

Office of Revenue, Receivable & Cashiering Services Procedures

Return Checks: Cash Only Hold Appeal Procedure

Objective

To process appeal request from students that are on Cash Only Hold.

Overview

- Review and approve request from students to be removed from cash only hold.
- Reversing and reapplying the returned check detail codes to remove the cash only hold.
- Add comment on Comment Central form (TGACOMC) in Banner.
- Send notification to student by email and phone call.

Steps

1. Review and approve Cash Only Hold Appeal request

Student submits the Cash Only Hold Appeal request form to the Office of Revenue, Receivable and Cashiering Services (RRCS) at the University Cashier window or email – returns@gsu.edu. The forms are given to the Return Check Accountant for evaluation. The form is reviewed and verified against the student's Banner account to determine when the last returned check was posted. If the last returned check posted is greater than 2 years, the request may be approved.

2. Reversing and reapplying the returned check detail codes

On the Account Detail Review Form (TSAAREV) of the student Banner account, the Returned Check Accountant (RCA) will reverse the last RETC and save this action. Post RETW and post the trans# number from RETC in the Trans# paid for RETW. When application of payment (TGRAPPL) runs, these will clear out against each other. Post a RETS for \$35(or the return check fee that was reversed). Please note that the RETS reversed automatically when the RETC was reversed. Hit the save icon. Contact Student Accounts to remove the AH Hold.

3. Place comment on TGACOMC

On the Comment Central form (TGACOMC) of the student Banner account, the RCA choose RTNCHECK to write in a comment in regards to the Cash Only Hold Appeal - whether it has been approved or denied and by whom.

4. Notification to student

The RCA should notify the student of their Cash Only Hold approval/denial status by email and telephone number.