

# Banner 9

## ZSPNEL2 – Process Nelnet Payments

This process will update Nelnet Payments. Once a college receives a wire into their bank account they should go out to FACTS and download the appropriate payment file which matches the wire payment. This file will either be the guaranteed payment file (the final file) or it will be the rejected payment file (the first file). Either file must be uploaded in the csv format.

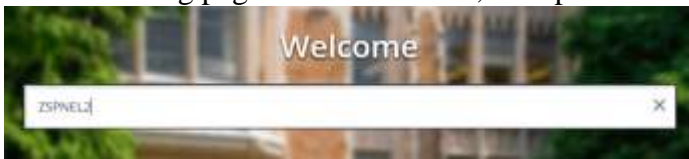
Once the file is received it must be uploaded to the Banner directory /u01/app/banner/dataload/general using the GUAUPLP Banner upload process. Depending on the parameter values, you will either load the guaranteed payment file or the reject payment file. These files are of different formats so it is critical that the correct parameter is selected. Data is matched first by student ID and then next by SSN.

**NOTE: SELECTING the correct CSV file from FACTS and selecting the correct payment file in ZSPNEL2 is critical in having this process generate the correct results!**

The payment file name appears on the report heading. It is critical that you use the current file you just downloaded to ensure accurate results and that you remove old files in /u01/app/banner/dataload/general periodically.

For each charge having a balance for the term, a matching 5XXX payment code will be selected. Charges will be selected by lowest to highest priority code. If no matching 5xxx payment exists, a DWWR payment will be generated. If this occurs in AUDIT mode you will always be able to correct your priority codes and rerun the process. Left over payments will go to 5TUI. **Just in case, set up a detail code DWWR – Wire Payment.** If this detail code ever posts to the student account, it must be reversed and you must manually break out the Nelnet payment(s).

On the landing page enter ZSPNEL2, then press enter.



In Process Submission select **Go**



*In the Printer Control Section – Enter Database*

**Alt Page Down** to go to next section or click on the down arrow at the bottom of the page.



**Enter your Parameter Values.** Each Parameter is defined in red.

Number *	Parameters	
01	Term Code	Term in which you wish to process
02	File Name	Enter payment name uploaded to /u01/app/banner/dataload/general (file name only)
03	Payment Date	Payment Date for the transactions - (date must be greater than STVTERM start date)
04	Guarantee or Reject File(G,R)	File Type for Processing (default G) G – guaranteed payment file only R - reject payment file only
05	Update (Y/N)	Audit or update? (default N) Y – Updates planned amounts N – Audit mode only
06	Enter Lines per Page	Enter the lines per page (default 55).

## Note: - ZSPNEL2 Outputs

There will be a log and lis file. They are located in /u02/jobsub/PROD/gurjobs directory on your Banner box.

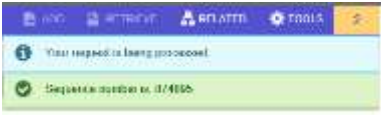
After you have entered your parameters **Alt Page Down** to go to next section or click on the down arrow at the bottom of the page.



Press **F10** to save or select the **SAVE** button at the bottom right corner to run the process.



Once the process is run you will see informational message in the top right corner of your page. It will also identify the sequence number.

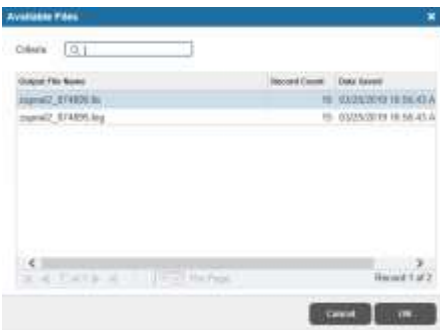


To view your .log and .lis file, click the RELATED tab at the top right of the page and then select Review Output [GJIREVO]



Click on the ... to view your .log or .lis file.

Your sequence number will be showing. (If the process is complete)



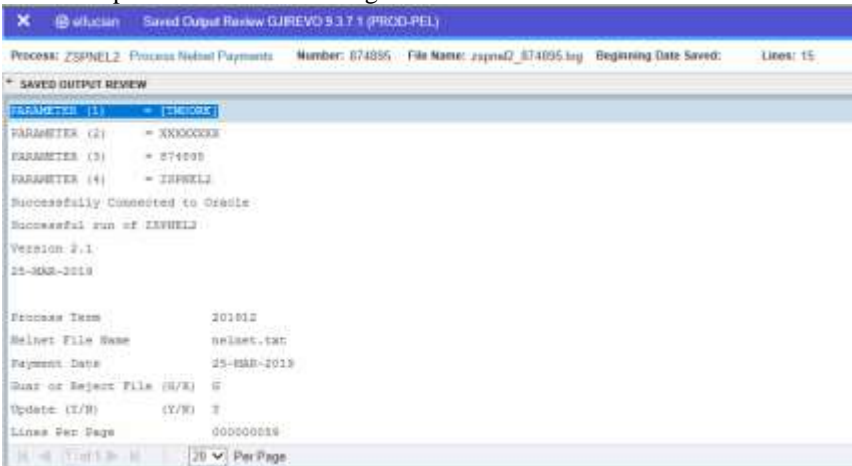
You will see your available files.

Select either your .log file or .lis file

Then click OK

Below is sample output information of your .log, and .lis file.

This example shows ZSPNEL2.log file




To go back and look at the .log file, click the Start Over button on the top right hand corner of the page.



You can select your lis file to review.

This example shows ZSPNEL2.lis file

LINE	CD	PLANID	PLAN	PLAN DATE	PLAN AMOUNT	CHG/PAY DTD	BANNER	PLANID	PLAN DATE	PLAN AMOUNT
T(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
A(AMMCT)				12-31-19	.00					
Netnet Payments Received					.00					
Banner Payments Transacted					.00					

If you click the X at the top left,  you will go back to Process Submission Control GJAPCTL – Process ZSPNEL2.

#### NOTE:

#### ZSPNEL2.lis - Informational/Error Messages:

**\*\* OVERFLOW ERROR \*\*** – displayed if the transaction is skewed or is additional commas are found in a given field in the file (when this occurs, the field is wrapped in “” “”). This record is completely rejected and is not included in any totals since the process can’t identify the fields past the Nelnet ID or SSN.

**File Name does not exist in /u01/app/banner/dataload/general** – displayed in the log file when parameter 2 doesn’t match the file name uploaded to that directory (always check your log file for error messages)

**ID not in Banner or Popsel** – displayed when the ID doesn’t match in SPAIDEN, the SSN doesn’t match in SPAPERS or when a student in the population selection doesn’t exist. Information from the E29 file will print.

**Plan Inactive – expire NELP** – displayed when the Nelnet plan is inactive and an active NELP memo exists in Banner. The NELP description shows NELP PENDING-EXPIRED in TSADETL.

**Plan Terminated – expire NELP** – displayed when the Nelnet plan is terminated and an active NELP memo exists in Banner. The NELP description shows NELP PENDING-EXPIRED in TSADETL.

**Plan Increase – update NELP** – displayed when the Nelnet payment plan is greater than the Banner payment plan. The NELP description shows NELP PENDING-INCREASED in TSADETL.

**Plan Decrease – update NELP** – displayed when the Nelnet payment plan is less than the Banner payment plan. The NELP description shows NELP PENDING-DECREASED in TSADETL.

**No NELP memo – ADD** – displayed when the active Nelnet plan exists and no active NELP Banner memo exists

**Multiple NELPS - Verify** – displayed if more than one active NELP exists for the student for a given term (this must be corrected)

**Active Plan - \$0 Verify** – displayed if a Nelnet payment plan exists and a Banner payment plan with a \$0.00 amount exists (this should never occur)

**Unable to break out payments** – That usually means the priority codes are not matching. It is looking for a 5% code with the same priority code as the charge it is trying to pay. Example: if your ACTI is at 989 then the 5ACT also has to be at 989.

**EXPIRATION DTE ERROR** – displayed when you enter the date format incorrectly on parameter 03. The date should be enter as DD-MON-YYYY. Example – March 11, 2023 should be entered as 11-MAR-2023.

**ZSPNEL2 File:**

***The First File – Rejected Payments***

The First Deposit” should use the option above called ‘Rejected Agreements, Payment Made’ not like the example above.

The First Payment File (Rejected File) must be downloaded using the CSV Data format. **NOTE: WHEN you choose the CSV format OPEN the file in FACTS and then SAVE it to your desktop.** Then when you run the Rejected payment file, you **MUST** select the Rejected format (Parameter 4 = R). Otherwise, the process will not find the payment information. The following fields should be contained in the Reject File. The Pymt Due field represents the payment amount for the student. **The fields MUST not have double quotes around each field.**

Student ID	Mult Agr	Agreement No.	Responsible Party	Student Name	Pymt Type	Original Contract	Received	Enroll Fee Due	Return Fee Due	Pymt Due	Reject
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***The Final File – Guaranteed Payments***

The Guaranteed Agreements Final file must be downloaded using the CSV Data format. If you are running the final payment file you **MUST** select the Guaranteed format (Parameter 4 = G). Otherwise, the process will not find the payment information. The following fields should be contained in the Guaranteed Final Payment file. The last field (Amount Due) represents the payment amount for the student. **The fields MUST not have double quotes around each field.** See below for instructions for downloading this file.

Student ID	Mult Agr	Agreement No.	Responsible Party	Student Name	Pymt Type	Original Contract	Balance Adjust	Guarantee Amount	Additional Amount	Adjusts After	Amount Due
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**OPEN NELNET'S WEBSITE**

- Login
- Click on “Information Exchange”  
“Guarantee Reports”
- Choose “Guarantee Agreements Final”
- Click on the bullet to choose this file to be downloaded in CSV format
- Click “Download”

(Your report should appear in the lower left hand bottom of the screen.)

- Click on it to open.

(Look over the student ID numbers – change any socials to student ID numbers and correct any ID numbers entered incorrectly.)

- Save file and rename it to something easy – example: NELNETFINAL
- Close this file. Click yes to keep format and no to save it.

## Troubleshooting:

If you get an overflow error, or the last number of the student id is getting cutting off you will need to look at your .lis file.

If it looks like this, where it is wrapping all the non-numeric fields in “”, you will need to make a few changes to your .csv file and re-upload.

DATE: 26-JUN-2017		Chattahoochee Tech. College				PAGE: 1		
rejected_payment.csv		(26-JUN-2017)				201616 UPDATE		
ID	AGRMNT	Name	Hrs	Std Bal	Tot Paymnt	Chg/Pmt Info	Amount	Comments
action"								ID not in Banner
"90002498		"FARRIST WEBB"			303.75			ID not in Banner
"90032551		"SHARON BRYAN"			112.50			ID not in Banner
"90033796		"ALICE WALKER"			161.00			ID not in Banner
"90037124		"BARBARA ALLEN"			557.75			ID not in Banner
"90039226		"VALRIKA LEANDRE"			103.25			ID not in Banner
"90040987		"JONTAVIOUS ANDERSON"			109.25			ID not in Banner
"90041803		"JULIISA SANDERS"			227.00			ID not in Banner
"90042706		"CHIQUITA NUNEZ"			89.00			ID not in Banner
"90043509		"JANE NJUGUNA"			1,202.00			ID not in Banner
"90043755		"BROOK STARGILL"			93.00			ID not in Banner
"90043810		"ANDREA MARTIN"			83.23			ID not in Banner
"90044092		"SHELBY BROOKS"			113.00			ID not in Banner
" "		" "			3,154.75			ID not in Banner
" "		" "			.00			ID not in Banner
" "		" "			3,154.75			ID not in Banner
Nelnet Payments Received				9,464.25				
Banner Payments Processed					.00			
Dollars Rejected					9,464.25			

When the file is being uploaded to your system for processing “” are getting added because the fields that are not numbers are most likely marked as General for the column format so it is automatically wrapping them in “”and causing the alignment to be off. Changing the column format from General to Text, seemed to prevent this issue and allowed the process to work as it should. To change the column formats, do the following:

1. Open the spreadsheet on your computer.
2. Select columns A, B, C, D, E, F, and L (or any other columns that are not dollar amounts)
3. Right Click and choose format cells
4. From the list select Text and click ok
5. Then save the spreadsheet and upload back to banner
6. Run your ZSPNEL2 process and see it is works correctly

## Version Changes -

**V2.2** - Corrects totals for the ZSPNEL2 process. ZSPNEL2 currently does not include the million dollar digit on the totals lines. For example, the file a college had was for 1,202,332.64 but the totals on the ZSPNEL2 process only showed 202,332