

eTranscript Request – Processing Credit Card Refunds

Overview


- eTranscript Request charges that need to be refunded will be processed by a Registrar staff member via IU Pay Plus.
- To find requests that need to be refunded, go to the Administrative Summary page (OneStart > Services > Administrative Systems > SIS > SIS Admin eForms > eTranscript Request – Administrative) or the IUIE (Student > Records > Registrar > eTranscript Requests – Need Refunds)

Steps

Processing Refunds for IUPayPlus Transactions

Processing refunds for IUPayPlus transactions requires logging into two different systems to request and then verify the refund transaction.

The first system is the Nelnet Commerce Manager QuikPay Customer Service Representative (CSR) interface.

1. In Internet Explorer, browse to https://quikpayasp.com/iu/commerce_manager/csr.do
2. Login using the appropriate login information.
3. From the Message Board, click on **Find Transaction** in the left column. This will bring up a search screen.
4. On the search screen, provide the information that you have regarding the transaction and click search. The quickest and easiest way to locate a transaction is to use the **Confirmation Number** (found on the *Administrative Detail* page in the **Cr Card Conf ID** field.)
5. Depending on how you searched, you will either be presented with a list of matching transactions or the **Transaction Details** for the transaction you are trying to refund. If you are presented with a list, locate the transaction you are looking for and click  in the **Detail** column to pull up the *Transaction Details* page.
6. Once on the *Transaction Details* page, verify that this is the transaction you wish to refund. Then click the **Refund** button in the lower right corner.
7. The *Enter Refund Information* page will appear. Confirm the data one more time and enter the **Refund Amount** in the box. Click **Continue**.
NOTE: You may only refund up to the original dollar amount of the transaction. You may refund less if a partial amount is due. You may not refund more than the original transaction.
8. The *Refund Confirmation* page will appear. This is your last opportunity to verify that you are processing the correct refund. Click Confirm to continue.
9. The screen will flip to **Processing Refund** and then to a **Refund Receipt**. You may print this page for your records if needed.
10. Log out using the **Log Off** function on the far right of the red IU header bar.

The second system is the ViaKlix interface. The following steps must be performed for Refund transactions in order to settle these transactions to the bank.

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1. In Internet Explorer, browse to <https://www2.viaklix.com/Admin/login.asp>. This is the viaKLIX login page.
2. Login using the appropriate login information.
3. From the *Welcome* page, click on **Virtual Terminal** (located in the left blue panel). This will open up a sub-menu.
4. In the sub-menu, click on **Unsettled Transactions**. This will bring up a listing of all of the unsettled transactions. There will only be 25 items per page. You may change this with the drop down at the bottom labeled **Records Per Page**.
5. Locate the transactions labeled **REFUND PENDED**. Transactions are listed in time order, with the most recent transactions at the top of the list. Check the transactions you need by clicking in the box in the **CHECK** column.
6. Once you have the appropriate transactions checked, click on **UNPEND**. Wait for the screen to refresh and make sure that the transactions are now labeled **REFUND**.
7. When you are finished, log out.