<table>
<thead>
<tr>
<th>Dept.</th>
<th>Priority</th>
<th>Assigned To</th>
<th>Task Description</th>
<th>Risks/Consequences of Incomplete</th>
<th>Status Reports</th>
<th>Next Steps</th>
<th>Estimated Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Finan.</td>
<td>1</td>
<td>Dominique Benevides &amp; Minh Lam</td>
<td>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.</td>
<td>Approximately 400 students made pymts on line. System timed out. Then student made multiple pymts charged to students' cards.</td>
<td>Dominique has referred to Oracle and Official payments, epost (back office) for resolution.</td>
<td>Dominique will identify the person to refer to. Possible solution might be to block online pymts.</td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>1</td>
<td>Dominique Benevides</td>
<td>THIRD PARTY pymts. May not be configured correctly at some campuses.</td>
<td>It is posting to the incorrect area of GL (i.e. going to pymts instead of third party.)</td>
<td>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 reconciliation reports for auditors which has priority</td>
<td>This will be addressed after the bank reconciliation reports for auditors which has priority. Training may solve the problem.</td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>3</td>
<td>Diane Hughes (Ciber)</td>
<td>AC Transit bus passes</td>
<td>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</td>
<td></td>
<td>Diane will run a batch tuition calc.</td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>5</td>
<td>Kyu Lee</td>
<td>TRUST FUND signatures on checks</td>
<td>Software we are using is obsolete. Temporary solution is to call Kyu to refresh the signature system before running checks</td>
<td>Requires new development into PeopleSoft. Tentative complete date prior to the end of this fiscal year.</td>
<td>Long term solution is for IT to move the function to PeopleSoft.</td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>1</td>
<td>Dominique will follow up with July Cohen</td>
<td>Financial Aid fee waiver requires the Bursar to recalculate i.e. career change fee based to undergrad;</td>
<td></td>
<td>Training financial aid staff.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>1</td>
<td>Dominique and Diane</td>
<td>When attempting to refund check for Int'l student sponsors. &quot;Processing, Processing&quot; and then time out</td>
<td>Can't process several refunds for a couple of weeks</td>
<td>If incorrect due to financial aid staff can send documentation to Dominique.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>*</td>
<td>1</td>
<td>Dominique Benevides</td>
<td>Many letters regarding past due fees sent to students are incorrect. Some of the letters were based on inaccurate Regent information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>