



S3 Admin Console: *Handle Errors* Screen

== Carnegie Mellon ==

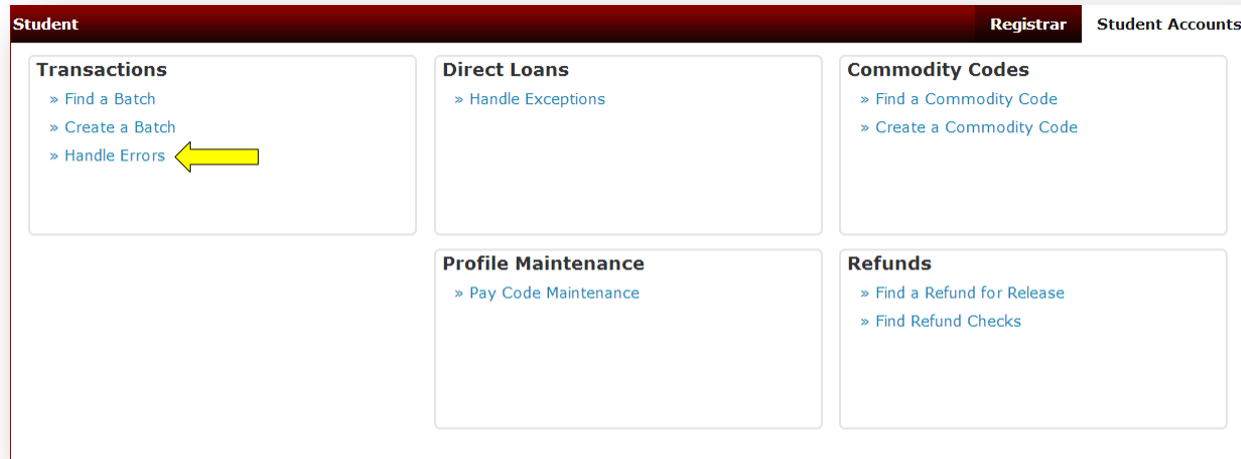
Carnegie Mellon University
Enrollment Services

Handle Errors Screen



The S3 *Handle Errors* screen is designed to facilitate or replace several business processes related to handling failed transaction posting attempts. The screen acts as a “find” screen which allows a user to search for particular subsets of existing erred transactions. The user can then use the gear wheel menu to take several types of actions on these erred transactions.

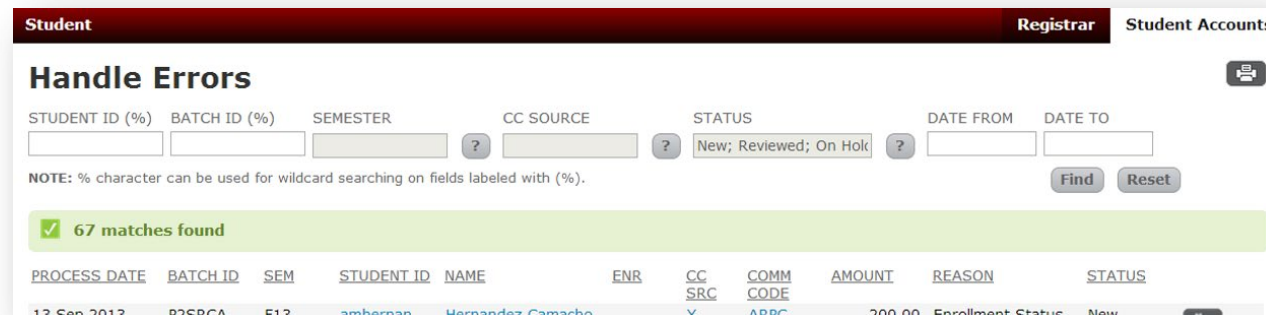
Handle Errors Screen



The screenshot shows the 'Student Accounts' menu. The 'Transactions' section is highlighted with a yellow arrow pointing to the 'Handle Errors' link. Other sections include 'Direct Loans', 'Commodity Codes', 'Profile Maintenance', and 'Refunds'.

- Student Accounts**
 - Transactions**
 - » Find a Batch
 - » Create a Batch
 - » Handle Errors
 - Direct Loans**
 - » Handle Exceptions
 - Commodity Codes**
 - » Find a Commodity Code
 - » Create a Commodity Code
 - Profile Maintenance**
 - » Pay Code Maintenance
 - Refunds**
 - » Find a Refund for Release
 - » Find Refund Checks

The **Handle Errors** screen can be accessed from the **Student Accounts** menu under **Transactions**.



The screenshot shows the 'Handle Errors' screen. It includes search filters for Student ID, Batch ID, Semester, CC Source, Status, Date From, and Date To. A green bar indicates '67 matches found'. Below is a table of results.

PROCESS DATE	BATCH ID	SEM	STUDENT ID	NAME	ENR	CC SRC	COMM CODE	AMOUNT	REASON	STATUS
12-Sep-2013	R2SRCA	F12	amherman	Hernandez-Camacho	Y	ARPC		200.00	Enrollment Status	New

The fields at the top of the Handle Errors screen are *Student ID*, *Batch ID*, *Semester*, *CC Source*, *Status*, *Date From* and *Date To*. They can be used to filter search results. The results are also filtered by the user's qualifiers.

Handle Errors Screen



The user can set the error status value by clicking on the **gear wheel** menu and selecting the **Update Status** action. This will display a modal for the user to select the desired status value. The list of values appearing in the modal will be determined by the current error status, of which there are seven (see page 5 for detail chart).

Error Status Values

Description	Corresponding Action	Set By	Notes
New		System	Set when the transaction originally errs or when a “Reviewed” transaction errs for a new reason.
Reviewed	Mark as Reviewed	User	Used to indicate that someone has reviewed the transaction.
On Hold	Place on Hold	User	Allows for additional review and prevents a transaction from automatically posting.
Escalated	Escalate to SAO	User	Allows a user to pass the transaction to the Student Accounts Office (SAO) for review and posting when the reason for erring will not resolve itself.
Recreated	Recreate with Elevated Privileges	User	Allows a user to post a transaction as an administrator, thus bypassing most error reasons.
Posted		System	Set when the reason for the original error is resolved and the transaction is automatically posted by the system.
No Action Required	No Action Required	User	Allows a user to indicate that a transaction should not be posted.

Handle Errors Screen

The screenshot shows the 'Handle Errors' screen in a web application. At the top, there are tabs for 'Student', 'Registrar', and 'Student Accounts'. The 'Handle Errors' section has a search bar with 'STUDENT ID (%)', 'BATCH ID (%)', and 'SEMESTER' fields. Below the search bar, a note states: 'NOTE: % character can be used for wildcard search'. A green banner indicates '67 matches found'. A table lists error records with columns: 'PROCESS DATE', 'BATCH ID', 'SEM', and 'STUDENT'. The table contains 15 rows of data. An 'Error Details' modal is open, displaying information for a specific error. The modal has three sections: 'Batch Information', 'Transaction Information', and 'Error Information'. The 'Batch Information' section shows: Batch ID: P2SRCA, Semester code: F13, Batch Date: 04 Apr 2013, Created: brianhi, Updated: . The 'Transaction Information' section shows: Transaction ID: 4695408, Commodity Code: ARPC, Description: PENALTY CHARGE, Original Amount: 200.00, Created: , Updated: brianhi on 04 Apr 2013, New Transaction ID: . The 'Error Information' section shows: Updated: , Reason: The student has an enrollment status that prevents any transaction from posting to the student account. Please follow-up with the Student Accounts Office for more information. An 'OK' button is at the bottom right of the modal. In the background, there is a table with 'REASON' and 'STATUS' columns, and a 'Find' button.

Handle Errors

STUDENT ID (%) BATCH ID (%) SEMESTER

NOTE: % character can be used for wildcard search

67 matches found

PROCESS DATE	BATCH ID	SEM	STUDENT
13 Sep 2013	P2SRCA	F13	amhe
13 Sep 2013	P2SRCA	F13	sdha
13 Sep 2013	P2SRCA	F13	cfrim
13 Sep 2013	P2SRCA	F13	egalk
13 Sep 2013	P2SRCA	F13	brian
13 Sep 2013	P2SRCA	F13	sdha
13 Sep 2013	P2SRCA	F13	brian
13 Sep 2013	P2SRCA	F13	egalk
13 Sep 2013	P2SRCA	F13	jerry
13 Sep 2013	P2SRCA	F13	amhe
13 Sep 2013	P2SRCA	F13	cfrim
13 Sep 2013	P2SRCA	F13	brian
13 Sep 2013	P2SRCA	F13	sdha
13 Sep 2013	P2SRCA	F13	egalk

Error Details

Batch Information

Batch ID: P2SRCA
Semester code: F13
Batch Date: 04 Apr 2013
Created: brianhi
Updated:

Transaction Information

Transaction ID: 4695408
Commodity Code: ARPC
Description: PENALTY CHARGE
Original Amount: 200.00
Created:
Updated: brianhi on 04 Apr 2013
New Transaction ID:

Error Information

Updated:
Reason:
The student has an enrollment status that prevents any transaction from posting to the student account. Please follow-up with the Student Accounts Office for more information.

OK

From the **gear wheel menu**, the user can also view the details of each of the transactions to get information about the original transaction, batch, and user. There are 10 different error types (see page 7 for detail chart).

Error Types

Short Description	Long Description
Bad Student ID	The student ID was not found.
Bad Commodity Code	The commodity code does not exist. Please verify that the commodity code was entered correctly and follow up with the Student Accounts Office, as necessary.
Invalid Commodity Code	The commodity code is not valid. Please verify that the commodity code was entered correctly and follow up with the Student Accounts Office, as necessary.
Unapproved Commodity Code	The commodity code has not been approved. Please verify that the commodity code was entered correctly and follow up with the Student Accounts Office, as necessary.
Enrollment Status	The student has an enrollment status that requires special permission to post to the student account. Please follow up with the Student Accounts Office for more information.
Enrollment Status	The student has an enrollment status that prevents any transaction from posting to the student account. Please follow up with the Student Accounts Office for more information.
Missing Semester Record	This student does not have a semester record for the semester of the transaction. Please verify the semester of the transaction and follow up with the Student Accounts Office, as necessary.
Future Monthly Transaction	This transaction can only be posted in the current semester. Future postings for this type of transaction are not allowed.
Student in Collections	Student is currently placed with a collection agency and new transactions can only be posted by Student Accounts.
Missing Exchange Rate	The exchange rate for this transaction does not exist for this date. Please confirm the accuracy of the transaction date and follow up with the Student Accounts Office, as necessary.

Thank you for your support of the Student Services Suite (S3).

If you need any assistance or have any questions regarding the *Handle Errors* screen, please email student-accounts@andrew.cmu.edu.



Be sure to stay tuned to the [S3 Updates webpage](#) for release summaries, user documentation, training sessions, and more.



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