Student Refunds

Cashiers receives a drop slip from Registrar

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Alphabetize and separate those with financial aid from those without. Hold until 13th class day

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On 13th class day, prepare list of those with FA and send to FA for review of returned FA

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Cashiers starts processing refunds for system-generated drop credit for students that had no FA

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List received back from FA, process refunds if indicated by FA that no aid will be returned

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Cashiers receives a withdrawal slip from Student Support Services

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Cashiers enters onto Student account screen as a notation the date and percentage for withdrawal

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Head Cashiers verifies accuracy of system calculated withdrawal credit. Makes adjustments as required

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Process refund of credit balance

Daily, Cashiers receives EFT roster via email from financial aid and report from OIT of current term credit balances

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Go through list, pay off outstanding housing or loan balances from credit balance, process refund

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In Fall and Spring semesters, from time FA starts disbursing thru 1st class day only, OIT can run automatic refund program

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OIT updates the program each semester for the FA subcodes that are used

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For first several days, OIT sends to Cashiers for review a list of refunds that will be generated by the program

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Cashiers notifies OIT of problems and indicates when they are ready to run the program

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That night, OIT runs the program (bbdrfnd) with update "yes"

Cashiers determines proper subcode to use based on nature of the credit balance

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Cashiers enters refund in SIS

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Nightly, BR feed process creates a payable, then FRS process creates a check or ACH to pay the payable

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Is the refund ACH?

— yes →

Accounting receives automated email from OIT with list of ACH refunds and student email addresses

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Controller or Asst Controller reviews refund list for accuracy

Accounting matches check with receipt provided by Cashiers

Controller reviews
refund list for
accuracy

with receipt
provided by
Cashiers

↓

Accounting
uploads file from
OIT that has
student bank info
into online banking
system

Controller or Asst
Controller reviews
refund list for
accuracy

↓

Accounting e-mail
merges files from
OIT with a pre-
formed letter to
notify student of
ACH deposit

Is student signed up to
have have refund
mailed?

no → Check returned to
Cashiers office
(alpine or rgc) for
student pick-up

yes

↓

Controller or Asst
Controller mails
refund, notifies
student via email
of mailing date