

# Ready to Succeed Scholarship Program: Refunds and Reconciliation

May 27, 2015

## Please note:

- Today's webinar will be recorded, so your audio has been disabled.
- Q&A functionality will be available throughout the session
  - ★ We encourage you to submit questions during any point of the webinar.
  - ★ Questions should be submitted to "All Panelists."
  - ★ Answers will be provided at the end of the webinar.
- The presentation slides have been emailed to you.
  - ★ If you have not received the slides, please contact "All Panelists" through the Q&A feature.

**The webinar will begin at 2:00 p.m.**

# PHEAA TRAINING

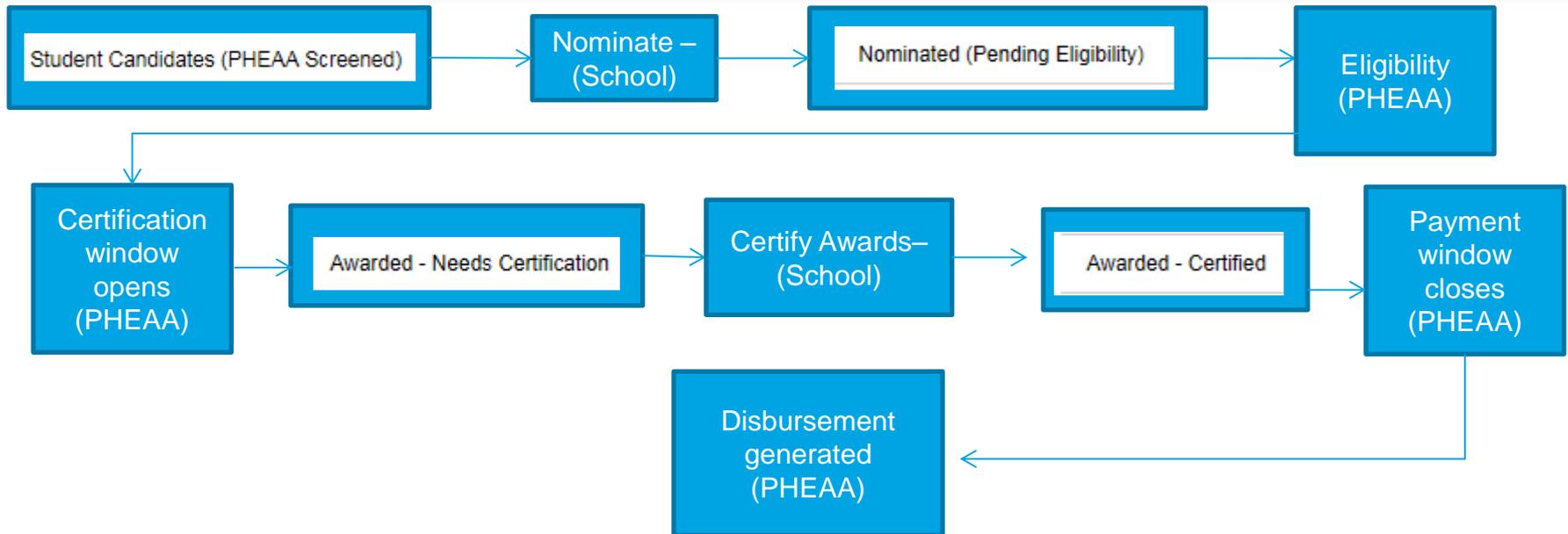
## **Refund and Reconciliation Process**

The Ready to Succeed Scholarship Program

# Purpose

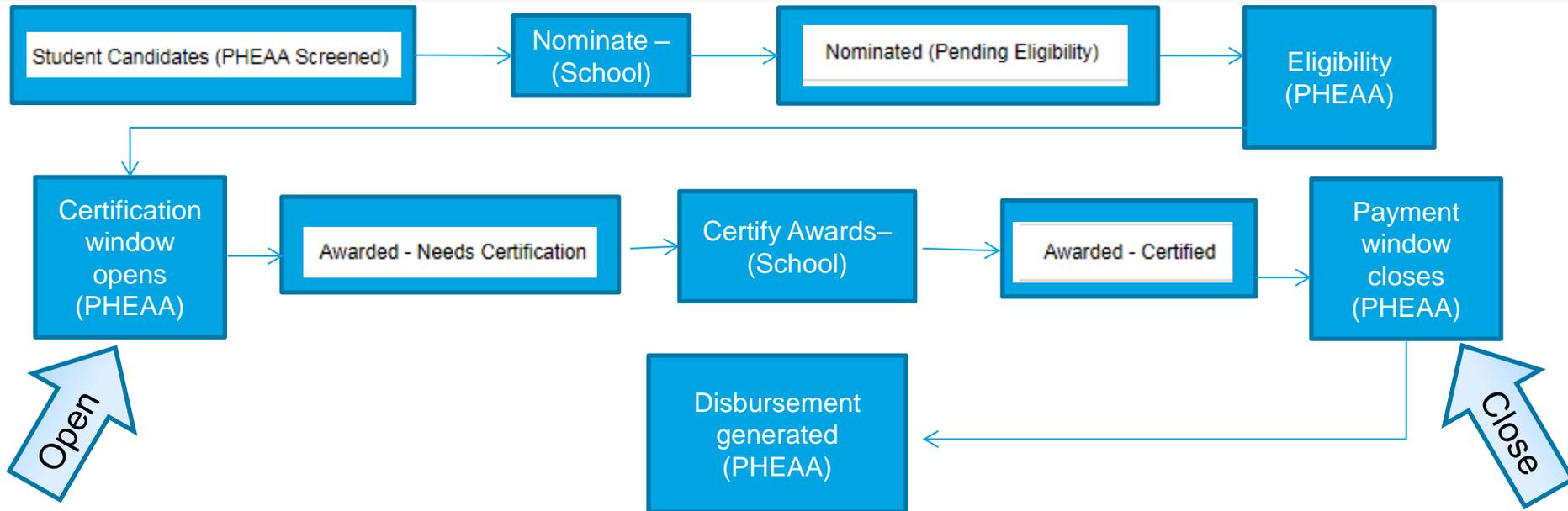
- RTSS Disbursement Review
- Refunds
- Reconciliation
- Reminders

# New Disbursement Model – Processing Flow



- Prescreening students – **PHEAA Process**
  - ☆ SG requirements, except financial need
  - ☆ Household income of  $\leq$  \$100,000
  - ☆ State Grant award  $\leq$  \$1500
- Nomination – **School Action**
  - ☆ Schools nominate students from the list of Student Candidates
  - ☆ Academic level  $\geq$  2
  - ☆ GPA  $\geq$  3.25

# New Disbursement Model – Processing Flow



- Eligibility Run – **PHEAA Process**
  - ✦ Sorts by 1<sup>st</sup> come, 1<sup>st</sup> served
  - ✦ Calculates award value for eligible students
  - ✦ Assigns reject reasons
- Certification – **PHEAA Process**
  - ✦ Moves awarded students to “Awarded – Needs Certification” list and opens Payment window
- Certify Awards – **School Action**
  - ✦ Review each awarded student and certify awards individually BEFORE payment
- Disbursement - **PHEAA Process**

# Refunds

- Refunds due to PHEAA created by:
  - Incorrect certification by the school
  - Eligibility and enrollment changes AFTER disbursement
- Refunds calculated on a student level
  - All refunds due PHEAA are returned by the institution (no PHEAA collectibles)
  - Refund amounts are calculated during subsequent disbursements
  - Disbursement rosters available through PageCenter, Partner Interface and the RTSS Disbursement Transmission
  - Outstanding refund amounts reflected on the disbursement/reconciliation roster or disbursement/reconciliation transmission



# Disbursement Rosters

## Refund information

- “PHEAA Refund Outstanding”

- ★ Refund amount calculated during disbursement

- “Requests Received”

- ★ Total refunds received and applied

Page Center

999999999 01 PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY PAGE NO. 1  
 ATTN: FINANCIAL AID ADMINISTRATOR 2014-15 RTSS DISBURSEMENT ROSTER  
 010000 PHEAA UNIVERSITY 05/11/2015

STUDENT IDENTIFICATION ELIGIBILITY INFORMATION	FALL TERM	SPRING TERM	TOTAL GRANT	DUE STUDENT	RECONCILIATION DISBU (SEMESTER)	
					PHEAA REFUND OUTSTANDING	REQUESTS RECEIVED
EIGHT, KID	CANCL	P/T	\$375	\$375	NONE	\$506
RTSS PRIOR GRANTS 0.00	7P	7P				
RTSS REMEDIAL EXCEPTION - 0.00						
RTSS ACADEMIC LEVEL - 3						
RTSS GPA - 3.38						
ELEVEN, KID	CANCL	CANCL	NONE	NONE	\$8	\$774
RTSS PRIOR GRANTS 0.00	7P	7P				
RTSS REMEDIAL EXCEPTION - 0.00						
RTSS ACADEMIC LEVEL - 3						
RTSS GPA - 3.68						

00743000-01 PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY Page: 1  
 ATTN: FINANCIAL AID ADMINISTRATOR 2014 - 2015 RTSS DISBURSEMENT ROSTER ANNUAL RECONCILIATION  
 010000 PHEAA UNIVERSITY 05/11/2015 (SEMESTER)

STUDENT IDENTIFICATION ELIGIBILITY INFORMATION	FALL TERM	WINTER TERM	SPRING TERM	TOTAL GRANT	DUE STUDENT	PHEAA REFUND OUTSTANDING	REQUESTS RECEIVED
EIGHT, KID	\$0		\$375	\$375	\$375	NONE	\$506
RTSS PHEAA COLLECTABLE -	7P		P/T				
RTSS PRIOR GRANTS - 0.0			7P				
RTSS REMEDIAL EXCEPTION - 0.0							
RTSS ACADEMIC LEVEL - 3							
RTSS GPA - 3.38							
ELEVEN, KID	\$0		\$0	\$0	\$0	\$8	\$774
RTSS PHEAA COLLECTABLE -	7P		7P				
RTSS PRIOR GRANTS - 0.0							
RTSS REMEDIAL EXCEPTION - 0.0							
RTSS ACADEMIC LEVEL - 3							
RTSS GPA - 3.68							

Partner Interface

# Disbursement Transmissions

## Disbursement Transmission Layout

- ★ Layout used for both SGDEPP and RTSS
  - Refund information (positions 147-167)
- ★ Data explanations may vary from actual print rosters

Field Name	Position	Length	Type	Format
Fall Total Refund Owed Amount	147	4	N	
Winter Total Refund Owed Amount	151	4	N	
Spring Total Refund Owed Amount	155	4	N	
Fall Total Refund Received Amount	159	4	N	
Winter Total Refund Received Amount	163	4	N	
Spring Total Refund Received Amount	167	4	N	

# Excess Cash

## ● Recovering Refunds

- Offset:
  - ★ Refund needed is identified for one term and the student is awarded for a different term in a subsequent disbursement (within the same Academic Year)
  - ★ PHEAA will automatically reduce the next payment in order to recover the refund
- Student-level payment from school
  - ★ Should be made prior to subsequent roster to prevent intra-term offset
  - ★ Balance sent with next roster

**Note:** Schools may not use excess funds for any other purpose, including paying another student.

# Refunds

## ● Managing Refunds

- Review “Outstanding Refunds”
  - ★ Student name
  - ★ SSN
  - ★ Term amount due
  - ★ Total amount due
- Identification refund amounts at student-level
  - ★ Create refund groups or invoices on Partner Interface
  - ★ Identify student refunds on Refund Transmissions
- Remit Payment of RTSS funds via ACH
  - ★ Last Resort: Send payment by check



PHEAA, P.O. Box 64849,  
Baltimore, MD 21264-4849

# Managing Refunds: Partner Interface

## Process Ready To Succeed Awards

Status	Fall	Winter	Spring	All
Not Nominated (Qualifying GPA and Academic Level)	0	0	0	
Nominated (Pending Eligibility)	0	0	0	0
Awarded - Needs Certification	0	0	0	0
Awarded - Certified	0	0	0	0
Rejects - Ready to Succeed Funds Depleted	0	0	0	
Rejects - All Other Reject Types	1	0	2	
Nominated Students Total	15	0	15	15

## Review Refunds for Ready To Succeed Awards

Status	Fall	Winter	Spring	All
Refunds Needed	5	0	6	8
Refunds Total	5	0	6	8

## View Refunds

Name	No.	Status
<a href="#">Refunds - 05/11/2015</a>	1	Processed
<a href="#">Refunds - 05/10/2015</a>	3	Processed
<a href="#">Refunds - 05/09/2015</a>	1	Processed
<a href="#">Refunds - 05/08/2015</a>	1	Processed
<a href="#">View All Refund Groups</a>		

## Partner Interface: Refund containers

- Review Refunds for Ready to Succeed Awards
  - Refunds Needed: Not yet added to an invoice
  - Refunds Total: All outstanding refunds

# Managing Refunds

## Review Refunds for Ready To Succeed Awards

Status	Fall	Winter	Spring	All
Refunds Needed	2	0	0	2
Refunds Total	5	0	0	5

## Build an invoice (Refund Group):

1. Click “Refunds Needed” hyperlink
2. Review students/refunds
3. Select students
4. Click “Add to Refunds Group”
5. Provide payment date

## Refund Awards - Ready to Succeed

2014-2015 ACADEMIC period for: 99999999 PHEAA UNIVERSITY OF

Displaying 1 - 3 out of 3 Student Records

Export to Excel/CSV

Go to First Record >

Records Selected (0) [Add to Refunds Group](#)

Name	SSN	Fall	Winter	Spring	Total
<input type="checkbox"/> STUDENT, FRIDESWIDE A		\$650	-	-	\$650
<input type="checkbox"/> STUDENT, GUILLERMO A		\$500	-	-	\$500
<input type="checkbox"/> STUDENT, VICTOR D		\$500	-	-	\$500

# Refunds Total

- All outstanding refunds
  - Both appearing on active invoices and not on active invoices
  - Refunds not on active invoices can be added to the invoice

## Refund Awards - Ready to Succeed

2014-2015 ACADEMIC  period for: 99999999 PHEAA UNIVERSITY OF

Displaying 1 - 5 out of 5 Student Records

Export to Excel/CSV

Go to First Record >

Records Selected (0)

Name	SSN	Fall	Winter	
<input type="checkbox"/> STUDENT, FRENCHY C		\$250(P)		
<input type="checkbox"/> STUDENT, FRIDESWIDE A		\$650	-	
<input type="checkbox"/> STUDENT, GABRIEL E			-	
<input type="checkbox"/> STUDENT, GUILLERMO A		\$500	-	\$500
<input type="checkbox"/> STUDENT, VICTOR D		\$500	-	\$500

“P” indicator for  
refunds on  
active invoices

# View Refunds

## Process Ready To Succeed Awards

Status	Fall	Winter	Spring	All
Not Nominated (Qualifying GPA and Academic Level)	0	0	0	
Nominated (Pending Eligibility)	0	0	0	0
Awarded - Needs Certification	0	0	0	0
Awarded - Certified	0	0	0	0
Rejects - Ready to Succeed Funds Depleted	0	0	0	
Rejects - All Other Reject Types	0	0	1	
Nominated Students Total	7	0	7	7

## Review Refunds for Ready To Succeed Awards

Status	Fall	Winter	Spring	All
Refunds Needed	2	0	0	2
Refunds Total	5	0	0	5

## View Refunds

Name	No.	Status
Refunds - Changed	3	Changed
Refunds - 02/14/2015	1	Processed
Refunds - 02/13/2015	1	Processed
Refunds - 02/12/2015	1	Processed

[View All Refund Groups](#)



## View Refunds

- 4 most recent refund groups
- Active Refund Groups
- PDF versions of 'Processed' refund groups



## View All Refund Groups

- Access all refund groups created

# Refund Statuses

## ● Current Refund Statuses: Active vs. Inactive

### ■ Active

★ Hyperlink opens to manage refunds and/or refund group

★ Includes statuses:

- Received
- Under Review
- Changed

### ■ Inactive:

★ Hyperlink opens as a PDF that serves as a refund receipt

★ Includes status:

- Processed

# Refund Statuses

Active Refund Group (Invoice) Statuses	
Display	Description
Received	Invoice created /ACH received but not processed
Under Review	ACH received and does not match invoice – PHEAA will contact the school
Changed	Invoice created before latest disbursement and at least one student's refund amount was impacted

# Active Statuses: Changed

## Refund Group - Ready to Succeed

You must make an electronic transfer of \$1,000 before the next disbursement. After the next disbursement the award amounts may change.

School Branch: PHEAA UNIVERSITY OF HARRISBURG

School will send funds on or about:    
Date must be entered in MM/DD/CCYY format.

Previous Refunds Total: \$1,000  
**New Refunds Total: \$250**



Refunds Grand Total: \$1,900

Displaying 1 - 2 out of 2 Student Records

Name	SSN	Fall	Winter	Spring	Total
REMOVE STUDENT, FRENCHY C		\$250 (was \$500)	-	-	\$250
REMOVE STUDENT, GABRIEL E		(was \$500)	-	-	\$0

New refund amounts in **red**

### Changes to refund amounts calculated during roster generation

- Review students/refunds
- Update refund total
  - “Apply New Refunds Total”
  - “Remove” refund
  - Add students refund lists group
- Remit payment matching the new amount

# Refund Status: Processed

- “Processed” Status – Student level refund payment received and applied
  - Hyperlink opens as PDF
  - Serves as receipt for refund payment received
  - Compare payment totals applied
    - ☆ FG3S (Program type “S”) – Student disbursement display
    - ☆ FG7E (Program type “S”) – College disbursement display (F11-Refunds)

9999999901	PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY			Page: 1	
ATTN: FINANCIAL AID ADMINISTRATOR	RTSS REFUND GROUP				
019999	PHEAA UNIVERSITY OF HARRISBURG	REFUNDS TOTAL: \$500			
STUDENT NAME	SSN	FALL TERM	WINTER TERM	SPRING TERM	TOTAL REFUND
STUDENT, FREDRICKA S	-----	\$500	\$0	\$0	\$500



# Refund Transmissions

- Refund Transmission Layout
  - Layout used for both SGDEPP and RTSS
  - Transmission serves as refund group (invoice) creation
  - Refund groups (invoices) updated on Partner Interface upon transmission receipt

2014-2015 SGDEPP/RTSS Refund Transmission Layout				
Field Name	Position	Length	Type	Format
Student's Social Security Number	1	9	N	
Student's Last Name	10	14	A/N	
Student's First Name	25	12	A/N	
Student's Middle Initial	37	1	A/N	
Academic Year	38	4	N	
Term	42	1	A/N	F = Fall W = Winter S = Spring R = Summer
Program Type	43	3	A/N	DEP = Distance Education Pilot RTS = Read to Succeed Scholarship
School Will Send Funds on or About Date	46	8	N	CCYYMMDD
Refund Amount	54	11	N	
Filler	63	37		

# Reconciliation Reminders

## ● RTSS Reconciliation

- Reconciliation began **April 30, 2015** and ends **June 30, 2015**.
- Certification of awards for reconciliation purposes began on **April 6, 2015** and will run weekly
- Initial reconciliation roster is automatic; additional rosters must be requested through [rtss@pheaa.org](mailto:rtss@pheaa.org)
- Final eligibility and certification ran **February 13, 2015**
- Certify awards for eligible students and request a Reconciliation Roster to have funds disbursed
- Sign and submit the Reconciliation Certification page of the roster (PageCenter)

# Reconciliation Reminders

## ● RTSS Reconciliation

- School made ALL corrections PRIOR to the generation of the Reconciliation Certification Roster;
- “Balance due PHEAA” and “Balance due school” are both zero\*;

BALANCE DUE PHEAA	\$	0
BALANCE DUE INSTITUTION	\$	0

- No additional students require certification; Reconciliation Certification is complete
- No students require a refund to PHEAA after the Reconciliation Disbursement Roster is generated;
- The amount of funding the school received matches the funding disbursed by PHEAA;
- Each student’s final RTSS status, as shown on the reconciliation roster, matches the school’s records  
All students who were credited funds were on the school’s final reconciliation roster; and
- Final Reconciliation Certification Page is signed and submitted

# Reconciliation Roster Certification

1. Confirm all changes/requests for changes have been submitted
2. Print final page of the PageCenter Roster
3. Sign and return
  - Scan and email using [rtss@pheaa.org](mailto:rtss@pheaa.org) address;
  - Fax to (717)720-3786; or
  - Mail using address on the roster (last resort)
4. Activity will be logged upon receipt

CERTIFICATION	
I HEREBY CERTIFY, AS AN AUTHORIZED REPRESENTATIVE OF THE EDUCATIONAL INSTITUTION IDENTIFIED ABOVE, THAT THIS ROSTER HAS BEEN PROCESSED IN ACCORDANCE WITH PHEAA INSTRUCTIONS FOR PROCESSING 2014-15 DISBURSEMENT OR RECONCILIATION ROSTERS AND THAT FUNDS WERE RECEIVED BY ELECTRONIC TRANSFER. I FURTHER CERTIFY THAT ALL SCHOOL CHANGES WERE SUBMITTED IN ACCORDANCE WITH PHEAA'S QUALIFYING PROCEDURES.	
I ALSO CERTIFY THAT MY INSTITUTION CONTINUES TO MEET THE INSTITUTIONAL ELIGIBILITY REQUIREMENTS FOR PARTICIPATION IN THE PROGRAM FOR WHICH FUNDS HAVE BEEN ACCEPTED.	
I UNDERSTAND THAT ONE CERTIFIED COPY OF THIS ROSTER CERTIFICATION PAGE MUST BE RETURNED TO PHEAA BY THE DEADLINE IN ACCORDANCE WITH PHEAA INSTRUCTIONS.	
I FURTHER UNDERSTAND THAT RETENTION OF ANY PROGRAM REFUNDS DUE PHEAA FOR THE 2014-15 ACADEMIC YEAR OR SUMMER PERIOD AFTER THE RECONCILIATION DEADLINE PROVIDED IN PHEAA INSTRUCTIONS MAY RESULT IN: 1) ALL SUBSEQUENT DISBURSEMENTS BEING WITHHELD; AND 2) AN INTEREST CHARGE BEING ASSESSED AGAINST THE OUTSTANDING BALANCE DUE UNTIL THE REFUND IS RECEIVED BY PHEAA.	
NAME _____	TELEPHONE NO. ( ) _____
(SIGNATURE)	
NAME _____	DATE _____
(PRINT)	
TITLE _____	

# Reconciliation

## ● Reconciliation Tips

- Additional reconciliation rosters will need to be requested if:
  - ★ New students are awarded and/or certified
  - ★ School changes student records after prior reconciliation roster
- Request one final “clean” reconciliation roster
- The “balance due PHEAA” and “balance due school” both equaling zero alone does not equate to student level reconciliation.
- Subsequent disbursements withheld until:
  - ★ All refunds are made
  - ★ Reconciliation roster certification is submitted; and
  - ★ Reconciliation is complete

# Resources

## Resources

- [www.PHEAA.org/training](http://www.PHEAA.org/training)
  - ★ Tutorials, Webinars, User Guides, etc.
- [www.PHEAA.org/RTSS](http://www.PHEAA.org/RTSS)
  - ★ FAQs, Guidelines, Reporting Requirements, etc.



## Contact State Grant and Special Programs Staff:

- Email [rtss@pheaa.org](mailto:rtss@pheaa.org); or
- Call [1-800-443-0646](tel:1-800-443-0646), Option 3, Option 1
  - ★ Reserved for Financial Aid Administrators
- Call [1-800-443-0646](tel:1-800-443-0646), Option 4
  - ★ To Discuss Transmissions

### Partner Interface Training

Let us help you keep current with the latest tools for postsecondary schools to report and verify key components used in evaluating eligibility and disbursement for State Grant awards.

### State Grant Training

View and download a wide range of resources that will provide you with program-specific information that are essential for your staff and students.

# Question and Answer

Please give us few moments to review the questions that have been submitted during today's session.

If you have additional questions or comments that have not been submitted, please type them to us at this time by using the Q&A functionality. Questions should be submitted to "All Panelists."

**Please Note:** You may experience moments of silence while we review and prepare a response to questions that have been received.

**Thank you for participating in today's webinar.**

***Please remember to complete the survey once the session has closed.***

***Thank you!***