


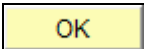
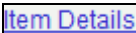


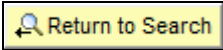


Charge Reversal

Step	Action
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. <input type="button" value="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. <input type="button" value="Reverse"/>
12.	A description is required to reverse a charge. This is a free form field. Enter the applicable information into the Description field.

Step	Action
13.	Click the Look up Reason icon. 
14.	Click the Look Up button. 
15.	The Reason code is required but provides no special functionality. For charge reversals, you should select CHG . 
16.	Click the OK button. 
17.	To verify that the charge has been removed, you must review the Item Details . Click the Item Details link. 
18.	The reversal transaction is displayed. Click the Return link. 
19.	Click the Return link. 
20.	Click the Return to Search button. 
21.	End of Procedure.