FAQ#:1-40GJ6H

Question: A PLUS loan refund was posted to an account in error. Banner will not allow me to enter a reversal entry using the same detail code. How can I fix this error?

Answer: When you post the Parent PLUS loan refund detail code, it will produce an AP Invoice for the parent in Banner Finance Module. The Parent is treated as a one-time vendor and this is why you cannot post a negative refund transaction using the same detail code on the student account to reverse the refund.

Instead, you must do the following:

1. On the Finance side, void the check in AP. Or if the check has not yet been produced, you may 'Delete' the AP Invoice.

2. On the AR side, put a check cancellation detail code (NOT checked as a refund code) on the student's account. By simply placing the reversing entry on the students account, the account will be correct. The PLUS loan transaction must be applied to the transaction it was initially generated for.

Update to recreate the PLUS check to the parent
Normal Void:
- access TSADETC take the P off of your Plus refund detail code;
- unapply the direct pay for the Plus refund detail code transaction via TSAUNAP
- access the account and remove direct pay transaction number from the Plus refund detail code transaction
- apply the account
- feed the void to Finance
- access TSARFND ensure there are no accounts flagged for a refund; if there are; remove all flags
- then access TSAACCT and Flag only this account
- access TSADETC place the P back on the Plus refund detail code
- access account in Financial Aid and ensure the Loan is setup correctly for the Parent refund
- run TSRRFND RFND UPDATE mode; the one account will receive the new Plus refund detail code transaction and will be eligible to be generated in your next TGRFEED run.

Last Edited:2/6/2009 02:04:54 PM