FA – SF Customer Account Reconciliation Just in Time Session – Wednesday, July 27th 2022

[ERP Support Work Sessions Calendar](https://www.sbctc.edu/colleges-staff/it-support/erp-support/worksessions.aspx)

[ctclinkfinaidsupport\_lists.ctc.edu](https://lists.ctc.edu/mailman/listinfo/ctclinkfinaidsupport_lists.ctc.edu)

Q: from Chris Kinzell YVC - Kelly will there be more loan training also?

Q: from Julie Darrah-Cappelli -I am curious about VA for ctcLink...where can I find what trainings are available? And Chris Kinzell - YVC

A: We will be mapping out future sessions but for immediate needs you can file a training ticket with Kelly or email her with what specifically is needed - kforsberg@sbctc.edu

[Fund Management Business Process Guide](https://ctclinkreferencecenter.ctclink.us/m/92438/l/1375604-fa-fund-management-business-process-guide)

Q: from Yeumie Truong - RTC So does that mean only one person can run this report?

A: from Beth Hawes - GRC FA Yeah, GRC loads all of our reports onto SharePoint so we can have more than one person work on it at the same time.

A: from Deann Holliday - Cascadia -No Yeumie, anyone can run it (with the proper access).

Q: from Kim Geer, LWTech - Will these work for dual processing quarters?

A: Its tied to FA pages, if you don’t have FA screens populated, which you won’t for dual processing, everything will show up – this is for fully in PeopleSoft – but we do have the dual processing query – you’d need an SF query that was recently developed but you’ll have to filter it QCS\_SF\_ITEM\_TYPE\_CREDIT\_AMT – you’ll want to filter it down to only your FA item types

Q: Chris Kinzell if someone runs a report on their desktop can another staff person see the report?

A: Yes, if you go to report manager and you want to give access to another staff person – put the EMPL ID in the report when running it – we also put out how to do this on the listserv – FA Disbursements Reconciliation Report – in distribution detail is where you can add EMPL ID’s

Q: from Millicent Ollee - If the Reconciliation Report is empty, does that mean you have no discrepancies? FA906 run for loans and Pell – sorry yes loan had information

A: It’s supposed to be just discrepancies – so if its blank – that might be a good thing – no discrepancies. Debbie follow up answer – Debbie ran it for Pell its blank – to confirm that it’s working for you, messed with one of your students in test environment and ran it again and that student showed up – so YAY you! Doing a great job if yours is clean.

A: from Corinne – every time I run it, loans show because the offered and disb never match due to the origination fee same with work study

QCS\_SF\_ITEM\_TYPE\_CREDIT\_AMT

Q: from Ming-Shoreline CC - I see placeholder FA item types show on FA920 report. Is it correct?

A: They should show up with 0’s – not disbursable – you could filter those out and put them on a separate tab on your spreadsheet -

Q: from Kwei Wong - How about if WCG paid for non-resident fee, it still shows Default?

A: Default means WCG paid off that non resident item type charge – should only be paying off resident fees so that would need to be adjusted -

Q: from Brigitte -EvCC - is this weekly level of student account recon is or is not a function of the FA staff?

A: We would suggest SF partner with FA – this function at least at the Falls the work force office and vet office was in FA – but we divided it up – Work Force look at yours VA look at yours FA yours depends on how your office is structured and run weekly daily up to you

Q: from christine taylor – bc - I was wondering as well as Brigitte what reports what dept is responsible for?

Q: from Kwei Wong -In other words, we have to look for all the description column to find out any unusal action?

A: Essentially yes

Q: from Joshua Temple - So, what would be the best way to go about fixing an item type that is being applied to charges it shouldn't pay?

A: depends on the item type – if you know for sure it’s wrong – ticket to SF for a fix it item type - from Elizabeth Griswold - cancel the award, un-disburse it, then use another funding source to pay off.

Q: from christine taylor - bc - It is great to know what goes where but I am wondering what SF will be focused on as opposed to what FA is focused on.

A: from Ashley Clark- SFCC - From what SFCC has seen the only times SF needs to be involved is if we need to advise them to release B03 holds (placed for full drops) once R2T4 is complete and we need for the refund to actually go to the student. Also if for some reason item types are not applying to correct charges and just sitting there (can happen with HEERF and some of the refund only item types) where items have to be moved around in the SF background. It is limited but viewing the information in the View customer accounts pages in SF really help to understand how FA applies to accounts. Otherwise the discrepancy report is usually FA related. Just in our experience.

Q: Kwei - Whatever funding source you're responsible for, is the funding you should reconcile for. Right?

A: depends on office policy and approach but yes

Q: from Lisa Sanford - If we change a charge that should not have paid will this change the item has been corrected .

A: depends on the scenario likely a ticket

A: from Wright Harrison - Green River - To summarize/repeat back what Debbie is recommending. FA should review discrepancies, and identify if they can resolve, and then escalate to SF if it can't be resolved in FA first? Yes 100%!

Q: from Trinity Huttner - can you send out the securities for this. we just have a lot of movement happening and we are wanting to make sure those are documented with teh reports people need

A: Your local IT security folks should be able to assist you with that – contact local IT and if they can’t assist then file a ticket

Q: from Wright Harrison - Green River - Will this training be posted to the Pillar Work Session Course in Canvas or somewhere else?

A: Yes it will be posted in canvas

Q: from Deann Holliday - Cascadia - Why aren't the FA item types there easily to select there?

A: If you put in these parameters 911 all 0’s to all 9999999999999 then all FA Item types should come up. When the query is built there is a choice to choose a certain table – that’s why it’s not as convenient as our other queries – depending on the purpose of the query and why it was created, it may have charges and may want to see BFET for example -