

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-U5352.05A, PRO-U5352.05C

PRO-U5352.05B

REFUNDING A CREDIT BALANCE ON A GENERAL RECEIVABLE ACCOUNT

Definition:

General Receivable Account – the record of charges, payments and adjustments for non-student customers. Fines are not included in charges to the account. These accounts generally record invoices issued by various University departments, and customer payments. The accounts look and act like a Student Account but are established as “non-person.”

Action by:

Action:

General Receivable Customer	1. Contacts Student Accounts to request refund. (Go to 2)
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Student Accounts	1a. Contacts Financial manager of the charging or invoicing department. (Go to 3)
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Student Accounts	2. Sends refund request to charging department’s Financial Manager.
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Financial Manager	2a. Approves refund request.
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	2b. Sends approved refund request to Student Accounts.
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Financial Manager	3. Completes general refund voucher.
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	3a. Sends general refund voucher to Student Accounts.
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Student Accounts	4. Verifies the credit balance.
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	5. Sends refund request to Student Accounts Accountant.
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Student Accounts Accountant	6. Reviews account balance.
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PROCEDURE

Action by:

Action:

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| University Cashier | <p>7a. If refund to be made to credit card,
 Sends refund request to University Cashier. (Go to 9)</p> <p>7b. If refund to be made by check or electronic funds transfer (EFT),
 Runs refunding process to produce check or EFT transactions</p> <p>8. Sends transactions to Finance. (Go to 12)</p> <p>9. Reviews request for refund.</p> <p>10. Processes credit refund to original credit card number.</p> <p>11. Records refund on non-person 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> |