Overview
This business process guide demonstrates you how to locate the sponsor for Parent Plus Loans.
Notice about the new version of PeopleSoft

All page shots used in this guide are from the previous version of PeopleSoft (HCM 8.9). Please be advised that from the fourth week of February 2012, we are using the new version of PeopleSoft (HCM 9.0) and you may experience a difference in the way the new pages look and feel.

In the new version of PeopleSoft (HCM 9.0), the format of how the Main Menu expands has changed, but the actual navigation path and functionality has not changed. See the sample page shot.

Other minor changes include the following:

- Improved color scheme
- New look for Processing and Save indicators
- Pop-up Search Window and Edit Boxes
- Number of Search Results Option
- Type Ahead Matching
Locate the Sponsor for Parent Plus Loans

Navigate to Student Financials > View Customer Accounts

The Customer Accounts page displays.

1. Look up the student by one of the search criteria provided
2. Enter the information
3. Click Search
4. Click the Account Details link for Account Type = “REG” to check for financial aid disbursements and to see if refunds checks have been processed for the student account

The Account Details page displays.

5. Click View All to see all Item Details
6. Locate the FA disbursement for the Parent PLUS Loan

7. Locate the FA Refund for the Parent PLUS Loan

Note: In the illustration below, both are present and you can see that the refund was for the full amount of the disbursement.

8. Click the Item Details link for the refund

The Refund Details page displays.

Now that we know the refund was processed and other pertinent information about the refund, we can also see the sponsor (parent) designator.
Navigate to Student Financials > Refunds > Review Sponsor Refunds by ID

The Ind Sponsor Refunds By ID page displays.

9. Use the Sponsor ID number to see exactly how the refund check printed

Whom to Contact for Help?
For additional help or to report problems with this functionality, please log a ticket via the Service Desk (http://www.csueastbay.edu/servicedesk).