

<b>FINANCE</b>  <b>PROCEDURE</b>  <b>MANUAL</b>	<b>TITLE:</b> Miscellaneous Refunds	
	<b>NUMBER:</b> FIN-SAS-029	<b>VERSION:</b> 01
	<b>ISSUED DATE:</b> 2/6/2014	<b>REVISION DATE:</b> N/A

➤ **Purpose:**

This procedure outlines the process to return funds to customers or students for other fees which are not related to a student schedule. Typically these are considered user fees.

➤ **Definitions:**

**Customer Number (Record):** A unique alphanumeric, numbers and/or letters, code assigned in PantherNet by Student Account Services to an agency or entity. Typically used to process fees and charges for billing purposes.

**Disbursement Request:** An electronic document type in PantherNet, which requires accurate accounting information for the payment to be processed and includes a description of material and/or service, quantity, date, and cost.

**PantherNet:** The online Enterprise Resource Planning (ERP) system used to track and maintain operations at the College including financial, student, and payroll/personnel records.

**Refund:** To return (money) in restitution, repayment, or balancing of accounts.

**Student:** A unique alphanumeric code assigned in PantherNet by Registration or Admissions. Typically used when selecting a class for academic purposes.

**User Fees:** Allowable fees charged by those who receive a service or material. User fees can be assessed to students through as a course fee if the materials are related to a particular course or program. User fees can also be assessed on a per use basis.

**Miscellaneous Refund Request Form:** A request form submitted by a Department on behalf of a student or customer. The information on the form will be used to enter a Disbursement Request for payment purposes.

**PantherWeb:** A student web portal where students can access their student account information, class schedule and other important information.

➤ **Responsibility:**

**Department Budget Manager (Department):** Approves or denies the refund request.

**Department Staff:** completes necessary refund request (Disbursement Request) in PantherNet.

**Accounts Payable Office:** Processes Disbursement Requests which will generate the refund or payment.

**Cashier's Office:** Verifies original receipt (payment of goods or services) and submits approved refunds to Accounts Payable for payment processing.

**Student Account Services Manager:** Assigns proper customer number in PantherNet for when a student number is not used.

➤ **Procedure Details:**

1. [Miscellaneous Refund Request](#) will be completed by the student or customer who is seeking a refund which is NOT part of a class or course. Typically these are testing center refunds or funds paid for services throughout the College.
2. All refunds are subject to the recovery of debts/obligations owed to the College.
3. Refunds are preferably issued in accordance with the method of payment.
  - a. Payments made by credit card will be credited back to the credit card.
  - b. Payments made by cash or check will be refunded by check. All checks are mailed to the address on file or submitted with the [Miscellaneous Refund Request](#).
  - c. Refunds under \$50.00 are typically issued as a check, regardless of method of payment.
4. [Miscellaneous Refund Request](#) will either be approved or denied by the Department Budget Manager depending on their policy and procedures.
  - a. If the refund request is approved by the Department, a Disbursement Request must be entered in PantherNet.

- b. If the refund request is denied by the Department, then no further processing is needed. The Miscellaneous Refund Request will not be processed.
5. For approved Miscellaneous Refund Requests:
  - a. The Payee Type for the Disbursement Request will either be "C-Customer" or S-Student. If the correct Customer name and address is not on file in PantherNet, those changes or additions must be directed to the Student Account Services Manager.
  - b. The Student Account Services Manager will add or modify any necessary customer information in PantherNet in order to process refunds. Student information is maintained by the student through [PantherWeb](#).
  - c. Once the Disbursement Request information has been entered in PantherNet, the appropriate paperwork and documentation which includes a copy of the paid receipt will be submitted to the Cashier's Office for verification.
  - d. Once verified by the Cashier's Office, all documentation, including the Disbursement Request number will be submitted to Accounts Payable for final payment processing.

➤ **References:**

Miscellaneous Refund Request Form:

<http://www.palmbeachstate.edu/finance/Documents/ARForm-MiscellaneousRefundRequestForm.pdf>

Finance Procedures:

Cash Collection

<http://www.palmbeachstate.edu/finance/Documents/FIN-SAS-006.pdf>

Fees

<http://www.palmbeachstate.edu/finance/Documents/FIN-SAS-009.pdf>

Theatre Refunds

<http://www.palmbeachstate.edu/finance/Documents/FIN-SAS-023.pdf>

Refunds

<http://www.palmbeachstate.edu/finance/Documents/FIN-SAS-018.pdf>