



HOPE Invoicing: Calming the Beast



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Session Rules of Etiquette

- Please hold all questions until the end of the session, unless you need clarity
- Please turn off your cell phone and/or pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the presentation

THANK YOU FOR YOUR COOPERATION!!!!



HOPE Invoicing Agenda

Overview

- Production release version

- Documentation

Sizing Him Up

- Set up

The Attack

- Running the Invoice Process

The Victory

- Trouble Shooting



Overview

- Version 5.19 of HOPE Invoicing was released for production to campuses on July 9, 2004.
- Institutions are **required** to submit the HOPE Invoice Extraction file to the GSFC Fall Semester 2004 to receive HOPE funds. The inability to submit the extraction file will result in manual entry of the invoice data into SURFER.



Overview

Documentation can be found in the following locations:

- on the ftp server at <ftp.usq.edu> in the banner/beta/gamod/5/519 folder
- on the BANNER production web site at <https://www.usq.edu/banner/5x/user.phtml>



HOPE Invoicing: Sizing him up





Sizing Him Up

The following forms must be completed before HOPE Invoicing can work properly:

Establish detail codes to associate with fund codes.	ZSADETC
Create fund codes.	RFRBASE
Set appropriate indicators for each fund code.	ZFRHOPE
Establish cross-reference rules for tuition, fee, and book detail category codes and fund codes.	SOAXREF



Sizing Him Up

ZSADETC:

Detail Code Control Form - Student ZSADETC 5.0

Detc:	0010	Instructional Technology Fee	Pay Type:	N		
Type:	C	Refund Code: []	Like Term	<input checked="" type="checkbox"/>	Tax Type:	[]
Category:	FEE	<input type="checkbox"/> Dir Dep Rfnd	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV		
Grant Type:	[]	<input checked="" type="checkbox"/> Refundable	<input type="checkbox"/> Term Based	<input checked="" type="checkbox"/> Institutional Charges		
Priority:	997	<input type="checkbox"/> Receipt	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> GL# Enterable		
Detc:	1000	In State Tuition	Pay Type:	N		
Type:	C	Refund Code: []	Like Term	<input checked="" type="checkbox"/>	Tax Type:	[]
Category:	TUI	<input type="checkbox"/> Dir Dep Rfnd	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV		
Grant Type:	[]	<input checked="" type="checkbox"/> Refundable	<input checked="" type="checkbox"/> Term-Based	<input checked="" type="checkbox"/> Institutional Charges		
Priority:	998	<input type="checkbox"/> Receipt	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> GL# Enterable		
Detc:	[]	[]	Pay Type:	N		
Type:	[]	Refund Code: []	Like Term	<input type="checkbox"/>	Tax Type:	[]
Category:	[]	<input type="checkbox"/> Dir Dep Rfnd	<input type="checkbox"/> Like Aid Year	<input type="checkbox"/> Title IV		
Grant Type:	[]	<input type="checkbox"/> Refundable	<input type="checkbox"/> Term-Based	<input type="checkbox"/> Institutional Charges		
Priority:	[]	<input type="checkbox"/> Receipt	<input checked="" type="checkbox"/> Active	<input type="checkbox"/> GL# Enterable		



Sizing Him Up

RFRBASE:
3 fund codes

Fund Base Data Form RFRBASE 6.2 (T92611)

Fund Code	Description	AR Detail	Fund Source	Fund Type	Federal Fund ID	Print Order	Msg No
GHOPAB	HOPE Book Award (Alt)	HOAB	HOPE	GRNT		2	1
GHOPAL	HOPE Scholarship (Alt)	HOAL	HOPE	GRNT		1	1
GHOPAR	Hope Alternate Refund	HARF	HOPE	GRNT			1
GHOPBK	HOPE Book Award	HOBO	HOPE	GRNT		2	1
GHOPE	HOPE Scholarship	HOPE	HOPE	GRNT		1	1
GHOPRF	HOPE REFUND	HPRF	HOPE	GRNT			1
GHOPRO	Hope Promise Award	HOPR	HOPE	GRNT			1
GHPBII	Hope Promise II Books	HIIB	HOPE	GRNT		1	1
GHP CER	HOPE Certificate	HEPC	HOPE	GRNT		1	
GHPFEE	HOPE Fees	HPFE	HOPE	GRNT		3	1
GHPGED	Hope GED Award	HOGE	HOPE	GRNT			1
GHPRII	Hope Promise II	HPII	HOPE	GRNT		2	1
GHPTCH	Hope Teachers Award	HOTE	HOPE	GRNT			1



Sizing Him Up

ZFRHOPE:

HOPE Fund Code Rules ZFRHOPE 5.7

Programs

Fund	Lvl	Ex	Dg	Dp	GE	Tc	Pr	Hp	Bk	Tr	Ckp	ACat	Min Gpa	Stand Cap	Max Cap	Book Fund
GHOPAB	U	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	190	200	
GHOPAL	U	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	190	200	
GHOPBK	U	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	190	200	
GHOPE	U	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	190	200	
GHOPRO	U	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		.00	0	0	
GHOPAB	US	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	127	134	
GHOPAL	US	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	127	134	GHOPAB
GHOPBK	US	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	127	134	
GHOPE	US	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	24	3.00	127	134	GHOPBK
GHOPRO	US	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		.00	0	0	
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					

Fund Description: HOPE Book Award (Alt)



HOPE Invoicing: The Attack





The Attack: *Creating the Extraction File*

Execute the HOPE Invoicing Extraction Process.	ZHRHINV
Verify records and record layout	zhrhinv.log, INU###.TXT, & zhrhinv.lis
Submit extraction file to the GSFC via SURFER.	



The Attack: *Loading the Return File*

Place return file in a location from which load process can pull the records/file.

Execute GSFC HOPE Invoicing Load Process.

ZHRGHIL



The Attack:

Reconciling to BANNER to GSFC

Review errors in the load process request .log and .lis files.

zhrghil.log and zhrghil.lis

Review student records in the Financial Aid Reconciliation Form.

ZHARCON

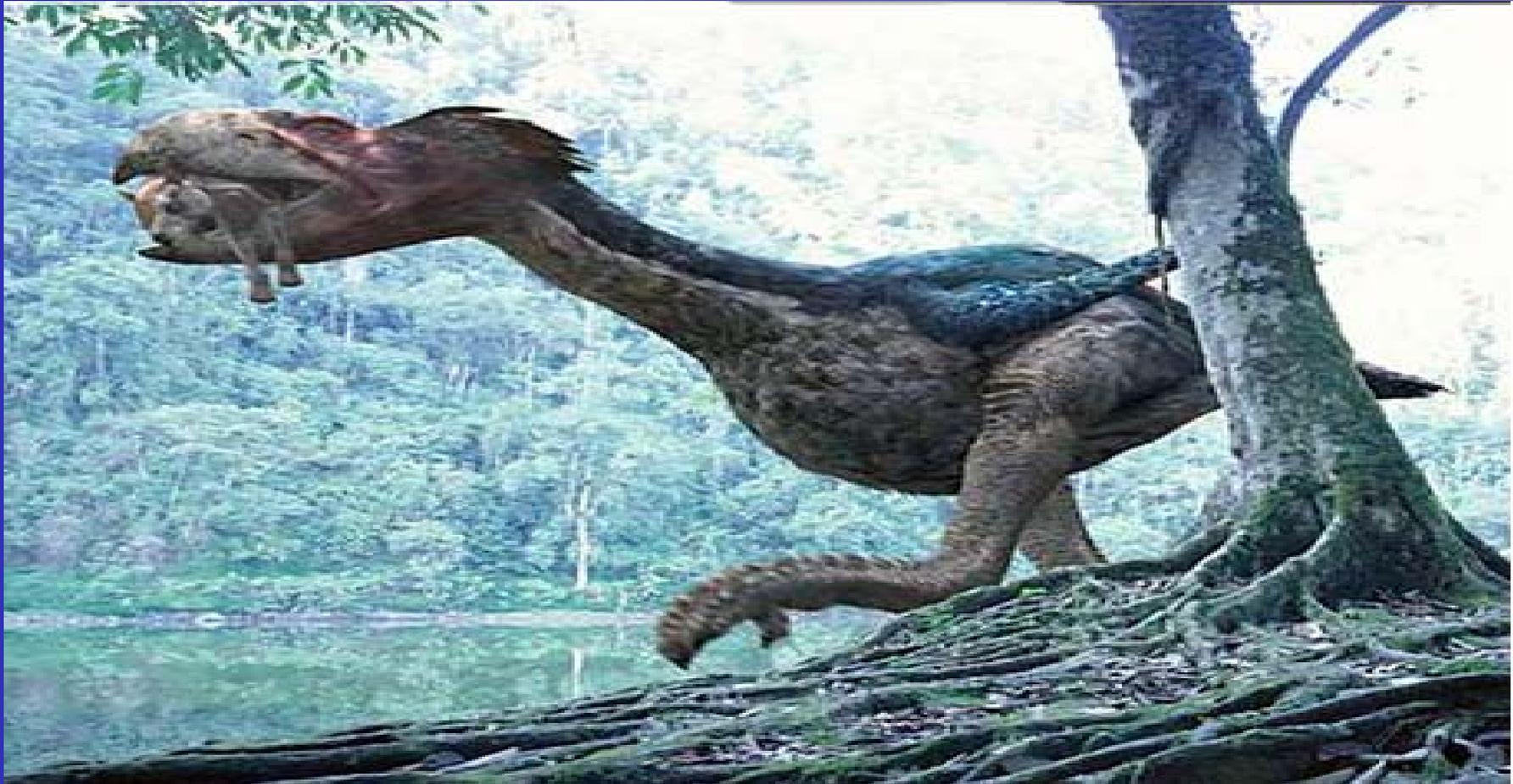
Make corrections.

SURFER

Submit subsequent File.

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The Victory





The Victory

The ultimate victory is running a successful HOPE Invoicing process and getting a return file from the GSFC with no denial codes for payments!!!!

However, in the event there are hiccups in your run with HOPE Invoicing you may want to review the following:

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Trouble Shooting





Trouble Shooting

- Check the version.
 - Should be 5.19 released on July 9, 2004
 - If you have to rename the ZHRHINV.lis file to INU###.TXT, you are NOT running the correct version.
 - If the ZHRHINV process does not generate a log, lis, and INU###.TXT, you are NOT running the correct version.
 - The correct version is 5.19. Documentation is located at:
<https://www.usg.edu/banner/5x/docpdf/5x2003/gamods/gmod519udocc18hinv.pdf>



Trouble Shooting

- The GSFC is saying I need to send the pipe file. What is that?
 - The pipe file contains students' information such as name, address, grant type of HOPE received and amount. The pipe file looks like this:

```
001602|00|GI|2004|444226666|PACKAGING|A|STUDENT|111 TESTING  
LANE|30601|18051986|D|M|01146843|444226666|H1|2|12|0250000|0000000|  
0000000||1|O|0000000||||15
```



Trouble Shooting

- One component of the student's HOPE award is not being extracted in the ZHRHINV process.
What do I need to do?
 - Make sure you have cross-walked all the detail category codes on SOAXREF. A picture of SOAXREF and the appropriate set up is listed in the HOPE Invoicing chapter page 18-11.
 - Make sure the student's HOPE award has been, at least, authorized. If the fund has only been awarded, you will get a No RPATRM record error.



Trouble Shooting

- Award not being extracted cont.
 - Check the other forms for set up errors.

- My fees are not being extracted correctly. What do I need to check?
 - RFRMGMT:
 - Make sure your fees are not locked from the previous year
 - Make sure you have set your percentages correctly for HOPE approved fees

- Will the 100T, “No ZHRHACC record”, and “No RCRAAP record” errors prevent the student from being processed?
 - No, these errors are generated to tell the user something MAY be incorrect with the student’s file. These errors do not prevent the student’s file from being submitted to the GSFC. If the student has been denied payment on their HOPE award, the GSFC will place a denial code on the return file.



Trouble Shooting

- What do the errors mean?
 - 100T: The total sum of tuition and fees does not equal the award amount found in RPAAWRD.
 - No ZHRHACC: There is no HOPE accumulation record. Student is being awarded HOPE for the first time therefore no accumulation record exist.
 - No RCRAPPxx: No needs analysis record exists. Student may have been awarded HOPE Alternative Scholarship.



Trouble Shooting

- Does the denial code on a student's file in the ZHRGHIL process mean the GSFC has agreed to pay HOPE money for that student?
 - NO!!!! If a student has received a denial code in the ZHRGHIL process, the GSFC will NOT pay money for that student. The denial code tells you what needs to be corrected for that student. Once you have corrected the file, please re-submit the student's file through the HOPE Invoicing process.



What's Next?

- New HOPE regulation release is scheduled to be released.
- Reconciliation Report will be released.
- HOPE Invoicing run time
- Defect correction to address the denial code issue from the GSFC.
- FA 5.13 and GaMODS 5.19.2
 - Need Beta Testers!!!



Known Issue Announcement

- Known issue announcement on August 3, 2004:

PURPOSE: To notify institutions about reported Known Issues with the HOPE Invoicing release, GaMods versions 5.19 and 6.1, released July 2004.

DESCRIPTION OF PROBLEMS: 1. HOPE Invoicing Load Process (ZHRGHIL) The GSFC Return File may contain denial codes and dollar amounts for students that will not be paid. A denial code indicates that the GSFC will not pay for the amount invoiced. Currently, the dollar amounts in the return file are the total amount submitted by the institution as part of the invoice process. Important: This is not an indication that the invoice is paid. The report output for the ZHRGHIL process does not indicate the denial code information for students reported in the return file. The information is loaded into Banner in the ZHARCON form. The denial code is displayed as well as the incorrect dollar amount provided in the return file.

WORKAROUND FOR ZHRGHIL: Institutions should check the GSFC Return File for denial codes. The institution will not receive an EFT for those students that receive a denial code in the return file. **CONTACT INFORMATION:** To report problems or request support, contact the OIIT HelpDesk via the Web at http://www.usq.edu/customer_services or call 1-888-875-3697. Our e-mail address is helpdesk@usq.edu.



OIIT Resources

- www.ftp.usq.edu
- <https://www.usq.edu/banner/5x/user.phtml>
- <https://www.usq.edu/banner/5x/docpdf/5x2003/gamods/gmod519udocc18hinv.pdf>



Resources

Contact OIT Customer Support Services to report production support issues.

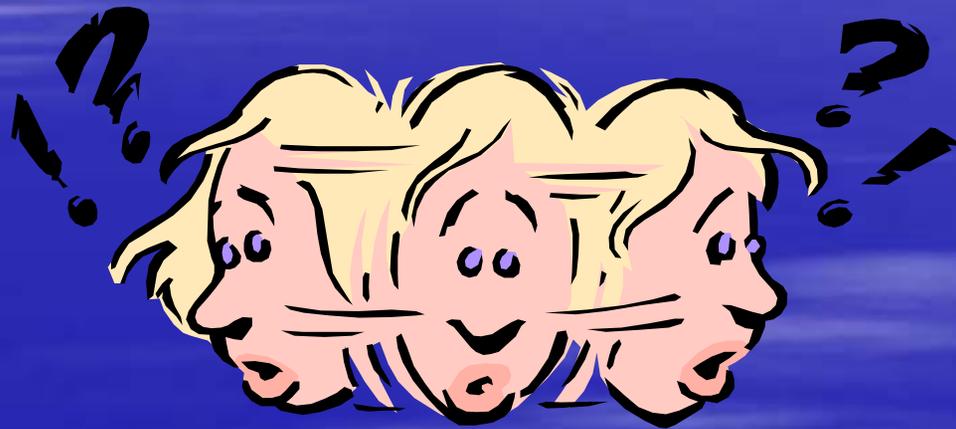
– helpdesk@usg.edu

– http://www.usg.edu/customer_services/

– 888.875.3695

OMIT

Questions????



Thank you for coming!!!!