



NDUS Training and Documentation

TROUBLESHOOTING REFUNDS

Three kinds of Refunds: Online (individual), Batch, and Refund with Extra Amount (Short Term Loan)

Online refund: Students have to meet the following criteria to receive a paper check:

Biographical Data - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://studentadmin.connectnd.us/servlets/clientervlet/NDSP80/?cmd=start&

PeopleSoft® Home

Home > Build Community > Bio/Demographic Data > Use > Bio Demo Data

Bio/ Demo Data Addresses

Angela Uhlenkamp ID: 0104478

Personal Data View All First 1 of 1 Last

*Effective Date: 06/02/2000

Name

Format Using: USA United States Names

Name: Uhlenkamp,Angela M

Prefix: [Dropdown]

First Name: Angela Middle: M

Last Name: Uhlenkamp Suffix: [Text]

*Marital Status: Married

National ID View All First 1 of 1 Last

Country USA *NO Type PR SSN National ID 375-82-2436 Primary [Checked]

Biographic Information

*Gender: Female *Date of Birth: 05/24/1971 Birth Information

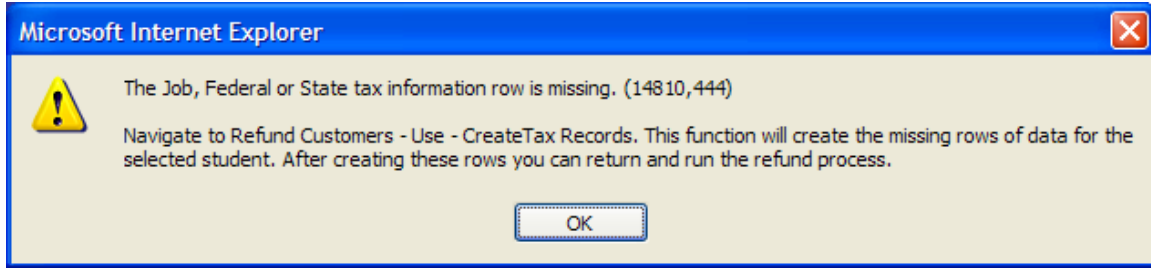
Military Status: Non Vet Campus ID: 001049092 Disabled

USA

1. Student must have a Country Code of USA. If any other Country Code is in this field, the refund will not go through successfully. The work around is to insert a new row, and place USA and flag as primary. Once the refund has gone through for the student, you can flip that flag back to the original row.

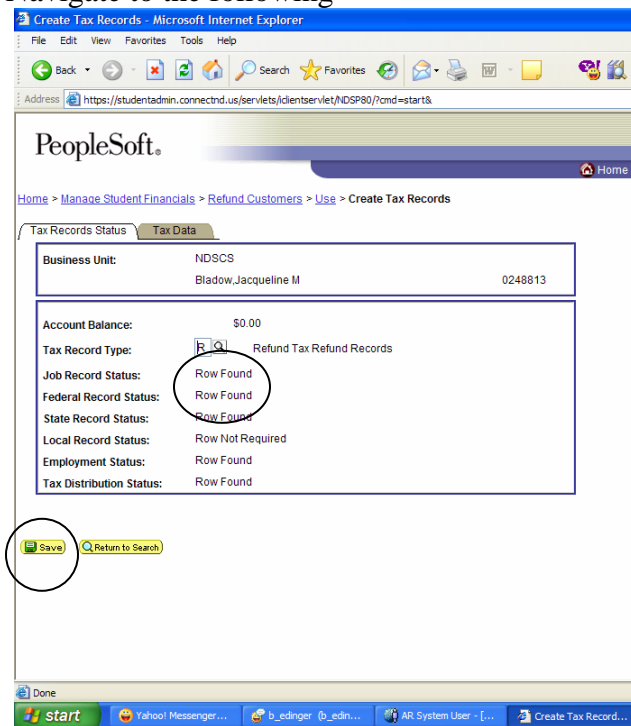
2. Student needs to have the most current effective dated job record from the school performing the job record

If they receive this error

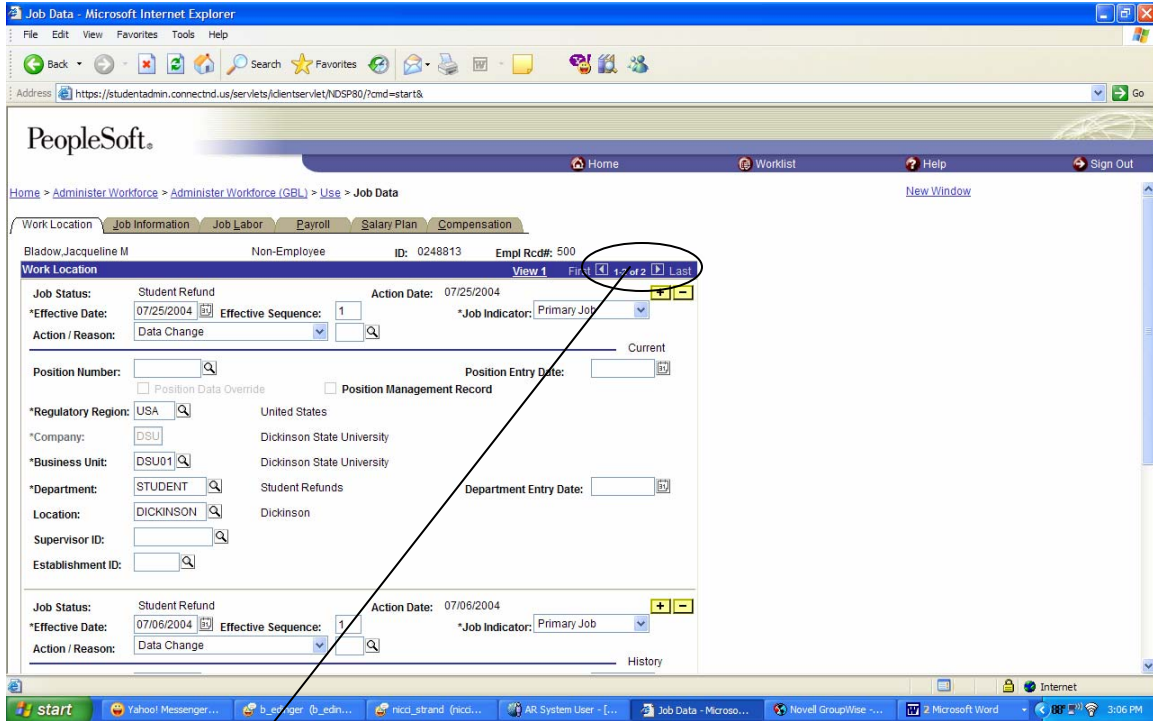


The user needs to do the following:

Navigate to the following

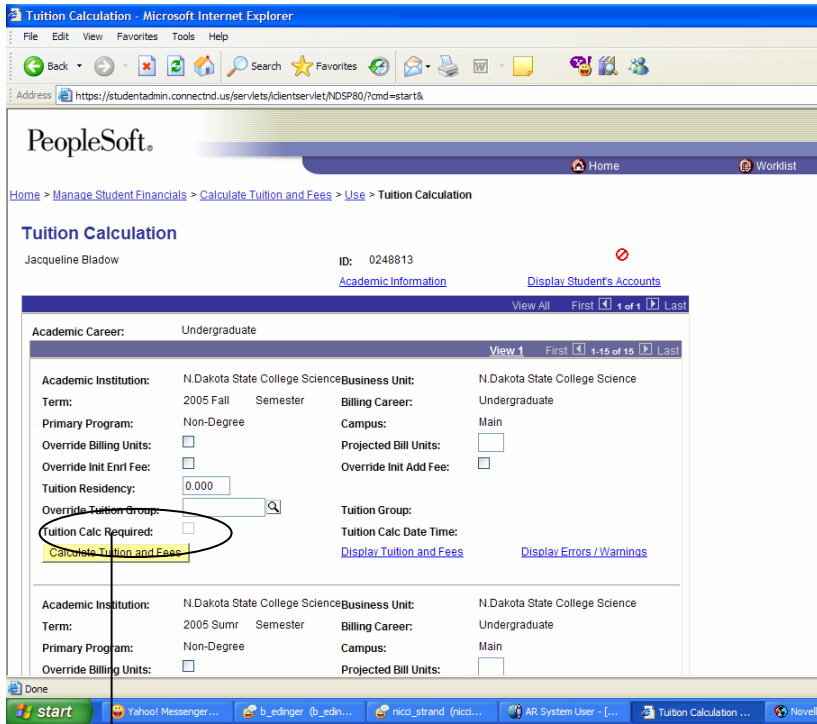


Once on this page, if the status says Row Required, click on the save button and the job record is then created. BUT, if the status says Row found like above, this is an indication that the student has more than one job record and its not (in this example) NDSCS's most current effective row. See attached screen shot to find this data.



Student has two rows, make sure you click on include history to see more than one row. By looking at this students job record, I see that a record was created on 07/25/2004 for DSU and on 07/06/2004 for NDSCS. The most effective dated record for this student is DSU not NDSCS, so NDSCS will not be able to refund this student through online.

3. Third Criteria a student needs to meet to produce a refund via online is that all tuition calculation required flags are off for the student. To check this, navigate to the following:

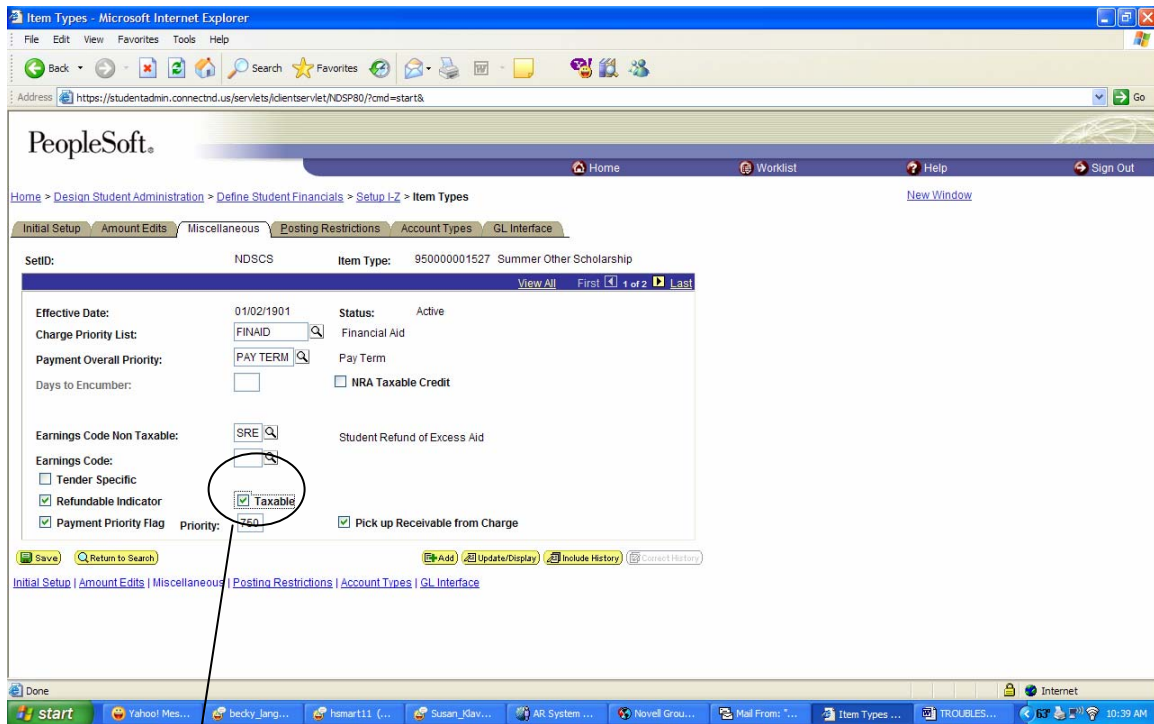


Make sure you view all rows so that there and they are not checked with a check mark in the Tuition Calc Required box. This check mark is greyed out and is set off of STUDENT_CAR_TERM. If something changes on that table the flag could be flipped to Y. We are not able to take that flag off, a tech request will need to be done to remove these flags.

4. Student Finance has a negative service indicator that will allow no refunds. Verify by looking at the students account that this service indicator has not been applied, if the student is to get a refund.

If you have checked all the above and still receiving errors, please contact HECN

5. If you receive a “NO earnings code” message please look at the item type by navigating to:



Checking this box is saying the item type is taxable, BUT in the Earnings Code Non Taxable field, an earnings code of SRE is placed. TO FIX: make sure you are in correct history mode, and uncheck the taxable box and save.

Batch Refund Errors: