



Student Financials ctcLink Resource Overview Document



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An Introduction - First Week/First Month

The system is up and running, it is now time to begin using PeopleSoft every day. We have created this document to aid you in finding the processes and tasks you will perform in this new database. This document takes into consideration activities that may happen within the Student Financials area of your institution during the first 30 days.

Please save a link to this document and use it while proceeding through the work day and let us know of any updates or how to make it better. You may notice that throughout this document we refer to this new database as PeopleSoft, ctcLink, and maybe even sometimes...THE SYSTEM. We will keep this document updated with new processes and materials. The ctcLink Customer Support Team and Project Team have reviewed and approved this document.

Prior to the First Week

Getting ready for a big change can be stressful and complicated. Below are a few topics that should help when preparing for this challenge.

Training

- [Quick Reference Guides](#) and [Canvas Courses](#) are available. Please review and learn about these two areas **as much as you can** prior to *Go Live*.
- [College Codes \(alpha order\)](#)
- [College Codes \(code order\)](#)
- Tabs and tabs and tabs GALORE! Using the “New Window” link at the top of each PeopleSoft window helps with processing through your day, however, if you are needing to use more than one environment...
 - One method of processing & training is to have your production (*PRD*) environment open on one browser and then have a non-production (*PCD*) environment open on a different browser.
 - A different way would be to use an “incognito” browser for a separate environment. Google Chrome and Mozilla Firefox both have incognito browsers that may be accessed through the browsers settings.

ctcLink Account Activation and Reset

- Employee's and Student's go through the same steps when it comes to activating the ctcLink account. Whether you are an employee or student, prior to Account Activation, you will be given a SID (Student Identification) or a ctcLink ID.
- [Activating Your ctcLink Account](#)
- Just in case you forgot the password you just created, use the forgot your password link QRG @ [Resetting Your ctcLink Password](#)

Security

- As you may already know, security is a very complicated necessity for databases like PeopleSoft. If you are stopped from performing a process or viewing data, more than likely your security may be the culprit. You are not allowed to change your own security, however, be sure to know who can request/approve changes to your security. Most security updates and changes are made by your campus security manager.
- If you are interested in learning more, please review [PeopleSoft Security](#)
- What?!? I'm supposed to have access to this page...*what security role do I need...*QCS_SEC_ROLE_NAVIGATION_ACCESS
- What Role Does What = [CS 9.2 All 'ZZ' Security Roles \(Processor\)](#)
- [CS 9.2 Student Financials Security Roles](#)
- The query QCS_SEC_SACR_SF_BU_NO_INST identifies active employees who have SF Business Unit Security but no matching Institution SACR security. Proper reporting is dependent on institution security being present if an SF Business Unit Security is assigned. For every employee returned in this list, you will want either to assign institution SACR security or to remove the user's SF Business Unit Security.

Establish in PeopleSoft and/or will be *preconfigured*

- [Create a New Cashier Office](#)
- [Add a New Cashier and Assign to a Valid Tender](#)
- [Create and Update Speed Types](#)

Item Types

- So many to select from...maybe download the list in excel in order to sort by name...when cashiering/processing, a limited number will display according to the process
- [How to request an Item Type](#)
- General Item Type Query = QCS_SF_ITM_TYPE_GL_INTERFACE
- 2nd Journal Set Item Types = QCS_SF_2ND_JOURNAL_SET
- Financial Aid item type charge priority list query (raw data) = CTC_SF_VAL_CHRG_PRI_BI

Reporting Tools

- A PeopleSoft Query is a tool that extracts institutional information from a database and displays that data via formats such as Excel, HTML, or XML. These queries are also used to identify and track student data (and financial accounts) so that the database can operate as intended.
- Please consider taking part in the [ctcLink PS Query Development training](#) Materials and Courses to learn more about this invaluable tool.
- [Most Used and Favorite Queries](#)
- [Legacy and PeopleSoft Term Designation Calculator](#)
- **POP UP BLOCKER! Be sure to allow ctcLink/PeopleSoft!**

Bank Deposit Process

- After the cashiers are balanced and closed, you are finished in PeopleSoft for the day. Just like prior to Go Live, they will have cash, check, and credit card slips...bag it all up and deposit as you did before.

Life of a Student

Although Student Financials *is* the center of the universe, it's always good to know a few pages from ***other areas of the universe*** to best assist students. Below, you will find a few of the administrative steps a student can experience each term at your institution. Besides becoming familiar with the PeopleSoft navigation to view the data, make note of which *coworker* is "in charge" of that process for future communication.

Admissions

- Application Information
 - Residency = Campus Community > Personal Information > Identification > Residency Data
 - Citizenship = Campus Community > Personal Information > Identification > Citizenship
 - Queries
 - **QCS_RA_ADM_APPLS** – Applications to be processed. Applications by admit type and term not yet processed.
 - **QCS_RA_ADM_APPL_DA** – Admissions Application Data. Application data on all apps submitted.
 - **QCS_RA_ADM_APPL_PR** – Application Program. Application data with status and program applied for.
 - **QCS_RA_APP_OAA** – Document Upload through OAA. Documents uploaded to OAA by applicant.

Financial Aid

- View a Student's pending f/a award if given the proper security
 - The best page for this is: [View Annual Award Summary](#)
- Dual Processing (a description)
 - Dual Processing was created to allow Financial Aid users to finish their current Aid Year processing in the Legacy system after PeopleSoft GO-LIVE. This short-term solution allows users the ease of continuing Financial Aid processing without converting over live data. Users will finish processing in Legacy while preparing for the upcoming Aid Year in the PeopleSoft system.
 - In other words, your Financial Aid Office will be processing in your old and in the new database...double the work, double the certainty.
 - SF will most likely be (depending on your business processes) responsible for the [FAM Disbursement Process](#) each day that the financial aid office disburses. After Dual Processing is over/completed, instead of FAM Disbursement, you will run the *Post Group Transactions* process indicated in the next bullet point.
- It may be necessary for Student Financials to complete group processing in Dual Processing
 - [Create and Post a Group Data Entry](#)

- [Post Group Transactions](#)
- [Review Group Transactions](#)

Registration

- Catalog/Course List
 - [Search for Courses](#)
- Query List = [CS Specific](#)
- Legacy ID lookup query = CTC_SR_LEGACY_SID_LOOKUP and/or CTC_SR_PS_ID_LOOKUP (requires high SS security role)

Student Financials

All students will gain familiarity regarding the cost of school and making payment to the institution. The remainder of this document will cover Cashier's Office operations and Student Account related processes.

Cashiering

First Week

Manage the Cashier's Office – The cashiers are able to post payments/charges, look up student data, and are a treasure trove of answers for the institution. The activities listed below are common to the first week of a term. Next to each topic, you will find the QRG link and query names that will help in completing your business day.

A day in the Cashier's Office may look like:

Start your day


- We're not going to dictate how your cash is organized, but the few steps for beginning the day in PeopleSoft are fairly standard...
 - [Opening a Cashier's Office](#)

Take Payments & Charge Accounts

- Receipts may be printed...they are also located online in the students *Financial Account* tile.
 - [Post a Student Transaction \(charge\)](#)
 - [Post a Student Payment](#)
 - **Don't forget – when in doubt, tuition calc!** If amounts seem wonky...sometimes this can help!

- [Post a Departmental Receipt](#) - Remember, Department Receipts can take any type of payment and throw it over the fence to Finance...be extra attentive when entering the chartstring.
 - Use speed types to accept departmental payments, like parking.
 - [Create and Update Speedtypes](#)
 - Speed type query = QCS_SF_SPEEDTYPES
- [Post a Corporate Payment \(Third-Party\)](#)
 - Receive scholarship payments, use this QRG to pay toward the student in question.
- Reprint Receipts = Main Menu → Student Financials → Cashiering → Review Student Receipts

View Customer Accounts

- Favorite this page, you may use this one the most!
- Remember to keep an eye out for negative service indicators

- Service Indicators – If a student has a past due balance hold and clears the balance owed, it helps if the cashier's remove or end the service indicator at that moment. If not, a nightly process will eventually do the deed...but it could be several hours until then and you know the student needs that hold lifted yesterday...
 - [Entering Service Indicator Data](#)
 - Adding Service Indicators to your permissions = Set Up SACR > Security > Secure Student Administration > User ID > Service Indicator Security
 - Good query for Service Indicator information = QCS_CC_SRVC_IND_INFO
 - Good query for who has what Service Indicator = QCS_CC_SRVC_IND_DA_V2
- [Student demographic information per the Student Services Center](#)
- [Generate Student Statements](#) – Students may want a print out of charges...favorite this page for sure!
 - Detail on converted item types, use the Legacy screen BM1625 – and screenshot student detail as a Student Statement
- Reversing bad checks and other payments needing to be voided – one way to do it:
 - [Reverse the Payment](#)
 - [Post a Student Charge – NSF Returned Check \\$\\$](#)
 - [Add a Service Indicator](#).

- [Using Cash Replenishment](#)
 - If you run out of cash in your drawer...
- [Making Interim Deposits](#)
 - If you have so much cash that you can't close your drawer...

End your day

Be aware that the closing process involves jumping in and out of the ctcLink page that doesn't, well, seem normal. There are three tabs necessary to visit on the Close a Cashier's Office page - after visiting the first two and entering data, you will Save, in the same window, run the Cashiering GL process - wait to completion, and then finally return to the Close a Cashier's Office window to complete the final third tab for the closing set of processes.

Over/Short big issue...steps out of seq - have to say short when short

Don't worry, we agree, this is an awkward method, however, it's what works.

- [Closing a Cashier's Office](#)
 1. Balance the Register
 - [Review Tender by Cashier](#)
 - A list of transaction processed
 - Student Financials > Cashiering > Balance by Business Day > Review Receipts by Date
 2. Review Departmental Receipts Query
 - QCS_SF_DEPT_RECEIPTS_GL
 3. Run Cashiering to GL Process - don't forget, it is crucial to use the Journal Template of **SFC/GL!!** Take advantage of creating a run control to save the field for consistency.
 4. Close the Session
 - Over/Short incorporated with PS page

Fixing Stuff

- Cashiering *CORRECTIONS* – All SF transaction corrections should take place in the student account through Cashiering. [Reversing/Posting](#) transactions does not require a reopened office or the same user.
 1. Reopen the Office - [Reopen Cashier Office](#)
 - Cannot occur during an already opened cashiering day, prior or after the session is concluded.
 - Find the Error

- Student Financials > Cashiering > Balance by Business Day > “Review Receipts Pages”
- 2. Make the Correction
 - [Voiding Receipts](#)
 - [Closing a Cashier's Office](#)
- After all of that...now it should be time to end your day.

Student Accounts

First Week

The activities listed below are common to the Student Financials “area” the first week of the term. Next to each topic, you will find the QRG link and query names that will help in completing your business day.

Tuition Calculation

- Keep an eye out for calculation errors, proper amount of tuition per credit, and course fees
 - [Calculate and view tuition for one student](#)
 - [Tuition Calculation Errors report](#)
 - Query for active courses by term and their fees = QCS_SF_ACTIVE_CRSE_INCL_FEE
 - Review term & waiver info/fees = QCS_SF_TERM_FEE_CALC_CRIT_BI in addition, check out the BI Report = CTCSF_TF_WVR
- Hi/Lo – Students enrolled in upper and lower division credits
 - Query to find hi/low students = QCS_SF_HI_LOW_CLASSES_REVIEW
 - [How to adjust](#) tuition for students taking a combination of lower/upper credits
 - Who has the User Variable Y/N Flag #1 box checked? Query name = QCS_SF_HI_LOW_CLASSES_ENRL
- Concurrently enrolled students
 - Query to find them: QCS_SF_CONCURR_ENROLLMNT
 - Adjust their fees = [Calculate Concurrent Enrollment Tuition](#)
 - Recalc their tuition and review the amount charged
- [Run the Tuition Due Reminder Notice](#)
- Drop for non-payment notice (aka [Enrollment Cancellation](#))
 - Get ready to generate the drop list and send it to stakeholders for review – [Enrollment Cancellation Report](#)
- Waivers

- [Adding waivers to students one at a time.](#)
- [Adding waivers to multiple students at a time \(mass assign\)](#)
- [Reverse Manual Posted Waivers](#)
- Query of currently enrolled students with waivers = QCS_SF_WAIVER_ENROLLED
- Query of students with unapplied waiver amounts = QCS_SF_UNAPPLIED_WVR_AMTS
- Waiver Summary = QCS_SF_WAIVER_SUMMARY
- Student Groups
 - [Automagically assigning \(and removing\) waivers with Student Groups](#)
 - Student group data with balances
QCS_CC_STDNT_GRP_BALANCES
- [Running Start](#)
 - Query for list of enrolled students with credit amounts
QCS_SR_RS_ENROLL
- [Assigning a Student Equation Variable](#)

Refunds

Be sure to have close contact with the Financial Aid Office during batch refunding. With dual processing, it may be necessary to assist in the posting of aid to student accounts.

- [Refund one student at a time](#)
- [Parent PLUS Loan Refund Process](#)
- Financial Aid excess \$\$ (batch)
 - [A/P \(printed non-BankMobile\)](#)
 - [BankMobile refunds](#)
- Non-Financial Aid \$\$ (batch)
 - [Cash/Check credit balances](#)
 - [Credit Card \(Cyber Source\)](#)
 - QCS_SF_REFUND_REPORT_CA
- Review batch process reports
 - Student Financials>Refunds>Process Batch Refunds>Report Batch Refunds(PDF)
 - Query SF853
- Query for student refunds disbursed = QCS_SA_REFNDS
- [REVERSING STUDENT REFUNDS](#)
- Refunds for Corporate/3rd Party
 - [Processing](#)
 - [Reversing](#) – remember to verify with Accounting
- [R2T4 – Financial Aid Refund Adjustments](#)

Payment Plans

- 3rd Party Payment Plans
 - Any **new** scholarships/guarantees? [How to request a new third party org/contractor.](#)
 - [Create third party contract](#)
 - [Assign students to contract](#)
 - [Cancel students from plans who dropped](#)
 - Query per organization
 - QCS_SF_3RD_PRTY_STDNT_DTL
 - Reconcile Third Party Payments query = [QCS_SF_THIRD_PRTY_VNDR_PAY_RCN](#)
- Student Payment Plans (PeopleSoft)
 - [Create payment plan](#)
 - [Assign students to plan](#)
 - Whenever adjusting a plan due to registration adjustments, remember to [recalculate](#) or select the “Calculate Real Time” box when creating a new plan for students
 - Payment Plan Query: QCS_SF_PMT_PLN_PRG_BI (BI Publisher)

Collections

When beginning with ctcLink’s past due Collection’s processing and monitoring, it’s important to keep a few ideas in mind.

None of your past due students are being configured to have a collection i.d. number. A student is only considered to be in ctcLink “collections” if they are assigned a collection i.d. number when being added to the table that tracks the number of days they are “in collections.” To assign collection i.d. numbers, you run the **Process Collections** process (also known as *Batch Assignment*.)

All of your past due students currently placed with an outside third party collection agency should have the proper service impact/service indicator so that no notifications/communications are sent out. They will most likely never receive a collection i.d. number. If they want to pay the school directly at some point in time, utilize the Collection Agreement process.

Past due students *not yet placed* with an outside third party collection agency will most likely receive a bit more time to pay. This is because after running the credit history report and after running the batch

collections process, all of those students will now receive the **first** ever round of collection i.d. numbers. With that being said, that whole group will now need to receive the first round of 30 day letters, the second round of 60 day letters, and eventually (and depending on your business processes) receive the 90 day letter.

Think of this initial group as the first “wave” of students processing through this new ctcLink monitoring system...aka collections. So after the first month, that group of students will receive the second letter, but a new group of students will then have a 30 day past due balance and thus be considered the second group or “wave” to have collection i.d.’s. In other words, after processing collections for several months, you will have three distinct past due populations to manage - even though when beginning, you only had one. The new group of students will receive a 30 day letter, a second group will now receive a second 60 day letter, and a third group will receive a third letter - the dreaded 90 day final demand.

Once it’s time to send a student’s past due balance to a third party collection agency (AKA to remove them out of the ctcLink/Peoplesoft’s collection’s process) add the appropriate service indicator. Oftentimes this will be a service indicator original to the agency to which the student was placed and will include that agency’s name/contact information just in case the student corresponds with the school again.

Lastly, if a student pays off a past due balance after having received a collection i.d. number, the only way to “officially” remove them from ctcLink collections is to run the Process Collections process (which removes the collection i.d. number from their account.) If they rack up more debt though, rest assured they will receive a new collection i.d. and be placed in the collections monitoring table once it becomes past due.

- **It is necessary to run credit history at least once a month. Be sure to confirm with your project managers when to run this the first time.**
 - [Process/Review Credit History](#)
- When preparing to send collections past due notifications, in order for your population to be as up to date as possible, run both **Credit History** and **Process Collections** prior to sending out letters.

Other Duties as Assigned

- Print or Email Student Bills = [Generate Student Statements](#)
- Release Holds/Service Indicators of those who have paid off their past due student account balance
 - Query = QCS_SF_ZERO_BAL_HOLD

- Post student charges
 - [Group Post through Mass Select Transactions](#)
 - [Individual Posting](#)
- [Post a Corporate Payment \(Non-Cashier\)](#)

SF to GL

The books need to balance, debits must equal credits, and the Finance/Accounting office *will* contact Student Financials for ledger balance detail. All totals are fund balanced before they end up on the GL, therefore, a balance in Finance may consist of many student transactions.

- [Understand the automated SF to GL jobs](#)
- [Student Financials to Finance GL Recon](#)
- [Using the Back Out GL Interface Process](#)
- [Updating Second Journal Set General Ledger](#)
- GL Adjustment & Validation
 - When reviewing the general ledger take into account both the converted open charges and the GL adjusted amounts (unpaid portion of tuition calculation.)
 - (Possibly) including new open charges (unpaid account activity since conversion) when balancing against Legacy. This should not be necessary as long as during conversion all adjustments are posted and validated.

First Month

At the conclusion of each month, it may be time to review the health of our receivable accounts and it's a time to reach out to the past due students.

Tuition Calculation

- How many students have outstanding tuition?
 - CTC_SF_ACCTNG_LN_BY_TERM
- [Running Start enrollment and billing query](#)
 - QCS_SR_RSBILLING
 - This is a very big query and takes a bit of time to run.
After
- Financial Aid Office and R2T4
- Financial Aid will perform the reconciliation between FAM/COD, then Disbursements, and any net amount adjustments will post to Student Financials.

Payment Plans

- Student Payment Plans
 - Who has paid?
 - QCS_SF_PMT_PLN_PRG_BI
- 3rd Party Contracts
 - [Run 3rd Party Billing](#)
 - Query with student detail =
QCS_SF_THIRD_PARTY_STUDENT_DTL
 - Query for a summary per 3rd Party =
QCS_SF_THIRD_PARTY_SUMMARY
 - [Are you ready to roll the plans over to a new term?](#)

Collections

The PeopleSoft past due *Collections Process* has training and QRG's that should assist with the tracking and placement of past due student accounts.

- [Process Collections](#)
- Send out the first past due notifications
 - [Assigning and Sending SF Collections Communications](#)
- Continue to monitor individual accounts after sending notifications
 - [Working Collection Items](#)
- [Collection Payment Plans](#) – Set up past due students with an agreement to pay using terms they are capable of handling.
- Collection Agreement payment review query =
QCS_SF_COLLECT_AGREE_PYMNT_RCN

Other yearly considerations

- [1098-T](#)
 - [Have you reviewed the checklist recently?](#)
- [Term Roll](#) – processes necessary from term to term
- Fiscal Year End – it happens each year, accounting may need some detail
- Write Off's – The State Board will be releasing it's PeopleSoft write off training as soon as it's available!

Student Financials Navigation Pathways

- [Cashiering Navigations](#)
 - This link concerns the below cashiering subjects:

- Open
- Close
- Customer Account
- Void Receipt
- Post Transaction
- Post a Payment
- Post Department Receipt
- Student Receipts
- Balance
- Add Cashier to Register
- Add Tender to Cashier
- [Student Information Navigation](#)
 - This link includes the below topics:
 - Student Bio/Demographics
 - Student Services Center
 - Checklists
 - Student Comments
 - Communications
 - Service Indicators
 - Financial Aid Term Award Summary
- [Calculating Tuition](#)
 - Batch Tuition Calculation
 - Individual Tuition Calculation
 - High/Low Tuition Calculation
 - Concurrent Tuition Calculation
 - Running Start Tuition Calculation
 - Assigning Waivers
 - Enrollment Cancellation
- [Refunding](#)
 - Batch
 - Individual
 - Reverse
 - Cancel
 - AP Direct Deposit
 - ePayment Refunds
 - Bank Mobile
- [Payment Plans](#)
 - Create/Copy Payment Plans
 - Assign/Link/Cancel Student from Payment Plans
 - Recalculate Payment Plans
- [3rd Party Contracts](#)
 - Create/Copy Third Party Contracts (TPC)
 - Assign/Link/Cancel Student from TPC

- Recalculate TPC
- [Collections](#)
 - Run Credit History
 - Begin Collections
 - Update Collections
 - Collections Payment Agreement
- [General Ledger Interface](#)
 - Generate Cashiering Entries
 - Review Cashiering Entries