



ACCOUNTING – REFUND GUIDELINES

It is sometimes necessary to issue a refund for various reasons. A typical example is for payment of a lost book fine. If a book is later found and returned, the payment may be refunded. If damage needs to be assessed, the refund amount would be adjusted accordingly. Refund checks will be mailed to the address provided by the school. If the original payment was by credit card, the refund will be issued directly to the credit card used for the purchase.

Is a Refund Due?

Refund notification from Destiny: Destiny will email office personnel that a refund may be due. A refund is appropriate if the book is returned by October 1 of the school year following the fine date. If the October 1 deadline has passed, the school will contact the appropriate Instructional Materials Specialist to have the refund notation removed from Destiny.

Refund for all items: When a refund is requested, the school will verify payment was received and determine if a refund is appropriate.

Refund Process

- The school will complete a Refund Request Form. All fields are mandatory.
- If the payment was entered by your school, you will process a refund receipt in InTouch. See the InTouch Point of Sale User Guide for guidance. If the original payment was made at a different site, no refund entries in InTouch are necessary.
- Attach a reprint of the original receipt along with the refund receipt (if available) from InTouch.
- The budget authority will approve.
- Send to Accounting for processing. It may take three weeks to issue a refund by check. Credit card refunds can be issued more quickly.