Charge Reversal

1. Click the **Student Financials** link.
2. Click the **Charges and Payments** link.
3. Click the **Reversals** link.
4. Click the **Reverse Charge** link.
5. Enter the desired information into the **ID** field.
6. Click the **Search** button.
7. Click the **View All** link.
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.
9. You will need to determine which charge is to be reversed and may need to review the **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.
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.
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.
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.
