Reversing a Charge Posted to a Student's Account

This guide will cover how to Reverse a Charge posted directly to the student's bill.

Charges cannot be partially reversed. If you need to correct an amount, you will need to reverse the original charge then re-post the correct amount using “Post Student Transaction”.

Step One

Navigate to the Reverse Charge page by using the following breadcrumb:

Step Two

- Make sure UCINN is entered in the Business Unit field. This should default in from your user defaults.
- Click in the ID field and enter the EMPLID of the person needing to be updated. If the EMPLID is unknown, click on the magnifying glass, where you will be able to search for the person by UCID or name.
- Click the Search button
Step Three

The Charge Reversal summary will display. Click the **Account Details** link associated with the account number containing the charge.

![Charge Reversal](image)

Step Four

Click the **Reverse** button next to the charge that is to be reversed.

*Note: only the charges you have access to reverse will appear.*

![Charge Detail](image)
Step Five

Complete the Reversal Detail screen.

- Unless instructed otherwise, the defaulted Item Effective Date should remain.
- The Description field is optional but it is recommended and should reflect some text as to why the reversal is necessary. This field has a 30 character limit.
- The Reason field is optional. Only codes listed in the lookup are valid.
- Click the OK button to complete the transaction reversal or Cancel to return to the previous screen.

Notice the charge that was reversed reflects a zero amount and balance and the Reverse button is no longer available for that item.

The account balance will only update once the screen is refresh. The easiest way to update this is to click “Return” and then click “Account Details” for the account type and term again.

You have now completed the steps for Reversing a Charge Posted to a Student's Account.