

PROCEDURE

Effective Date: 6/7/07

Approved By: Vice President George Pierce

Authority: RCW 28B.15.600; RCW 28B.63; SAAM 85.54

Cancels:

See Also: POL-U5352.05; PRO-U5352.05B, PRO-U5352.05C

PRO-U5352.05A**REFUNDING A CREDIT BALANCE ON A STUDENT ACCOUNT****Definition:**

Student Account – the record of charges, payments and adjustments for each student, including student tuition, fees, on-campus housing, and certain other campus charges. Every student has a student account. Most financial aid money is directly credited to the student account. Fines, amounts charged as a penalty for a statute or rule violation, are not included in charges to the student account.

Action by:**Action:**

Student

1. **Contacts** Student Accounts to request refund. (Go to 2)

- or -

Title IV Financial Aid

- 1a. **Triggers** automatic refund request. (Go to 4)

- or -Student Accounts
Accountant

- 1b. **Runs** reports to identify credit balances. (Go to 4)

Student Accounts

2. **Verifies** the credit balance.
3. **Sends** report to Student Accounting Accountant.

Student Accounting
Accountant

4. **Determines** the source of the overpayment.
5. **Evaluates** student account activity. Reapplies payments as required to ensure that refundable balance is correct and complies with regulations. (*Note: cannot change or adjust account balance*)
- 6a. **If** refund will not be issued,
Hold request for additional review.

PROCEDURE

Action by:

Action:

- | | |
|-------------------------------|---|
| University Cashier | <p>6b. If refund to be made to credit card,
 Sends refund request to University Cashiers.
 (Go to 9)</p> <p>6c. If refund to be made by check or electronic funds transfer (EFT),
 Runs refunding process to produce check or EFT transactions.</p> <p>7. Sends transactions to Finance. (Go to 12)</p> <p>8. Reviews request for refund.</p> <p>9. Processes credit refund to original credit card number.</p> <p>11. Records refund on student account.</p> |
| Accounting Services | <p>12. Issues check or EFT transmittal.</p> |
| Student Accounting Accountant | <p>13. Reconciles refund checks requested by Student Accounting with refund checks issued by Accounting Services monthly.</p> |