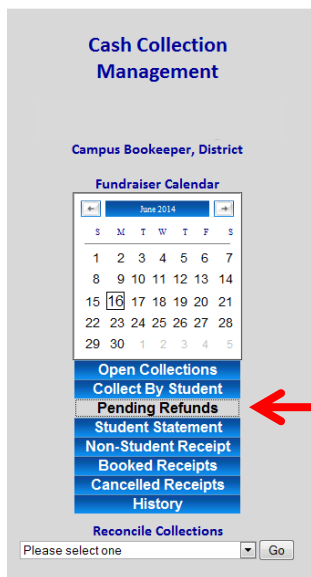# Processing a Refund in the Cash Collection Management System

All refunds must be initiated by the teacher/sponsor that opened the original collection and issued the receipt to the student. A standardized refund form is available under Departments then Business & Financial Services. Click on Download Forms Page on the left side menu, then Accounting Forms, then Refund Request Form. You can also get to the form through the BOPM. Click on Cashier's Office, then click on Cash Collection System which will take you to the Internal Auditor's page. Scroll down to find the teacher's procedures on initiating a refund and the "Refund Form" in PDF. The teacher/sponsor should have the form completed and signed by the parent and themselves. If the student is under 18 yrs. of age then a parent must sign.

Once the form is completed and signed, the collector must go into the Cash Collection Management System and initiate the refund per the procedures given on the Internal Auditor's page.

The bookkeeper/secretary will go into the Cash Collection Management system to complete the refund process.

Click on **Pending Refunds.**

Click **Select** beside the corresponding pending refund.

==Complete the **Comments** section and verify the name and address match the refund form if not please make the changes.== Also, please make sure the Payee's name is in ALL CAPS. If everything is correct Click **Refund**.

If the refund request is over $10.00, a check request will be sent to Accounts Payable for processing. Please keep a file with all your refund request forms. These forms are Audited

==*If the refund request is $10.00 or under, cash can be presented to the person being refunded. A receipt will be generated for a negative amount. Print your receipt that is created under "BOOKED RECEIPTS". Bookkeeper/Secretary and student/parent must both sign receipt. This is your backup for your deposit*==

==*Refund receipts of $10.00 and under must be included with the deposit paperwork to offset the cash that is refunded.*==