

# Banner 9

## ZSRRFND – Student Refunds (Job Submission)

ZSRRFND generates student refunds in job submission. Refunds can be generated by either TERM or FISCAL YEAR. If generated by fiscal year, the program will still determine the refund by each term code within the fiscal year. Either Term Code OR Fiscal Year must be entered. The process can be run in either an AUDIT mode or an UPDATE mode.

On the landing page enter ZSRRFND, 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           | Values  |
|----------|----------------------|---|
| 01       | Term                 | Enter Term to be Used   |
| 02       | Year                 | Enter Fiscal Year to be used. (Enter Term OR Year. If both are entered, Term defaults)  |
| 03       | Hope Book            | N   |
| 04       | Hope GED             | N   |
| 05       | SWIG                 | N   |
| 06       | Cash Refunds         | N   |
| 07       | Cash HOPE            | N   |
| 08       | Cash Third Party     | N   |
| 09       | PELL                 | N   |
| 10       | SEOG                 | N   |
| 11       | SALP Loans           | N   |
| 12       | SALT Loans           | N   |
| 13       | HERO                 | N   |
| 14       | ACCG                 | N   |
| 15       | REAC                 | N   |
| 16       | CARE                 | Y   |
| 17       | CMSI                 | N   |
| 18       | CSSI                 | N   |
| 19       | COVD                 | Y   |
| 20       | CVMI                 | Y   |
| 21       | CVSI                 | Y   |
| 22       | Federal Loans        | N   |
| 23       | Private Loans        | N   |
| 24       | Update (Y/N)         | N   |
| 25       | Selection Identifier | Y for UPDATE, N for AUDIT (Always run the AUDIT mode first and verify your results.)  |
| 26       | Application Code     | Enter your population selection information if you wish to run checks only on students that are in your population selection. |
| 27       | Creator Id           |   |
| 28       | User                 |   |
| 29       | Enter Lines per Page | 55  |

**Note:**

### ZSRRFND Outputs

ZSRRFND generates a .lis file and a .log file.

If running a Population Selection, make sure parameters 22-25 are filled in. Otherwise, leave these parameters blank. There is no need to change Parameter 26 (line count) unless you want to change the line count for the report.

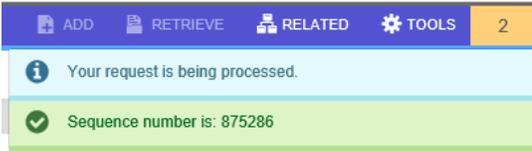
After you have entered your parameters **Alt Page Down** to go to next section or click on the down arrow at the bottom of the page.



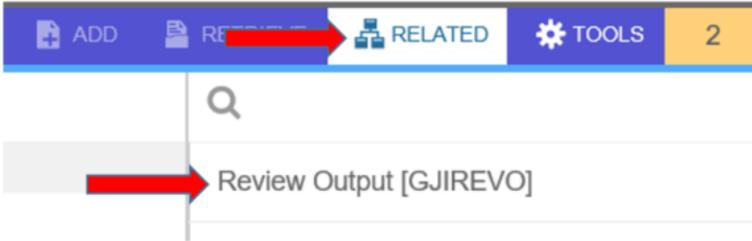
Press F10 to save or select the SAVE button at the bottom right corner to run the process.



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.

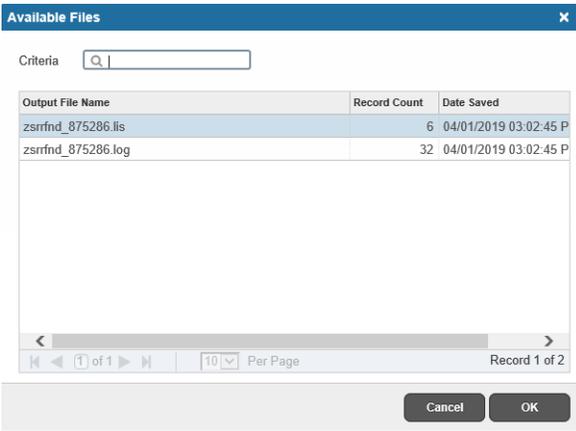


To view your .log and .lis file, click the RELATED tab at the top right of the page and then select Review Output [GJIREVO]



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 .lis file or .log to view.

Then click OK

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

Example of ZSRRFND.log file.

```

Process: ZSRRFND Student Refunds Number: 887457 File Name: zsrffd_887457.log Beginning Date Saved: Lines: 33
SAVED OUTPUT REVIEW
PARAMETER (1) = [TMOORE]
PARAMETER (2) = XXXXXXXX
PARAMETER (3) = 887457
PARAMETER (4) = ZSRRFND
Successfully Connected to Oracle in ZSRRFND
Successful run of ZSRRFND
Version 4.1
15-APR-2020

Process Term          202012
Process Year          0000
Process Hope Book (Y/N) N
Process Hope GED (Y/N) N
Process SWIG (Y/N) N
Process Cash Refds (Y/N) N
Process Cash-HOPE (Y/N) N
Process Cash-TParty(Y/N) N
Process PELL (Y/N) N
Process SEOG (Y/N) N
Process SALP loans (Y/N) N
Process SALT loans (Y/N) N
Process HERO (Y/N) N
Process ACCG (Y/N) N
Process REAC (Y/N) N
Process CARE (Y/N) Y
Process Fed Loans (Y/N) N
Process Prv Loans (Y/N) N
Update (Y/N) (Y/N) N
Selection Identifier
Application Code
Creator ID
User ID
Lines Per Page          000000055

```

[Start Over](#)

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 below shows ZSRRFND .lis file. You will see this was ran in Update Mode, indicated with (UPDATE) in the report. If it was ran in audit mode, it would show (Audit) in report.

```

X ellucian Saved Output Review GJIREVO 9.3.11 (PROD-PEL)
Process: ZSRRFND Student Refunds Number: 887457 File Name: zsrffd_887457.lis Beginning Date Saved: Lines: 6
SAVED OUTPUT REVIEW
DATE: 15-APR-2020
(AUDIT) Refund Checks - TCSG Pelican Group - PROD PAGE: 1
(AUDIT) Refunds Generated for Term 202012
910124678 Lee Amy 202012 CARR 100.00
(AUDIT) Refunds Generated for Term 202012
202012 CARR 100.00

```

[Start Over](#)

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

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

- Note:**
- Refunds can be generated by either TERM or FISCAL YEAR. If generated by fiscal year, the program will still determine the refund by each term code within the fiscal year. Either Term Code OR Fiscal Year must be entered. The process can be run in either an AUDIT mode or an UPDATE mode.

- In the UPDATE mode, each type of Student Refund will automatically release to the active student account, as charges. Refunds to be generated include: Hope book, Hope GED, SWIG, Cash Refunds, Cash Hope, Cash Third Party, PELL, SEOG, GSAP, HERO, ACCG, REAC, CARE, CMSI, CSSI, Federal Refunds and Private Refunds. You can first run it in AUDIT to balance and then in the UPDATE mode to generate the refunds to the student's account. Detail Codes generated are: HOPR, HOGP, SWIR, 4XXX, PLRF, SEOR, GSAR, HERR, ACCR, REAR, CARR, CMSR, CSSR, LOUR and LOSR, respectively. Always run Refunds in an AUDIT mode and verify before you generating refunds.
- If you want to exempt any account from getting any type of refund, enter in Entity Code of NR (NO refund) on screen TGACPRF. Note: Prior to entering the NR, this entity code must be set up in TTVECAT.
- Refunds are generated off of a balance of the award. If the student balance (in TSAAREV) for the term is zero, no refund(s) will be generated.
- When your college is issuing a reversing entry for a refund, you will need to manually enter NO CHECK in the Document Number. Then run application of payment. ZFRCHK looks for the **Refund Code** and Document Number. It will only consider refunding the ones where the **Document Number is blank**.

|      |                          |        |           |      |   |            |            |          |
|------|--------------------------|--------|-----------|------|---|------------|------------|----------|
| PLRF | PELL STUDENT REFUND PA.. | 202212 | -1,625.00 | 0.00 | T | 01/20/2022 | 01/20/2022 | NO CHECK |
| PLRF | PELL STUDENT REFUND PA.. | 202212 | 1,624.00  | 0.00 | T | 01/20/2022 | 01/20/2022 | 12345    |

In the example below, a reversing entry was made, and NO CHECK was entered for the Document Number. When ZFRCHK ran, it found all three of the following detail codes, but only consider the one with no Document Number for a refund. A REFUND OF \$325.00 WAS ISSUED.

| Detail Code | Term   | Amount   | Document Number |
|-------------|--------|----------|-----------------|
| PLRF        | 202212 | 1625.00  | 12345           |
| PLRF        | 202212 | -1625.00 | NO CHECK        |
| PLRF        | 202212 | 325.00   |                 |

In the example below, a reversing entry was made, but NO CHECK was not entered for the Document Number. When ZFRCHK ran it found all three of the following detail codes, but only considered the ones with no Document Number for a refund. In this example the -1625.00 and 325.00 were considered, but these two amounts equaled a negative -1300.00. NO REFUND WAS ISSUED. The balance of the two detail codes are less than zero.

| Detail Code | Term   | Amount   | Document Number |
|-------------|--------|----------|-----------------|
| PLRF        | 202212 | 1625.00  | 12345           |
| PLRF        | 202212 | -1625.00 |                 |
| PLRF        | 202212 | 325.00   |                 |

- ZSRRFND is run from within Job Submission. You (optionally) may run ZSRRFND using a Population Selection. If you use a Population Selection, Selection Identifier, Application, User ID and Creator ID must be entered. Run GLBDATA using your Population Selection prior to running ZSRRFND.
- Always remember to verify your data (TGACREV) and then run TGRAPPL after each ZSRRFND run. Due to application of payments, it is recommended to run each type of refund separately since all types of awards can liquidate the tuition and fee charges.

### Report Messages

#### STUDENT HAS HOLDS. VERIFY

If the student has any hold (other than OK) and the AR Hold indicator is checked on STVHLDD, this message will print. The check is being generated but Holds exist for the student.

#### **PRIORITY ERROR** (Cash refunds)

If during the generation of the 4XXX detail code, the system finds more than one 4XXX detail code with duplicate priority codes, the process can't determine which 4XXX code to generate. The 4XXX detail code and its' matching priority code must be reviewed. Returned check detail codes are not considered.

**NO CHARGE EXISTS FOR PMT (Cash refunds)**

Verify that a refund is in order for this student. It may be that the account might be missing the charge for the existing payment.

**CHARGE AMT = \$0.00 (Cash refunds)**

This is an informational message. It may be the student has completely dropped all of his/her classes and a full refund is in order.

**\*\* TCKK IS T-PAID, VERIFY**

The process has found a TCKK that is T-PAID to another source. This is informational only. Under normal circumstances, this message was applicable for the old Hope Book refunds.

**CHECK HOPE AMT AND HOURS (cash hope refunds)**

During a cash hope refund process, it appears that the GSFC amount may be greater than the full hope amount. Additionally, the GSFC billed hours may be greater than the financial aid credit hours. Verification of this account may be necessary.

Cash Refunds

Cash Refunds now work off of a balance and are categorized into three types: Cash Refunds, Cash Hope, and Cash Third Party. All refund types will find the matching 4XXX detail code with the same priority code as the payment (1xxx, 2xxx, 3xxx and 5xxx). If the process doesn't find the matching refund code (4XXX) or if there are more than one 4XXX code with that same priority, a PRIORITY CODE error will occur and the refund will not generate.

For Cash Hope, the student must have gotten Hope tuition.

**NOTE: To ensure correctness, it is mandatory that you run Cash Hope separately before Cash Refunds.**SWIG Refunding

SWIG refunding will refund the balance of the SWIG or SWI2 payments once you have run TGRAPPL and have balanced SWIG. It is critical that you have previously balanced all Hope tuition and that the Hope tuition has been exhausted prior to allowing SWIG or SWI2 to liquidate charges. Set the SWIG payments codes to 900, run TGRAPPL and set them back to their original value when finished. Failure to do this may result in overpayments of SWIG.

GED refunding

The HOPG will refund the balance of the HOPG. You should allow Hope GED to liquidate charges prior to generating a GED refund. You should first change the priority code of HOPG to 900 and run TGRAPPL. Remember to change the priority code of HOPG back to its original value afterwards.

PELL Refunding

The PELL will refund the balance of PELL once you have run TGRAPPL and have balanced PELL. All institutional charges < priority code 900 will be paid from PELL, assuming that PELL's priority code is set to 900.

SEOG Refunding

The SEOG will refund the balance of SEOG. If you want charges come of the SEOG voucher, the priority code of the SEOG must be changed to liquidate those charges. You may have to first change the priority codes of SEOG to 900 and run TGRAPPL. Change the priority code of SEOG back to its original value afterwards. *Note: Since Refunding works off of 'Balance', you may want to run SEOG funds by separately and not at the same time as Pell refunds.*

GSFC Student Access Refunding

GSAP Refunding generates GSAR detail codes and works exactly like SEOG refunding. You may need to change the priority code of GSAP accordingly.

GSL1 Student Access Refunding

GS11 Refunding generates GSIR detail codes and works exactly like SEOG refunding. You may need to change the priority code of GS11 accordingly.

HERO Refunding

HERO Refunding generates HERR detail codes and works exactly like SEOG refunding. You may need to change the priority code of HERO accordingly.

ACCG Refunding

ACCG Refunding generates ACCR detail codes and works exactly like SEOG refunding. You may need to change the priority code of ACCG accordingly.

REAC Refunding

REAC Refunding generates REAR detail codes and works exactly like SEOG refunding. You may need to change the priority code of REAC accordingly.

### CARE Refunding

CARE Refunding generates CARR detail codes and works exactly like SEOG refunding. You may need to change the priority code of CARE accordingly.

### CMSI Refunding

CMSI Refunding generates CMSR detail codes and works exactly like SEOG refunding. You may need to change the priority code of CMSI accordingly.

### CSSI Refunding

CSSI Refunding generates CSSR detail codes and works exactly like SEOG refunding. You may need to change the priority code of CSSI accordingly.

### Loan Refunding

LOAN Refunding generates LOUR (federal) and LOSR (private) detail codes and works exactly like SEOG refunding. You must change the priority code of the loan detail codes accordingly. Federal Loans and Private loans can be selected separately. To prevent application of payment problems it is best to set federal detail codes to a different priority code than private detail codes.

- *Note: It will be necessary to run REVOKE\_FA, REVOKE\_CHGS and TGRAPPL before running financial aid refunds. Clean application of payments will ensure accurate refunds. Prior to generating refunds, use Banner Screen TGIACCD and program ZSRJV01 to pre-balance. The timing for Third Party Billing is now critical in determining these refund amounts. If scholarships and Third Parties pay before PELL, they MUST be posted and liquidated before PELL. If scholarships and Third Parties are paid after PELL, Third Party 'Authorization Required' MUST be implemented to ensure correctness.*
- *Note 2: For state-affiliated refunds, these credits are handled similar to the Federal requirements; these fees cover Institutional Charges and no signature is required. Even though these are state funds, they fall under federal rules. In other words, the only fees that may be deducted from the state- and lottery-funded programs are those institutional fees that are related to the Cost of Attendance at each institution, as identified in the Federal Student Aid Handbook. Therefore, you may want to change the priority code of these state funds to 900, mark them as Title IV, run TGRAPPL, change the priority code back right before generating Refunds. (Marking them on TSADETC as Title IV ensures application of payments handles the liquidating of the charges correctly.)*
- *Note 3: "Allowable Fees" can also be taken from SWIG, Hope GED, GSAP, Hero, Law Enforcement and Public Safety when the student has an active federal TIV e-signature/authorization loaded on form TVAAUTH. In other words, the only fees that may be deducted from the state- and lottery-funded programs are those other allowable fees that are related to the Cost of Attendance at each institution, as identified in the Federal Student Aid Handbook, and only if the college receives authorization to do so from the student. When the priority code is 900, the TGRAPPL process will also pay Allowable Fees if the student has a TIV authorization. It will also pay up to \$200 of institutional charges of any prior year.*

## Informational Report Messages:

These messages were added in version 4.3 in Winter 2021. It was requested that some of the messages that appeared in ZFRCHEK also be in ZSRRFND so that the issue can be addressed BEFORE the refund was created. Below are the information messages and their explanation. Due to how ZSRRFND operates, the message had to be shorten in order to be able to fit them on the report.

**These are all informational messages and will NOT stop the refund from being inserted into banner if you are running in update mode. So make sure to address any of the messages while running in audit mode.**

Below is an example of what the messages will look like on your ZSRRFND report.

SAVED OUTPUT REVIEW

DATE: 15-JUL-2020      Generate Refund Checks - TCSG Pelican Group - PROD      PAGE: 1

(AUDIT) Refunds Generated for Term 202012

|   |       |       |        |      |         |           |
|---|-------|-------|--------|------|---------|-----------|
| 910109996                                 | ADAMS | BRETT | 202012 | PLRF | 2100.00 | CBAL      |
| 910124581                                 | Smith | John  | 202012 | PLRF | 3000.00 | CBAL PBAL |
| (AUDIT) Refunds Generated for Term 202012 |       |       |        |      |         |           |
|   |       |       | 202012 | PLRF | 5100.00 |           |

10 Per Page

**CBAL** – This student has a current term balance. May be displayed if the student has any type of “charge” balance (TBRACCD\_BALANCE) for the given term. For cash refunds and Hope refunds, this may be a normal message. This may be a

reason to change payment priority codes or an application of payment issue. This one should be reviewed BEFORE running ZSRRFND in Update Mode.

**PBAL** – *This Student has a previous term balance.* May be displayed if the student has any type of balance for any previous term. This is a flag saying the student owes money or may have an application of payment problem. Research may be needed to apply payments to applicable outstanding receivables. If you have financial aid payments that fall under the Title IV rules, you may be able to pay institutional charges and educational expenses with a TIV authorization within the aid year to these current year payments.

**ADDR** - *This student's Address is Missing.* May be displayed when the student doesn't have a valid MA address. This may be the student has two active addresses, no active addresses, other active address other than the Data Center standard of MA, or no address loaded in Banner. This is an issue if the technical college mails the check; these errors should be reported to Student Affairs. Students can't be debit card recipients unless an active MA address is made available.

**2ADD** - *This student has more than one active address.* May be displayed when the student has two or more active addresses in Banner. This is an issue if the technical college mails the check; these errors should be reported to Student Affairs.

| DATE:       | Generate Refund Checks - TCSG Pelican Group - PROD |       |         |                                   | PAGE:   | 1         |
|-------------|--|-------|---------|-----------------------------------|---------|-----------|
| 15-JUL-2020 | (AUDIT) Refunds Generated for Term 202012          |       |         |                                   |         |           |
| 910109996   | ADAMS  | BRETT | 202012  | PLRF                              | 238.00  | ADDR      |
| 910124581   | Smith  | John  | 202012  | PLRF                              | 1802.00 | PBAL 2ADD |
|             |  |       | (AUDIT) | Refunds Generated for Term 202012 |         |           |
|             |  |       | 202012  | PLRF                              | 2040.00 |           |

**STUDENT HAS HOLDS. VERIFY**

If the student has any hold (other than OK) and the AR Hold indicator is checked on STVHLDD, this message will print. The check is being generated but Holds exist for the student.

| DATE:       | Generate Refund Checks - TCSG Pelican Group - PROD |        |         |                                   | PAGE:   | 1                                    |
|-------------|--|--------|---------|-----------------------------------|---------|--------------------------------------|
| 15-JUL-2020 | (AUDIT) Refunds Generated for Term 202012          |        |         |                                   |         |                                      |
| 910109996   | ADAMS  | BRETT  | 202012  | PLRF                              | 238.00  | ADDR                                 |
| 910124581   | Smith  | John   | 202012  | PLRF                              | 1802.00 | PBAL 2ADD                            |
| 910124676   | Thrift   | Hannah | 202012  | PLRF                              | 2500.00 | STUDENT HAS HOLDS. VERIFY. CBAL PBAL |
|             |  |        | (AUDIT) | Refunds Generated for Term 202012 |         |                                      |
|             |  |        | 202012  | PLRF                              | 4540.00 |                                      |

**ZERO** - *Credit Hours for this student are Zero.* May be displayed if the student's credit hours (on SFAREGS) are zero. This may not be a problem for cash refunds but needs to be verified for other types of refund checks. This may also indicate a fee assessment problem. This may be OK for PELL checks if the student is transient.

SAVED OUTPUT REVIEW

DATE: 15-JUL-2020 Generate Refund Checks - TCSG Pelican Group - PROD PAGE: 1

(AUDIT) Refunds Generated for Term 202012

|           |         |        |         |      |          |                                   |           |      |
|-----------|---------|--------|---------|------|----------|-----------------------------------|-----------|------|
| 910109996 | ADAMS   | BRETT  | 202012  | PLRF | 238.00   |                                   | ADDR      |      |
| 910124679 | Burgess | Mary   | 202012  | PLRF | 4500.00  | STUDENT HAS HOLDS. VERIFY.        | PBAL      | ZERO |
| 910124696 | Rippa   | Kelly  | 202012  | PLRF | 1500.00  | STUDENT HAS HOLDS. VERIFY.        |           | ZERO |
| 910124581 | Smith   | John   | 202012  | PLRF | 1802.00  |                                   | PBAL      | 2ADD |
| 910124676 | Thrift  | Hannah | 202012  | PLRF | 2500.00  | STUDENT HAS HOLDS. VERIFY.        | CBAL PBAL |      |
|           |         |        | (AUDIT) |      |          | Refunds Generated for Term 202012 |           |      |
|           |         |        | 202012  | PLRF | 10540.00 |                                   |           |      |

1 of 1 Per Page

**CAUT** – *Cares Authorization on file*. May be displayed if the student has a valid CAR authorization on TVAAUTH. This authorization allows colleges to use the CARES 2.0 money to reduce the student’s tuition and fee balance. If you see a CBAL and a CAUT for COVR, CVMR, CVSR refunds, you might want to look at the students account and apply the award to the outstanding tuition and fees **BEFORE** you create the refund in order to help clear the students balance.

SAVED OUTPUT REVIEW

DATE: 25-JAN-2021 Generate Refund Checks - Oconee Fall Line Tech PAGE: 1

(AUDIT) Refunds Generated for Term 202112

|           |          |         |         |      |         |                                   |      |           |
|-----------|----------|---------|---------|------|---------|-----------------------------------|------|-----------|
| 900161422 | CHANDLER | ROBERTA | 202112  | CVSR | 2000.00 |                                   | CBAL | CAUT      |
| 900143383 | PRATER   | ANGELA  | 202112  | CVMR | 1500.00 |                                   |      | ZERO CAUT |
| 900135406 | WENGER   | DOROTHY | 202112  | COVR | 950.00  |                                   | CBAL |           |
| 900170641 | WRYE     | LATANYA | 202112  | CARR | 650.00  |                                   |      | ZERO      |
| 900170641 | WRYE     | LATANYA | 202112  | COVR | 500.00  |                                   |      | ZERO      |
|           |          |         | (AUDIT) |      |         | Refunds Generated for Term 202112 |      |           |
|           |          |         | 202112  | CARR | 650.00  |                                   |      |           |
|           |          |         | 202112  | COVR | 1450.00 |                                   |      |           |
|           |          |         | 202112  | CVMR | 1500.00 |                                   |      |           |
|           |          |         | 202112  | CVSR | 2000.00 |                                   |      |           |