

Dept.	Priority	Assigned To	Task Description	isks/Consequences of Incomplete	Status Reports	Next Steps	Estimated Hours
Student Financials	1	Dominique Benevides & Minh Lam	CREDIT CARD REFUND for online pymts. Some students are charged multiple times when attempting to make an online pymt. Doesn't happen for all students. Can't determine why some students and not others.	Approximately 400 students made pymts on line. System timed out. Then student made multiple pymts to correct. Multiple pymts charged to students' cards.	Dominique has referred to Oracle and Official payments, epost (back office) for resolution.	Dominique will identify the person to refer to. Possible solution might be to block online pymts.	
"	1	Dominique Benavides	THIRD PARTY pymts. May not be configured correctly at some campuses.	It is posting to the incorrect area of GL (i.e. going to pymts instead of third party.)	Bursars have come up with a make shift method of billing because the system does not accommodate the need. This will be addressed after the bank reconcilation reports for auditors which has priority	This will be addressed after the bank reconcilation reports for auditors which has priority. Training may solve the problem.	
"	3	Diane Hughes (Ciber) will follow up with Charlotte in A & R	AC Transit bus passes	If student drops late system shows credit for \$31 even though passes are not refundable. The District is out \$31 if the credit is applied to the next payment due		Diane will run a batch tuition calc.	
"	5	Kyu Lee	TRUST FUND signatures on checks	Software we are using is obsolete. Temporary solution is to call Kyu to refresh the signature system before running checkcks	Requires new development into PeopleSoft. Tentative complete date prior to the end of this fiscal year.	Long term solution is for IT to move the function to PeopleSoft.	
"	1	Dominique will follow up with July Cohen	Financial Aid fee waiver requires the Bursar to recalculate i.e. career change fee based to undergrad;		Training financial aid staff.		
"	1	Dominique and Diane	When attempting to refund check for Int'l student sponsors. "Processing, Processing" and then time out	Can't process several refunds for a couple of weeks			
"	1	Dominique Benve	Many letters regarding past due fees sent to students are incorrect. Some of the letters were based on inaccurate Regent informaton.		If incorrect due to financial aid student can send documentation to Dominique.		