Waive Fee

1. Select **Menu** > **Administrative Access** > **Student**.
2. Select **Student Profile** under **Features.**
3. Verify you are in the correct *Entity* and school year by checking the information at the top left of the screen.
4. Begin entering the student's name in the Student search field near the top left of the screen.
5. Select the student from the drop-down list.
6. Select the **Fee Management** tab group at the left of the screen.
7. Select the **Customer Fees** sub-tab.
8. Click the **Open** icon to the left of the fee you wish to reverse.
9. Select the **Customer Fee Detail** tab at the left of the screen.
10. Click **Add Customer Fee Detail** near the top right of the screen.
11. Complete the appropriate fields.

    Required fields are identified with an asterisk. You must complete required fields before you can save your work.

    a. Under the **Customer Fee Details** heading, choose the appropriate *Reason Code* from the drop-down list.
    b. Enter the *Amount* to be reversed as a negative amount.

    If the fee being reversed has any payments, the **Unapply Payment Details** area displays so you can make adjustments to how the fee will be reimbursed.

    a. Under the **Customer Fee Details** heading, choose the appropriate *Reason Code* from the drop-down list.
    b. Enter the *Amount* to be reversed as a negative amount.

    If the fee being reversed has any payments, the **Unapply Payment Details** area displays so you can make adjustments to how the fee will be reimbursed.

    c. Enter a *Comment* if appropriate.

    If the fee being reversed has payments, continue to the next sub-step.

    If the fee being reversed does not have payments, skip to step 12.

    d. Under the **Unapply Payment Details** heading, verify the Amount to Unapply is correct.
    e. Verify the *Payment Type* or enter the correct type if necessary.
    f. Enter the *Payment Date* or click the **Calendar 31** icon to choose a date using the calendar.
    g. Enter a *Comment* if appropriate.

Go back to General Tab and type your notes in the “Comment” field. These are the notes that will show up in the “Fees” quick view and print on the statements.

12. Click Save near the top left of the screen to save your work.