund Code: P	<input type="checkbox"/> Aid Year Based	Tax Type:	E
Category:	RFD	<input type="checkbox"/> Direct Deposit	<input checked="" type="checkbox"/> Like Term	<input type="checkbox"/> Title IV	
Grant Type:		<input type="checkbox"/> Refundable	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Institutional Charges	
Priority:	200	<input type="checkbox"/> Receipt	<input type="checkbox"/> Like Period	<input type="checkbox"/> Exclude Invoice Print	
		<input checked="" type="checkbox"/> Active	<input type="checkbox"/> GL Enterable	<input checked="" type="checkbox"/> Payment History	

**Defaults**  
Amount:   
Term:   
Effective Date:



# Process Parent PLUS loans to Parents

PLUS loans can be processed to the parent using the 3<sup>rd</sup> Party Check

- **Banner Setup** *(Banner Accounts Receivable 8.1 User Guide Page 3-60)*
  - Financial Aid form RFRBASE must have Federal Fund ID equal to PLUS
  - RFRMGMT must have Direct Loan Indicator, Electronic Loan Indicator, or Manual Loan Indicator set to "P" (Parent Plus).

# Process Parent PLUS loans to Parents

PLUS loans can be processed to the parent using the 3<sup>rd</sup> Party Check

- Banner Setup (*Banner Accounts Receivable 8.1 User Guide Page 3-60*)
  - RPALORG, RPAELAP, or RPALAPP must show that Parent PLUS to Student check box is not selected.

The screenshot shows the Banner Direct Loan Origination (RPAELAP) 8.17.2 (PROD) window. The 'PLUS Loan Data' tab is selected and highlighted with a red box. The 'Parent PLUS to Student' checkbox is also highlighted with a red box. The form contains various fields for loan application data, including Application ID, Application Complete Date, Application Loan Amount, Original Credit Status, Current Credit Check Status, Credit Check Date, Credit Check Expiration Date, Credit Action, Credit Appeal Status, Credit Override Code, Endorser Amount, PLUS Application Reason, Previous PLUS Application ID, Requested Award Start Date, Requested Award End Date, and Credit/Application Document ID.

Direct Loan Origination: RPAELAP 8.17.2 (PROD)

Aid Year: 1314 ID: 929

DL Origination PN Summary Disbursements Information Student Data **PLUS Loan Data** PLUS Parent Data Loan Schedule Additional Information

Application ID: [ ]

Application Complete Date: [ ]

Application Loan Amount: [ ]

Original Credit Status: (None)

Current Credit Check Status: A-Credit approved

Credit Check Date: 11-APR-2013

Credit Check Expiration Date: [ ]

Credit Action: (None)

Credit Appeal Status: (None)

Credit Override Code: (None)

Endorser Amount: [ ]

PLUS Application Reason: [ ]

Previous PLUS Application ID: [ ]

Requested Award Start Date: [ ]

Requested Award End Date: [ ]

Credit/Application Document ID: 2013-09-23T17:17:43.3121237949

☐ Maximum Loan Requested

☐ Loan Amount Unknown

☐ **Parent PLUS to Student**

☐ Deferment

☐ School Credit Balance Option

# Process Parent PLUS loans to Parents

PLUS loans can be processed to the parent using the 3<sup>rd</sup> Party Check

- Banner Setup (*Banner Accounts Receivable 8.1 User Guide Page 3-60*)
  - Complete and accurate mailing address for the parent must be completed on RPALORG, RPAELAP or RPALAPP

Direct Loan Origination RPALORG 8.17.2 (PROD)

Aid Year: 1314 ID: 929171373 Kendric T Washington

DL Origination PN Summary Disbursements Information Student Data PLUS Loan Data **PLUS Parent Data** Loan Schedule Additional Information

PLUS Borrower ID Number: 01

Social Security Number: 5

Last Name: wv First Name: k Middle Initial:

Address: 71 parkway

City: morrow State or Province: GA Nation: US Zip or Postal Code: 30260

Date of Birth: 28 Phone: 404

Citizenship: 1=US citizen Alien Number: A

Driver's License Number: State or Province:

E-mail Address:

Local Address:

Local City: State or Province: Nation: Zip or Postal Code:

Loan Default: (None)

# Process Parent PLUS loans to Parents

PLUS loans can be processed to the parent using the 3<sup>rd</sup> Party Check

- Script must include detail code

```
WHERE      a.GURAPAY_DETAIL_CODE IN ('RFTN', 'PPLS')
AND a.GURAPAY_SYSTEM_ID = 'ACTRECV'
AND (( SELECT SUM(DECODE (c.GURAPAY_DR_CR_IND, 'D', 1, 'C', -1, 0)
                        * c.gurapay_trans_amt)
        FROM gurapay c
        WHERE      c.gurapay_pidm = a.gurapay_pidm
                   AND c.GURAPAY_DETAIL_CODE = a.gurapay_detail_code
                   AND c.GURAPAY_SYSTEM_ID = a.gurapay_system_id
        GROUP BY   c.gurapay_pidm) > 0)
```

- ❖ Parent's name and address with the student ID will appear in the file

# **Marketing eRefunds on your campus**

# Marketing eRefunds on your campus

## Get the word out to your students

- ❖ Post signs around campus with qrcode
- ❖ Create flyers on how to sign up
- ❖ Email students
- ❖ Write an article for the school paper
- ❖ Post message on Digital Signage across campus
- ❖ Include flyers in New Student packets

# Marketing eRefunds on your campus

Post signs around campus



# Marketing eRefunds on your campus

## Create flyers on how to sign up

### Refunds

Any credit balances on your student account will be processed back to the student during our refunding process which occurs once a week after the first initial refund of the term. The first initial refund date for the term can be found at <http://www.gordonstate.edu/departments/businessoffice/tuition/index.asp> at the bottom of the webpage under Refunding Policy. The credit balance can be attributed to excess Financial Aid after charges have been paid, dropping of paid classes, withdrawal from classes, or overpayment of charges.

**Set up your refunds to flow straight into the bank account of your choice, BUT you must sign up TODAY!** Delay could result in your direct deposit not being available at the time of the refunds. **WHY? A pre-note is required to be processed to the bank account to validate the account is correct.** What is a pre-note? See FAQ's on back of this sheet.

#### How do you set up a Direct Deposit for your refund?



Step 1: Log into your Student Account Center (PayNow link on [www.gordonstate.edu](http://www.gordonstate.edu) MyGordon).

Step 2: Click the **eRefunds** tab.

Step 3: Click the **Set up Account** button.

Step 4: Select your account type whether checking or savings.

Step 5: Enter your bank routing number and account number. Take your check and look for the items shown on the sample below. Enter the numbers from your check.

Step 6: Create a unique name for your Saved Payment Method (the information you just entered).

Example: Sharon's Checking account or Bill's Refund account where you are using your name to identify the account. Click Continue.

Step 7: Click the ☐ I Agree to check the box. Note: If this is not ☒ then the setup will not be complete and your direct deposit will not go through. Click Continue.

**Congratulations!** Your account is now set up. It is so EASY! After five (5) banking days, you will see your account is ready for depositing your refund.

For more detailed instructions, go to [www.gordonstate.edu/MyGordon](http://www.gordonstate.edu/MyGordon) and under **For Gordon Students** section, click Student Account Center Guide and select **How to setup Direct Deposit for my refund.**

#### Refund Frequently Asked Questions: <http://www.gordonstate.edu/departments/businessoffice/refunds/faq.asp>

*If I do not have a bank account, how do I receive my refund?* A check will be mailed and you should receive it within three (3) to seven (7) business days.

*If I set up a Direct Deposit account, is there any charge?* No, refunds are processed FREE. You will be subject to any fees your bank account requires. You need to speak with your bank on what fees they may impose. At most banks, direct deposit transactions are free.

*Do I have to have a bank account to set up a Direct Deposit account for refunds?* A bank account is required because you must have a bank routing number and bank account number to complete a deposit transaction. A cash card such as Walmart Money card can still be used but you must follow their instructions on identifying the bank routing number and bank account number linked with the card. You cannot enter the card number as the bank account number. It will fail.

*If I do not have a bank account to set up a Direct Deposit account for refunds, how can I get one?* You will need to open an account with a bank of your choice. Barnesville has one bank, United Bank, who has an ATM located on the Gordon State College campus.

*How long will it take for my refund to be deposited into my bank account?* One to two banking days is the average timeframe. It really depends on your bank and their procedures as to when they move the funds received from the Automated Clearing House (ACH) into the individual accounts. The Refund date that Gordon State College identifies is when Gordon will process the refunds to ACH who will in turn send the funds to your bank. Most banks are very quick in pushing the funds into their individual accounts. You should check with your bank to find out their procedures for ACH transactions.

*Will I be notified when the refund has been processed?* Yes, an email will be sent to the email accounts you have listed in the Student Account Center. The primary email is your Gordon State College email account but you can set up an Alternate account to have notices sent. To update or set up an alternate email account, refer to the guide "How to setup an Alternate Email for Payments" found at [www.gordonstate.edu](http://www.gordonstate.edu) under My Gordon / For Gordon Students / Student Account Center Guide.

*What is a pre-note and how does it affect my refund?* A pre-note is required to be processed to the bank account to validate the bank routing number and account are correct. A \$25.00 transaction is sent to the account number. The pre-note takes five (5) banking days to process. Make sure to setup your Direct Deposit at least 6 days prior to any refund date so that the pre-note will be verified before refunds are issued else you will receive a check instead of a direct deposit.

*If I change my account that I have set up for Direct Deposit, will the new account be pre-noted?* Yes, a pre-note is required to be processed to the bank account to validate the account is correct. Make sure to change your Direct Deposit at least 6 days prior to any refund date so that the pre-note will be verified before refunds are issued else you will receive a check instead of a direct deposit.

*If I change my account back to an account that had already been pre-noted, will it be pre-noted again?* Yes

*Can I use the eRefund account to pay my tuition and fees?* Yes, your account you set up as your Refund account is a Saved Payment Method. When making payments from the Student Account Center (PayNow link on [www.gordonstate.edu](http://www.gordonstate.edu) under My Gordon / For Gordon Students) and you are prompted for payment method, use the  $\nabla$  drop down and select the name you stored as your refund account.

*If I choose to receive my refund in a check, can I have it mailed to Gordon State College Business Office to pick up there?* No, the check will be mailed to the mailing address you have in Banner. You will need to validate that the mailing address is correct in BannerWeb/Personal Information. Your address can be updated by you or you can contact the Registrar's Office.

*What is the \$25.00 return fee that is mentioned in the "I Agree" Terms and Conditions?* If you use this account to pay for tuition and other charges on your account and the account does not have enough money to cover the payment, you will be charged a \$25.00 bad check fee. It does not pertain to using the account as a Refund account.



# Summary

- eRefunds PLUS allows students to select Direct Deposit for refunds or check processing
- eRefunds PLUS is easy to implement
- Processing using TSRRFND in Banner to generate refunds
- Manage Refunds to identify manner of refund delivery

# Summary

- Parent PLUS to parents can be processed in 3<sup>rd</sup> party check file
- Marketing is the key to large participation of students

Fall 2013 – 81% ACH refunds (1<sup>st</sup> Term)

Spring 2014 – 78% ACH refunds

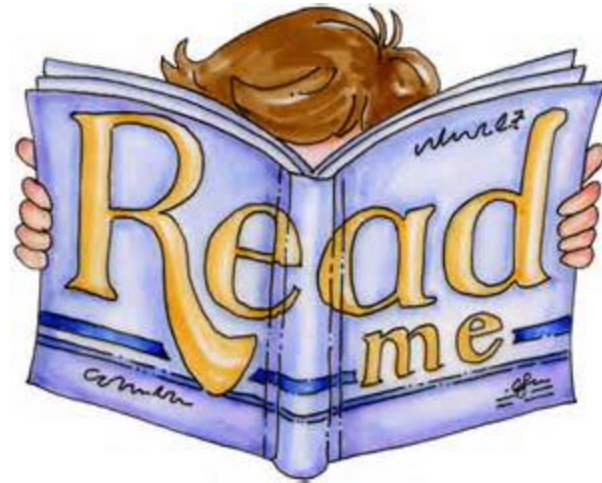
Fall 2014 – 73% ACH refunds -- We did not market and saw a drop especially with the new students. We have had many students coming in too late asking to set up direct deposit.



# Summary

## Documents available:

- *Banner Accounts Receivable 8.1 User Guide  
Page 3-60*
- *Touchnet Bill Payment 6.5 Business Users Guide  
– Chapter 22*



# Questions?



# Thank You!

Sharon Ellis  
sharone@gordonstate.edu

Please complete the class evaluation



# Refunds

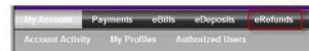
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The diagram shows a check with the following fields and labels:

- Your Name:** 1234 Main St, Any Town, USA 12345
- Date:** 12/31
- Pay To The Order Of:** \$ [ ] DOLLARS
- Your Bank Name:** Address of Your Bank, Any Town, USA 12345
- For:** 123456789010012345678901234
- Routing Number:** 123456789
- Account Number:** 000123456789
- Check Number:** 1234
- DO NOT USE** (written below the check number)

Step 6: Create a unique name for your Saved Payment Method (the information you just entered).  
*Example: Sharon's Checking account or Bill's Refund account where you are using your name to identify the account. Click Continue.*

Step 7: Click the ☐ I Agree to check the box. Note: If this is not ☒, then the setup will not be complete and your direct deposit will not go through. Click Continue.

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