This guide is designed to provide information to successfully use the Financials Online Chargeback module, including the following topics:

- Accessing the Online Chargeback Module
- Approve, Cancel or Reopen Online Chargebacks

Employees must submit a SOLAR Financial Access Request form, selecting Financial Approver. An Authorized Signature form must also be submitted.

**WHO DO I CONTACT FOR HELP?**

Create a service request to Solar Financials or email solarfin@csun.edu.

For immediate assistance contact SOLAR Financials by phone (818) 677-1000, option #2 – option #1.

You may also refer to the Financial Systems website for additional information and documentation.

**FISCAL RESPONSIBILITY**

The Online Chargeback module does not budget check. It is the responsibility of the chargeback approver to ensure that purchasing expenses are within the department budget. To ensure this responsibility, the campus has instituted the Fiscal Responsibility Policy.
ACCESSING THE CAMPUS WEB PORTAL

SOLAR applications are housed within the campus web portal. Follow the instructions below to access the campus web portal:

1. From Internet Browser, access the myNorthridge portal login located on the CSUN home page.

2. Log in using your CSUN User Name or CSUN ID# and Password.

3. Select the Login button.

4. Applications are located under the MyNorthridge menu section. The menu items listed are based on the employee’s current security access.
APPROVE CANCEL OR REOPEN ONLINE CHARGEBACKS

This section discusses the elements involved in approving, cancelling or re-opening an online chargeback.

1. To access the **Online Chargeback (Approver)** module, select the following menu path:
   Solar Financials> Chargebacks > Chargeback Approval

2. To view chargebacks **pending approval**, select or enter one or more of the following:
   - **Approver Position Number**– This field defaults to the approver’s position number. To approve chargebacks for a different approver, select the **magnifying glass icon** to select an approver. Select the **refresh icon** to view all chargebacks pending approval for the selected approver. This field is mandatory.
   - **Workflow Requestor Pos Number**– Select the **magnifying glass icon** to select a requestor. All chargebacks in pending approval status from the selected requestor will be displayed after selecting the **refresh icon**. This field is optional.
   - **Refresh Data** – Select the **Refresh Data icon** to refresh the page and view the search results.

3. To view the chargeback details, select the **Chargeback Inquiry icon** as indicated below:
Example of chargeback details below:

4. **Print** the requisition or select **cancel** to return to the previous page.

5. A pre-formatted notification is emailed to the requestor after the chargeback is approved. Select the **Email Workflow** icon to send an email with additional comments.
6. **Add or change** the email address, additional comments or deselect the *Send Email* check box to cancel an the email notification, followed by the *Save* button as indicated below:

![Email Notification Information (Optional)](image)

7. On the **Chargeback Approval** page, select one of the following options from the *Requisition Status* dropdown menu:

   ![Chargeback Approval](image)

   - **Approved** – Approve the chargeback. After the chargeback is approved the status will change to **approved** and can no longer be modified. The chargeback details can be viewed using [Chargeback Inquiry](#). The Service Provider must be contacted to re-open the chargeback back to the Requestor for modification.

   - **Cancelled** – Cancel the entire chargeback. Cancellations are **irreversible**. Chargebacks in a **cancelled status** cannot be modified. The chargeback can be viewed using [Chargeback Inquiry](#). Once saved, the requestor will receive an email notification of the cancellation.
• **Open** – Return the chargeback back to the requestor for changes, changing the status to open. An email notification will be sent to the requestor that the chargeback has been re-opened.

• **Pending Approval** – Indicates the chargeback has not been approved and may still be under review. The requestor has the ability to retrieve, modify and re-route chargebacks that are in a pending approval status.

8. The **sel flg** box must be checked, followed by selecting the **Save** button for the action to take place. Once saved, all chargebacks in an **Approved, Open, or Cancelled** status will be listed in view only mode. When the page is refreshed, the chargeback will be removed from the **Chargeback Approval** page.