Business Process Procedures

8.30 CORPORATE REFUND (formerly Quick Refund)

Overview These procedures walk a cashier through the step-by-step process of manually posting a refund to a corporate account.

Key Points This page is used to post corporate refunds for organizations. Organizations are generally manually refunded in SIS, and a revenue refund check is then issued by the Controller's Office.

An alternative to this is to apply an in-person refund through the credit card zog, and manually process the credit card refund in SIS.

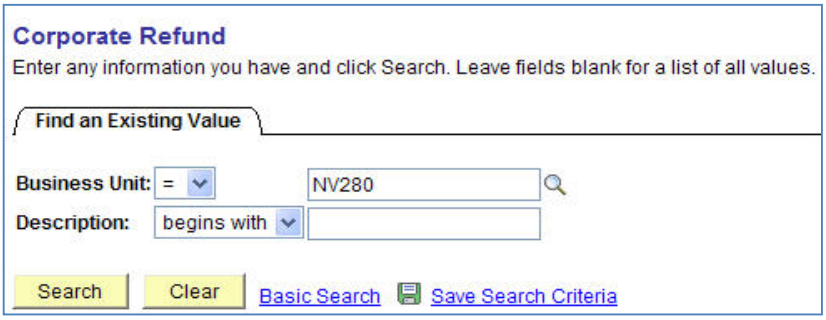
Navigation Student Financials > Refunds > Corporate Refund

Detailed Directions

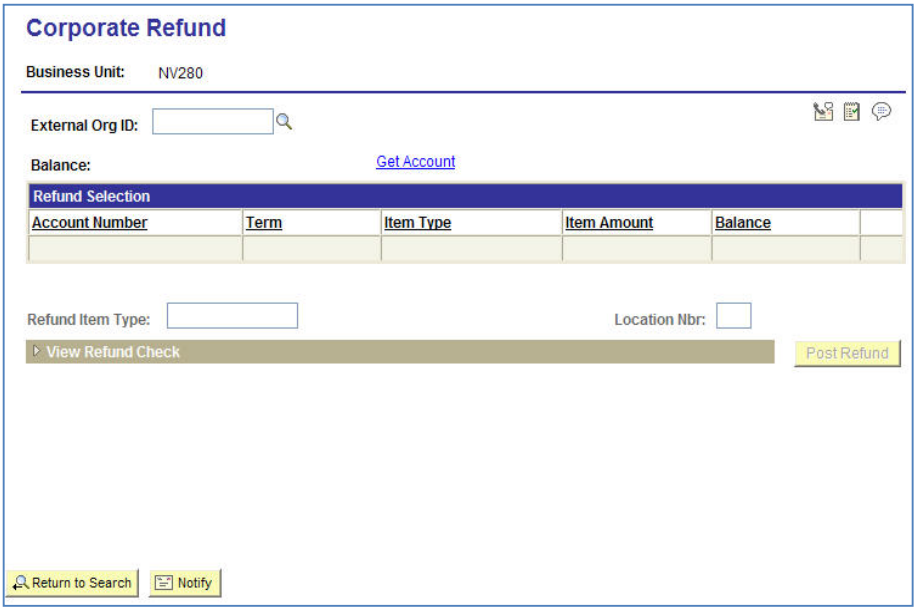
Step 1A **If processing an in-person refund through the credit card zog, follow this step. Otherwise, skip to step 1B.**

Swipe the credit card through the credit card zog as usual. When the credit is authorized and the cardholder has signed the credit sales draft, continue with the next step.

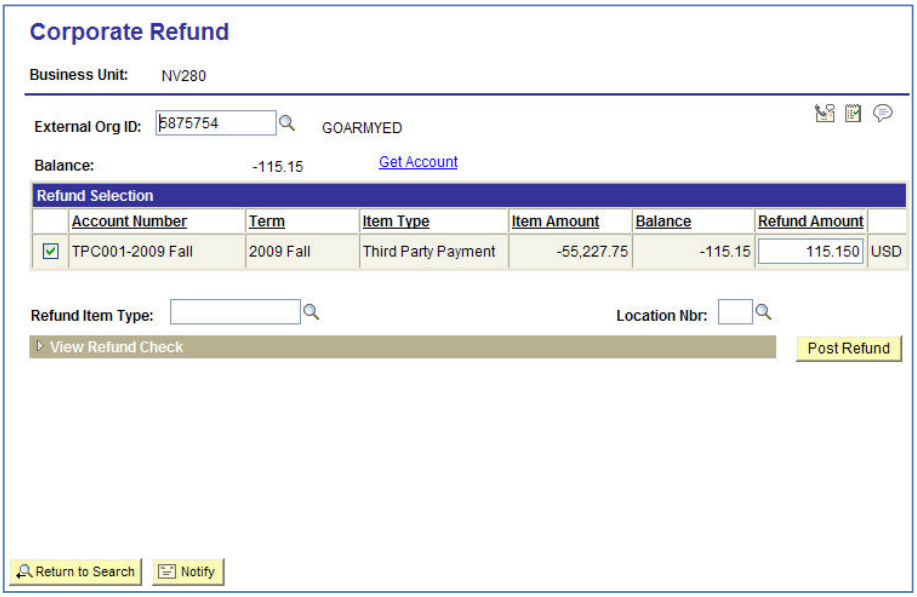
Step 1B To post the refund on the organization's financial account, navigate to the Corporate Refund page. The following dialog box is displayed.



Step 2 Click the Search button. The following page appears.



Step 3 Enter the External Org ID in the ID field, and tab out of the field. The page populates with the organization's information.



Step 4 Be sure the Refund Selection checkbox ☑ is checked for the specific refund/s you would like to process.

Step 5 Change the Format field value to "P" to create a paper check. Change the value to "C" to denote a credit card refund processed through the zog.

Step 6 Enter or to look up the Refund Item Type associated with the payment item type.

Step 7 Enter or click and MAIL Address Type.

Step 8 Click on the Post Refund button.

Step 9 If the negative (credit) account balance disappears and the Post Refund button is grayed out, the process was successful.

Step 10 Make a screen shot of the page for the deposit records.