



AUTOMATING THE POSTING AND REFUNDING OF AWARD DISBURSEMENTS

SESSION 6026
November 13, 2018

PRESENTERS

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Sir George Williams Campus - Downtown

YOUR ORGANIZATION

2018 Enrolment Count :	50 315
• Undergraduate :	37 053
• Graduate :	9 040
• Continuing Education :	4 222

2018 UFTE Count :	29 430
Faculty & Staff :	6450

Two Campuses



Loyola Campus - NDG

ORGANIZATION & ORACLE

Current Production Environment

- CS 9.2 PUM Image 5
- PeopleTools 8.55.15
- Oracle RDBMS 12c

Upgraded to 9.2 April 1st 2018

OVERVIEW

1. THE PATH TO PAYMENT
What is the awarding process?
2. FINANCIAL AID
What does Financial Aid do?
3. STUDENT FINANCIALS
What does Student Financials do?
4. COMBINING FORCES AND AVOIDING PITFALLS
Let's make this all work together

OBJECTIVES

What goes on in Financial Aid and Student Financials to enable the entire process from award authorization up to refund processing.

How run controls are set up for Process Authorizations, Process Disbursements, Group Post Transactions and Create Refunds.

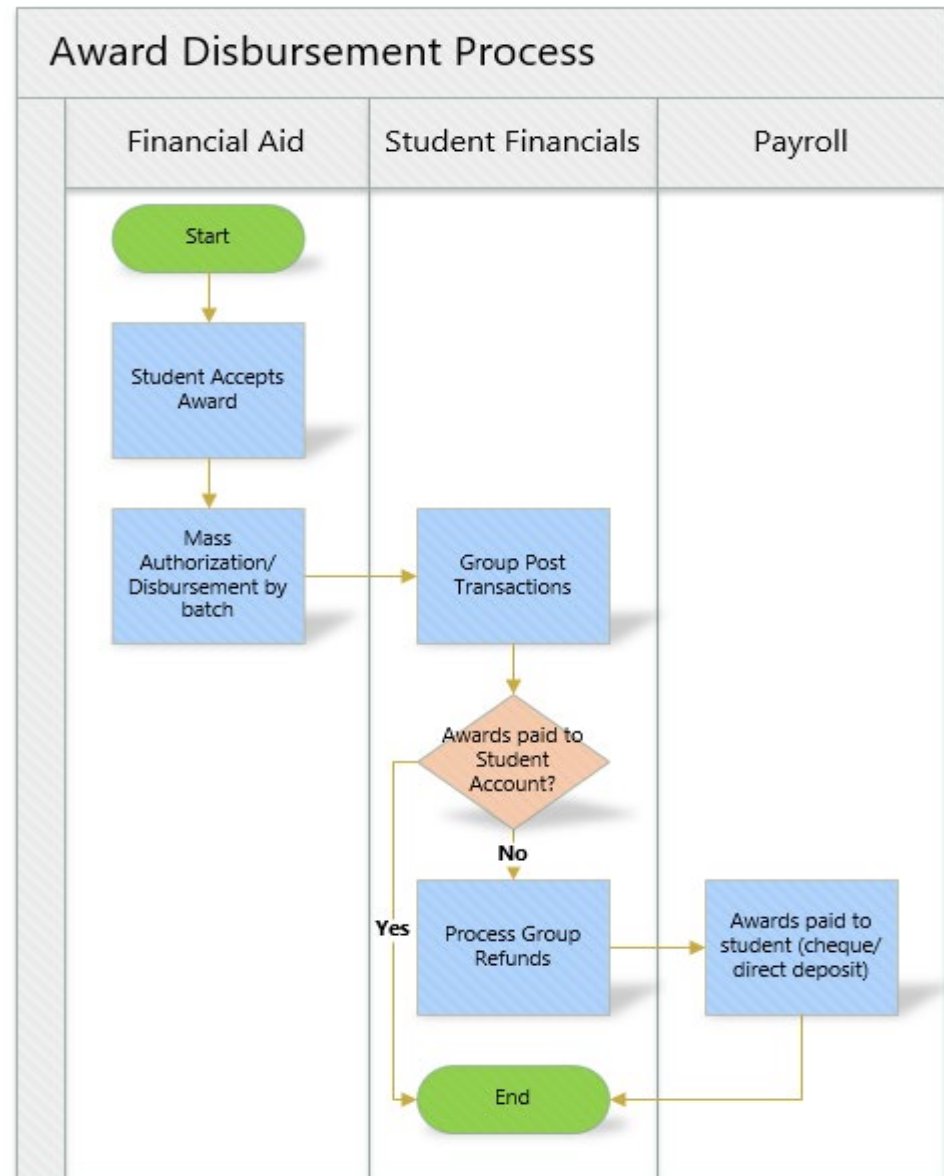
How to configure scheduled jobsets using Process Scheduler so that the entire process completes in a single run.



1. THE PATH TO PAYMENT

PROCESS OVERVIEW

WORKFLOW

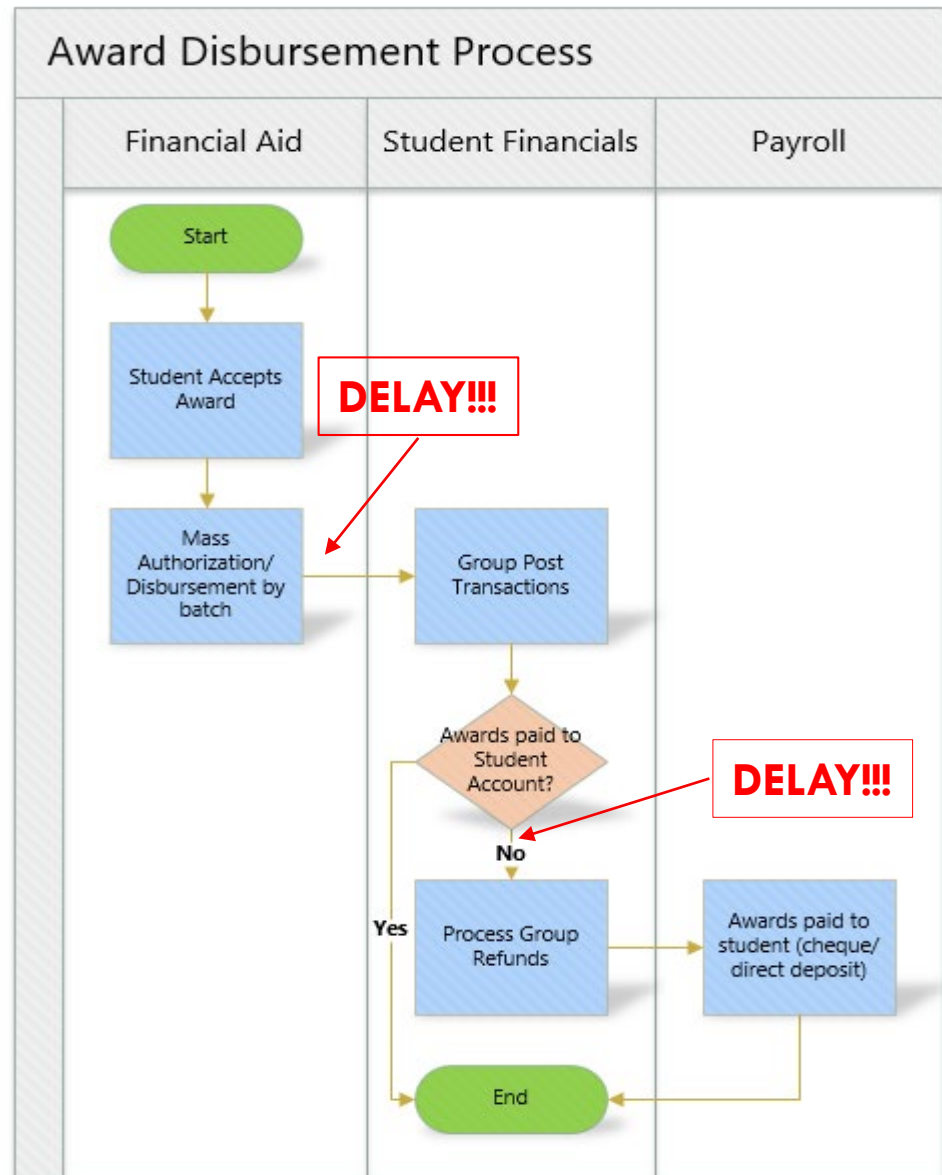


PROBLEMS

Financial Aid Jobs
were separate from
Student Financials.

Student Financials
Jobs did not run
sequentially.

Processing delays!





2. FINANCIAL AID

AUTHORIZE & DISBURSE

THE AWARDING PROCESS

Assumptions:

- Student selection already done
- Awards have been assigned to students
- Students have accepted their awards in self-service

Processes necessary to run:

- Process Award Authorizations
- Process Disbursements

AUTHORIZATION

Navigation: Main Menu > Financial Aid > Disbursement > Process Award Authorizations

Authorize Aid

Run Control ID: FA_AUTHSODD

[Report Manager](#)

[Process Monitor](#)

[Run](#)

Run Control ParametersFind | View AllFirst 1 of 1 Last

*Institution

Concordia University

*Aid Year

Concordia Aid Year 18-19

☒ Active

☒ Update Switch

☒ Process Selected Terms ☐ Process Selected Items

Select TermsPersonalize | Find | View All | First 1-2 of 2 Last

	Term		
1	<input type="text" value="2181"/>	Summer 2018	
2	<input type="text" value="2182"/>	Fall 2018	

Select Item TypesPersonalize | Find | View All | First 1 of 1 Last

	Item Type		
1	<input type="text"/>		

AUTHORIZED!

Aid Year 2019		Institution CONCU	
Find View All First ◀ 1 of 1 ▶ Last			
Term 2182	Fall 2018	Career Undergrad	Disbt ID 02
Item Type	Hydro Quebec ES - JMSB	Disbt Plan AL	
Offer \$1 650.00	Accept \$1 650.00	Auth \$1 650.00	Disbursed \$0.00
Messages Find View All First ◀ 1 of 1 ▶ Last			
Run Date/Time		Disbt ID 02	
Disb./Rule Value		Student's Value	

BEFORE DISBURSEMENT STARTS IN A NEW TERM

We run authorization manually on census date to view the authorization failure report.

Concordia uses a query split by career so that the Undergraduate Awards Office and the Graduate Awards Office can deal with the failures separately.

DISBURSEMENT

Navigation: Main Menu > Financial Aid > Disbursement > Process Disbursements

Disburse Aid

Run Control ID: FA_DISBSODD

[Report Manager](#)

[Process Monitor](#)

[Run](#)

Run Control Parameters

*Institution Concordia University

☒ Active

*Aid Year Concordia Aid Year 18-19

☒ Honor Disbursement Date

☒ Process Selected Terms

Select Terms

[Personalize](#) | [Find](#) | [View All](#) | | First 1-2 of 2 Last

	Term		
1	<input type="text" value="2181"/>	Summer 2018	<input type="button" value="+"/> <input type="button" value="-"/>
2	<input type="text" value="2182"/>	Fall 2018	<input type="button" value="+"/> <input type="button" value="-"/>

DISBURSED!

Award is disbursed but not yet on the student's account.

ID

Aid Year 2019

Institution CONCU

Find | View All

First 1 of 1 Last

Term 2182	Fall 2018	Career Undergrad	Disbt ID 02
Item Type	Hydro Quebec ES - JMSB		Disbt Plan AL

Offer \$1 650.00

Accept \$1 650.00

Auth \$1 650.00

Disbursed \$1 650.00

Messages

Find | View All

First 1 of 1 Last

Run Date/Time 11/09/2018 4:11:03PM

Disbt ID 02

Messages

Award Disbursed.

Disb./Rule Value

Student's Value

ANTICIPATED AID

Award is only showing under anticipated aid

Customer Accounts

Business Unit CONCU

Name

Total 0.00

ID

Anticipated Aid 1 650.00

[Academic Information](#)

Account Details

Account Type	Account Number	Term	Balance	Currency Code	Open Date	Status
Compulsory	COMP001	Winter 2019	901.00	CAD	07/22/2018	Active
Health	HEALTH001	Winter 2019	116.00		07/22/2018	Active
Tuition	TUITION001	Winter 2019	1 227.75		07/22/2018	Active
Compulsory	COMP001	Fall 2018	0.00		06/21/2018	Active
Health	HEALTH001	Fall 2018	0.00		06/21/2018	Active
Misc	MISC001	Fall 2018	-2 244.75		09/06/2018	Active
Tuition	TUITION001	Fall 2018	0.00		06/21/2018	Active



WHAT'S NEXT?

If no errors occur:

Over to Student Financials!



3. STUDENT FINANCIALS

POST, PAY & REFUND



POST TRANSACTIONS

Disbursed awards are kept in Student Financials group post staging area until the Group Post process is run.

Awards only display on the student's account after this process.

GROUP DATA STAGING AREA

Student Financials can see the content of the disbursement batch by going to Create Group Data Entries

Navigation: Main Menu > Student Financials > Charges and payments > Group Processing > Create Group Data Entries

Group Data Entry

Enter any information you have and click Search. Leave fields blank for a list of all values.

▼ Search Criteria

Business Unit:

Search Results

Only the first 300 results can be displayed.

View All First 1-100 of 300 Last

Business Unit	Group ID	User ID	Group Type	Group Type Description	Origin ID	Origin Description	Posting Status	Entry Date	Posted Date	Operator ID	Approval
CONCU	000000000015273	psgthompso	F	Financial Aid	00002	Financial Aid Office NOT Comp.		11/08/2018	11/08/2018	(blank)	
CONCU	000000000015265	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		11/01/2018	11/01/2018	(blank)	
CONCU	000000000015246	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/31/2018	10/31/2018	(blank)	
CONCU	000000000015222	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/30/2018	10/30/2018	(blank)	
CONCU	000000000015206	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/29/2018	10/29/2018	(blank)	
CONCU	000000000015186	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/28/2018	10/28/2018	(blank)	
CONCU	000000000015140	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/25/2018	10/25/2018	(blank)	
CONCU	000000000015139	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/25/2018	10/25/2018	(blank)	
CONCU	000000000015097	CU_FA_BATCH	F	Financial Aid	00002	Financial Aid Office Balance		10/23/2018	10/23/2018	(blank)	

GROUP DATA CONTINUED

Group content summary

Favorites ▾

Main Menu ▾ > Student Financials ▾ > Charges and Payments ▾ > Group Processing ▾ > Create Group Data Entries

Group Entry

Group Line Entry

Business Unit CONCU

Group ID 00000000015265

*Group Type **Financial Aid** ▾

*Origin ID 00002 🔍 Fin Aid

Original Group ID 🔍

☐ Create New Charge Item

*Accounting Date 11/01/2018 📅

*Received 11/01/2018 📅

*Entry Date 11/01/2018 📅

Operator CU_FA_BATCH

Assign To

Control Totals

☒ Balance Group

Control Total 3 300.00 CAD

Entered Total 3 300.00

Difference 0.00

Posted Total 3 300.00

Posted Date 11/01/2018

Control Count 2

Entered Count 2

Difference Count 0

Posted Count 2

Display Option

Range in DB 1 to 2

Display 1 to 2

Total in DB 2 🔍 🔍 🔍 🔍

Group Error Message

Process Instance Error

Effective Status

Edit Status Not Edited

*Posting Action Posted ▾

Deposit Balance Balanced

Posting Status Balance

Save

Return to Search

Previous in List

Next in List

Notify

Add

Update/Display

GROUP DATA CONTINUED

Single entry in group

Group Entry

Group Line Entry

Business Unit CONCU

Group ID 000000000015274

Group Line Details

Find | View All

First 2 of 2 Last

Group Line Number 2

Mark For Delete

+ -

ID

Balance 0.00

Academic Information

Account Type

Item Effective Date 11/09/2018

Item Type

Due Date

Item Amount 1 650.00

Currency Code CAD

Currency Detail

Term 2182

Fall 2018

Application Information

Reference Number

Payment Information

Payment ID

Payment Details

Tender Details

☐ Use Excess Account

Payment Method

Excess Account

Charge Priority TRAD

Service Indicator

☐ Restrict Payment to Account

POSTING THE GROUP

Navigation: Main Menu > Student Financials > Charges and payments
> Group Processing > Post Transactions

Post Transactions

Run Control ID: SF_FA_POSTING

[Report Manager](#)


[Process Monitor](#)


[Run](#)

Parameters

Business Unit  Concordia University

Group Type  Financial Aid

Starting Group ID 

Ending Group ID 

Operator ID 

Assigned to Operator ID 

[Reset Process Instance](#)

AWARD NOW SHOWS ON ACCOUNT

Customer Accounts

Business Unit CONCU

Name

ID

[Academic Information](#)

Total -1 650.00

Anticipated Aid 1 650.00

Account Details

Account Type	Account Number	Term	Balance	Currency Code	Open Date	Status
Compulsory	COMP001	Winter 2019	901.00	CAD	07/22/2018	Active
Health	HEALTH001	Winter 2019	116.00		07/22/2018	Active
Tuition	TUITION001	Winter 2019	1 227.75		07/22/2018	Active
Compulsory	COMP001	Fall 2018	0.00		06/21/2018	Active
Health	HEALTH001	Fall 2018	0.00		06/21/2018	Active
Misc	MISC001	Fall 2018	-3 894.75		09/06/2018	Active
Tuition	TUITION001	Fall 2018	0.00		06/21/2018	Active

► Additional Information

AFTER GROUP POST

All awards posted are now being displayed on the Student's account.

Charges are paid according to the account types listed on the item type configuration respecting the overall charge priority.

In Concordia's case charge priority TRAD = award is applied to all tuition and fees owing.

Charge Priority UNRESTR = unrestricted. The full award is recorded as a payment to the student's account but is not applied to any charges.

The student can choose to apply the balance to their fees and request a refund of the unapplied credit remaining in both cases.

However...

PAYROLL AWARDS

Some UNRESTR awards have rules that they pay directly to the student and not the student account.

Normally refunds requested by the student are paid by Financial Services.

For the Payroll Awards the student would not submit a refund request but the payment will happen automatically through Payroll.

We can do this by the Batch Refund Process.

CONFIGURE REFUNDS

Navigation: Main Menu > Student Financials > Refunds > Process Batch Refunds > Create Refunds

Batch Refund	Academic Programs	Accounts / Terms	Item Types
--------------	-------------------	------------------	------------

Run Control ID: SF_FA_REFUND Report Manager Process Monitor [Run](#)

Required Parameters

Batch ID	000000004008	Check Batch Refunds	Batch Refund Messages
Business Unit	CONCU	Concordia University	
Refund Method	P	Payroll	
Run Option 1	Individual and Organization ▼	<input type="checkbox"/> Report Only	
Run Option 2	Both Financial Aid and Non FA ▼	<input type="checkbox"/> Calc Tuition if Required	
Sponsor Refund Option	No Sponsor ▼		
Refund Item Type		Financial Aid Refund	
Address Usage	SF_ADDRESS	Student Financials Address	
Contact Type	TPC	Third Party Contract	
Refund Service Impact	RFND	No Refunds	
Event ID			

SELECT ITEM TYPES TO REFUND

The item types here will have refunds created for them as long as the student has not applied their award to their charges.

[Batch Refund](#) [Academic Programs](#) [Accounts / Terms](#) [Item Types](#)

Run Control ID: SF_FA_REFUND [Report Manager](#) [Process Monitor](#) [Run](#)

Required Parameters

Batch ID 000000004008 [Check Batch Refunds](#) [Batch Refund Messages](#)

☐ All Item Types

▼ Item Types

*Item Type From	Description	*Item Type To	Description		
<input type="text"/>	Naim Mahlab Travel Awd Tel Avi	<input type="text"/>	Naim Mahlab Travel Awd Tel Avi	+	-
<input type="text"/>	QC Mobility Bursary	<input type="text"/>	QC Mobility Bursary	+	-
<input type="text"/>	Concordia Accelerator Award	<input type="text"/>	Concordia Accelerator Award	+	-
<input type="text"/>	Concordia Conference and Expo	<input type="text"/>	Concordia Conference and Expo	+	-
<input type="text"/>	3MT Competition Winner	<input type="text"/>	3MT Competition Winner	+	-
<input type="text"/>	Gender Summit Registration	<input type="text"/>	Gender Summit Registration	+	-
<input type="text"/>	Fondation Universitaire Pierre	<input type="text"/>	Fondation Universitaire Pierre	+	-

[Personalize](#) | [Find](#) | [Print](#) | [Grid](#) | [First](#) | [1-7 of 7](#) | [Last](#)



GENERATE REPORT FOR PAYROLL

All items with refunds get sent to payroll using a report that is manually run and sent before the payroll deadline.

Payroll deadlines can be fluid so a regular scheduled run would not be appropriate.

The report is date driven and picks up all Financial Aid refund item types.

REQUESTING THE REPORT

Report is retrieved using Query Report Viewer

Navigation: Main Menu > Reporting Tools > BI Publisher > Query Report Viewer

Query Report Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search by begins with

[Search](#)

[Advanced Search](#)

Search Results

[Show Template Prompts](#)

Report Definition		Personalize	Find	View All	First 1 of 1 Last	
Report Name	Description	Data Source ID	*Format	Burst	View Report	
CU_RPT058	cu_rpt058 student refund	CU_RPT058	XLS	N	View Report	

PAYROLL REPORT CONTINUED

Query Report Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search by begins with

[Advanced Search](#)

Search Results [Show Template Prompts](#)

Report Name	Description	Data Source ID	*Format	Burs
CU_RPT058	cu_rpt058 student refund	CU_RPT058	XLS	N

CU_RPT058

start date:

end date:

THE REPORT!

STUDENT ID	FAMILY NAME	GIVEN NAME	EMPLOYEE ID	PAYROLL PAY ACCOUNT	PAYMENT VALUE	ADDLINE1	ADDLINE2	ADDLINE3	CITY	STATE	COUNTRY	POSTAL	SEX	BIRTHDATE	AWARD PRINT NAME
					929.94										Concordia University Conference And Exposition Award
					971.75										Concordia University Conference And Exposition Award
					565.43										Concordia University Conference And Exposition Award
					697.30										Concordia University Conference And Exposition Award
					100.00										Quebec Mobility Bursary
					100.00										Concordia University Conference And Exposition Award
					1000.00										Concordia University Conference And Exposition Award
					1000.00										Concordia University Conference And Exposition Award
					833.67										Concordia University Conference And Exposition Award

REDACTED !!!!

ISSUES WITH THE OLD METHOD

Since Student Financials jobs are not tied to Financial Aid jobs there could be a delay of several hours where Financial Aid does not see the award payment on their student account but sees the award as being disbursed.

Financial Aid must rely on Student Financials to complete this process.

Payroll refunds must be processed immediately after posting to the student account so that the balance does not show to the student. There have been cases where a student requested that a Payroll award be applied to their charges.

Solution: Combine the jobs!



4. COMBINING FORCES (AND AVOIDING PITFALLS)

We have a common goal



SCHEDULING THE PROCESSES

We will use scheduled job sets to run these items.

Required: Batch user with security access to both Financial Aid components and Student Financials components.

Payroll report is not part of nightly batch run.

BATCH USER SECURITY REQUIRED

Batch User should have access to the following components to run this process:

Authorization Run control

Menu: PACKAGE_AID

Component: RUNCTL_AUTHRIZE

Disbursement Run Control

Menu: PACKAGE_AID

Component: RUNCTL_AUTHRIZE

Post Transactions Run Control

Menu: MAINTAIN_RECEIVABLES

Component: RUN_SFPGRPST

Create Refunds Run Control

Menu: REFUND_CUSTOMERS

Component: RUN_SFPREFND

Jobs

Menu: PROCESS_SCHEDULER

Component: PRCSJOBDEFN

Schedule JobSet Definitions

Menu: PROCESS_SCHEDULER

Component: SCHDLDEFN

JOB SETUP

Navigate to Jobs

Main Menu > PeopleTools > Process Scheduler > Jobs

Create a new job set

Add new Value

Job Definitions

[Find an Existing Value](#)

[Add a New Value](#)

Process Job Name:

[Add](#)

JOBSET SETUP CONTINUED

Add Process Types and Process Names

[Job Definition](#) [Job Definition Options](#) [Job Distribution](#) [Job Notification](#) [▶](#)

Process Type: PSJob

Job Name: FA_DISBU

*Description: FA_DISBU

Run Mode: Serial ▼

*Priority: Medium ▼

*Process Category: Default 🔍 Default Category

Max Concurrent:

Override Process Retry Count: ☐ Retry Count:

Override Process Retention Day: ☐ Retention Days:

[JobSet Report](#)

Process List

	Process Type	Process Name	Description	Run Always On Warning	Run Always On Error		
1	COBOL SQL 🔍	FAPAUTHS 🔍	Background Mass Authorization	<input type="checkbox"/>	<input type="checkbox"/>	+	-
2	COBOL SQL 🔍	FAPDISBS 🔍	Background Mass Disbursement	<input type="checkbox"/>	<input type="checkbox"/>	+	-
3	COBOL SQL 🔍	SFPGRPST 🔍	Group Posting Process	<input type="checkbox"/>	<input type="checkbox"/>	+	-
4	COBOL SQL 🔍	SFPREFND 🔍	Batch Refund	<input type="checkbox"/>	<input type="checkbox"/>	+	-

JOBSET SETUP CONTINUED

Navigate to Jobset Definition Schedule

Main Menu > PeopleTools > Process Scheduler > Schedule JobSet Definitions

Schedule JobSet Definitions

Find an Existing Value

Add a New Value

Schedule Name: FA_DISBU






Job Name: FA_DISBU



Add

JOBSET SETUP CONTINUED

Configure tab Schedule JobSet Definition

Schedule Job Set Definition		Schedule JobSet Items	Schedule JobSet Requests
Schedule Name	FA_DISBU	JobSet Report	Report Manager Process Monitor
Job Name	FA_DISBU		
Schedule Information			
User ID:	CU_FA_BATCH		
*Description:	<input type="text" value="FA_DISBU"/>	*Status:	<input type="text" value="Active"/>
*Run Control ID:	<input type="text" value="FA_DISBU"/>	*Priority:	<input type="text" value="Medium"/>
Time Information			
*Begin Date:	<input type="text" value="11/07/2018"/> 	*Time:	<input type="text" value="6:30:00PM"/> 
		*Time Zone:	<input type="text" value="EST"/> 
Recurrence Name:	<input type="text"/>	 <input type="button" value="Run Now"/>	
Server Information			
*Server Run Option:	<input type="text" value="Any Server"/>		
Primary Server:	<input type="text"/> 	Operating System:	<input type="text"/>

SIDEBAR: RECURRENCES

Recurrence Definition

Recurrence Exception

Recurrence Definition

Recurrence Name: FA_DAILY

Description:

Schedule Next Recurrence when

- ☒ Current request is initiated
- ☐ Prior recurrence has completed

Recurrence Pattern

- ☒ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Customize Dates
- ☒ Everyday
- ☒ Sunday
- ☒ Monday
- ☒ Tuesday
- ☒ Wednesday
- ☒ Thursday
- ☒ Friday
- ☒ Saturday

Start Request

Date:

Time:

End Request

Date:

Time:

Repeat

Every: Minutes

For: Hours

☒ Do not schedule any processes missed from the recurrence pattern.

Run on Specific Dates

Personalize | Find |

First 1 of 1 Last

Run Date (From)	Run Date (To)	Effective Until (Year)	Description	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<div> </div>

Save






Return to Search

Notify

Add

Update/Display

JOBSET SETUP CONTINUED

Schedule JobSet Definition		Schedule JobSet Items		Schedule JobSet Requests	
Schedule Name	FA_DISBU	JobSet Report	Report Manager	Process Monitor	
Job Name	FA_DISBU				
Schedule Information					
User ID:	CU_FA_BATCH				
*Description:	FA_DISBU	*Status:	Active ▼		
*Run Control ID:	FA_DISBU	*Priority:	Medium ▼		
Time Information					
*Begin Date:	11/07/2018 	*Time:	6:30:00PM	*Time Zone:	EST 
Recurrence Name:	FA_DAILY 				
Server Information					
*Server Run Option:	Any Server ▼				
Primary Server:		Operating System:	▼		

JOBSET SETUP CONTINUED

Configure tab Schedule JobSet Items

Click on Expand Node

Schedule JobSet DefinitionSchedule JobSet ItemsSchedule JobSet Requests

Schedule NameFA_DISBUJobSet ReportReport ManagerProcess Monitor

Job NameFA_DISBU

Left | Right

FA_DISBU

FA_DISBU

Job NameFA_DISBUFA_DISBU

Process List

General SettingsOutput SettingsServer SettingsTime SettingsOther Settings

Process Name	Description	Process Type	Run Control ID
FA_DISBU	FA_DISBU	PSJob	

JOBSET SETUP CONTINUED

Enter Run Control ID for each process name

Schedule JobSet DefinitionSchedule JobSet ItemsSchedule JobSet Requests

Schedule NameFA_DISBUJobSet ReportReport ManagerProcess Monitor

Job NameFA_DISBU

Left | Right

FA_DISBU

FA_DISBU


Job NameFA_DISBUPSJob

Process List

General SettingsOutput SettingsServer SettingsTime SettingsOther Settings

Process Name	Description	Process Type	Run Control ID
FAPAUTHS	Background Mass Authorization	COBOL SQL	FA_AUTHSODD
FAPDISBS	Background Mass Disbursement	COBOL SQL	FA_DISBSODD
SFPGRPST	Group Posting Process	COBOL SQL	SF_FA_POSTING
SFPREFND	Batch Refund	COBOL SQL	SF_FA_REFUND

READY TO GO!

Schedule JobSet Definition		Schedule JobSet Items		Schedule JobSet Requests	
Schedule Name	FA_DISBU	JobSet Report	Report Manager	Process Monitor	
Job Name	FA_DISBU				
Schedule Information					
User ID:	CU_FA_BATCH				
*Description:	FA_DISBU	*Status:	Active ▼		
*Run Control ID:	FA_DISBU	*Priority:	Medium ▼		
Time Information					
*Begin Date:	11/07/2018	*Time:	6:30:00PM	*Time Zone:	EST
Recurrence Name:	FA_DAILY				
Server Information					
*Server Run Option:	Any Server ▼				
Primary Server:		Operating System:			

SOME THINGS TO THINK ABOUT...

We currently check failed group postings the following day so if there are issues there may be delays in resolving them (especially if the Jobset runs over the weekend).

The payroll report is still not scheduled as UGRD awards and GRAD awards want to review report before it is issued.

IMPORTANT: If a student does not have an address the refund is not created (nor can they request a refund).

Remember to update the Authorization and Disbursement run controls each term!

SUMMARY

Loyola Campus - NDG



THE AFTERMATH

Since combining the jobs into a single jobset we no longer have timing issues. The next job runs immediately following the previous job.

Entire process took several hours due to individual process scheduled at different times. Now entire job is done in minutes!

Students will no longer request refunds for Payroll Awards.

Peace of mind! Everyone sleeps better.



CONCLUDING THOUGHTS

ANY QUESTIONS?

PRESENTERS

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**ALL ALLIANCE PRESENTATIONS WILL BE AVAILABLE FOR
DOWNLOAD FROM THE CONFERENCE SITE**



THANK YOU!

