Student Refunds

Cashiers receives a drop slip from Registrar

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

Cashiers receives a withdrawal slip from Student Support Services

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

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

Process refund of credit balance

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

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

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

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

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

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

Cashiers enters refund in SIS

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

Is the refund ACH?

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

- No: Controller or Asst Controller reviews refund list for accuracy

Accounting matches check with receipt provided by Cashiers

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

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

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

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

That night, OIT runs the program (bbdrfnd) with update “yes”
Accounting uploads file from OIT that has student bank info into online banking system.

Controller or Asst. Controller reviews refund list for accuracy with receipt provided by Cashiers.

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

Controller or Asst. Controller reviews refund list for accuracy.

Is student signed up to have refund mailed?

No:
Check returned to Cashiers office (alpine or rgo) for student pick-up.

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

Controller or Asst. Controller reviews refund list for accuracy.

Is student signed up to have refund mailed?

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

No:
Check returned to Cashiers office (alpine or rgo) for student pick-up.