

FINANCE PROCEDURE MANUAL	TITLE: Theatre Refunds	
	NUMBER: FIN-SAS-023	VERSION: 01
	ISSUED DATE: 9/24/2010	REVISION DATE: 7/2/2012

➤ **Purpose:**

This procedure outlines the process to return funds to theatre patrons once authorized by the Theatre Director.

➤ **Definitions:**

Credit card batch settlement: a collection of credit card transactions including authorizations, payments, and credits saved for electronic submission to the processor.

Credit card terminal: A device that can process transactions with a debit card or a credit card.

Customer Number (Record): A unique alphanumeric, numbers and/or letters, code assigned in PantherNet to an agency or internal organizational unit used to process fees and charges.

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.

Theatre Patron: A customer of the Theatre, usually attending a performance.

➤ **Responsibility:**

Theatre Director: Authorizes all eligible refunds.

Box Office Manager/Staff: Enters any necessary refund request (Disbursement Request) in PantherNet or enters any necessary credit card refunds on the credit card terminal.

Accounts Payable Office: Processes check refunds.

Cashier's Office: Verifies and records any necessary credit card refunds.

Student Account Services Manager: Assigns proper customer number in PantherNet for processing Theatre Refunds.

➤ **Procedure Details:**

1. Refunds will be authorized and processed upon approval of the Theatre Director. Typically performance tickets are non-refundable; exceptions include, but are not limited to, cancelation of performance.
2. All refunds are subject to the recovery of debts/obligations owed to the College.
3. Refunds are issued in accordance with the method of payment. Payments made by credit card will be credited back to the credit card. Payments made by cash or check will be refunded by check. All checks are mailed to the address on file for the theatre patron's account.
4. Credit Card Refunds:
 - a. Credit card refunds must be entered and settled as a separate credit card batch settlement on the appropriate Theatre credit card terminal.
 - b. Credit card batch settlements must be brought to the Cashier's Office for the appropriate processing of accounting entries.
 - c. Credit card refunds must not be combined with credit card sales and must be settled in a separate credit card batch settlement on the credit card terminal.
5. Check Refunds:
 - a. Check refunds must be entered in PantherNet as a Disbursement Request.

- b. The Theatre Director will assign the appropriate staff to process the Disbursement Request in PantherNet.
- c. The Payee Type for the Disbursement Request will be "C-Customer". If the correct Customer name and address is not on file, those changes or additions must be directed to the Student Account Services Manager.
- d. The Student Account Services Manager will add or modify theatre customers in PantherNet in order to process refunds. Customer Type in PantherNet will be "TR-Theatre Refunds" and will not require a billing application on file.
- e. Once the Disbursement Request information has been entered in PantherNet, the appropriate paperwork and documentation will be submitted to Accounts Payable for processing.

➤ **References:**

College Cash Collection Procedure:

FIN-SAS-006

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

College Credit Card Terminals and Usage:

FIN-SAS-022

<http://www.palmbeachstate.edu/finance/Documents/FIN-SAS-022.pdf>