

Charge Reversal

1. Click the **Student Financials** link.

[Student Financials](#)

2. Click the **Charges and Payments** link.

[Charges and Payments](#)

3. Click the **Reversals** link.

[Reversals](#)

4. Click the **Reverse Charge** link.

[Reverse Charge](#)

5. Enter the desired information into the **ID** field.

6. Click the **Search** button.

[Search](#)

7. Click the **View All** link.

[View All](#)

8. All of the student's accounts for every term of enrollment will be displayed. It is important that you select the correct account for the correct term.

Click the **Account Details** link for the desired term.

[Account Details](#)

9. You will need to determine which charge is to be reversed and may need to review the **Item Details**.

Click the **Item Details** link.

[Item Details](#)

10. The **Item Details** page displays details related to a specific charge. The **Reference Number** can be used to determine if this is the charge that you want to reverse.

Click the **Return** link.

[Return](#)

11. After you have found the charge that is to be reversed, be sure you are on the correct row before clicking the **Reverse** button.

Click the **Reverse** button.

[Reverse](#)

12. A description is required to reverse a charge. This is a free form field. Enter the applicable information into the **Description** field.

13. Click the **Look up Reason** icon.



14. Click the **Look Up** button.

[Look Up](#)

15. The **Reason** code is required but provides no special functionality. For charge reversals, you should select **CHG**.

[CHG](#)

16. Click the **OK** button.



OK

17. To verify that the charge has been removed, you must review the **Item Details**.

Click the **Item Details** link.

[Item Details](#)

18. The reversal transaction is displayed.
Click the **Return** link.

[Return](#)

19. Click the **Return** link.

[Return](#)

20. Click the **Return to Search** button.

[Return to Search](#)

21. **End of Procedure.**



