Northshore
School
District

REFUND GUIDELINES

It is sometimes necessary to issue refunds for fines, fees and tuition.

A typical example would be a payment for a lost book fine. If a book is later found and returned, the fine amount should be refunded. If damage needs to be assessed, a reduced refund will be issued accordingly.

Is a Refund Due?

Refund notification from Destiny:

- Destiny will email office personnel that a refund may be due.
- Students are eligible for a library or textbook refund if they return the material within 120 days of the date the fine was assessed. This allows for a "rolling refund deadline" and allows us to leverage functionality within Destiny to automate refund notifications. When students are assessed a fine, they will be given a receipt with the 120-day parameter indicated to them in writing.
- Verify that payment was made by reviewing the student's history in InTouch.

Non-barcoded items (examples: field trips, sports fees)

- Request may be initiated by parent/payer at school office.
- Verify that payment was made by reviewing the student's history in InTouch.
- Verify with advisor/coach/teacher/administrator that refund is appropriate under the circumstances presented.

Process:

All refund requests are to be submitted electronically.

<u>Small Quantity of Refunds</u>

1. Fully complete the Refund Request Form.
2. **Do not** attach a copy of the original receipt and **do not** enter the refund in InTouch.
3. Email the completed Refund Request Form to the principal/budget authority, who must approve the refund request— either by signing the form or by indicating "approved" in the body of an email. The principal/budget authority will forward the approval and form to Rhonda Drew at rdrew@nsd.org.

Large Quantity of Refunds (i.e., Camp, Sports Fees, Field Trips, etc.)

In lieu of preparing a separate request for each refund, you have the option to compile the data into an Excel spreadsheet.

1. Create an Excel spreadsheet that will be submitted electronically.
2. Download a class/team roster from either Final Site or Synergy (as applicable). The spreadsheet must include:
   - School
   - Student name
   - Student ID number
   - Parent name (last, first)
   - Street address, city & zip code
   - Dollar amount to refund
   - Original receipt number
   - Item number (found on receipt)
   - Reason code

   If there are students listed on the spreadsheet that for whatever reason are not due a refund, please delete the row with their information. The spreadsheet should only include the names & information for refunds to be processed.
3. **Do not** attach a copy of the original receipt and **do not** process a refund in InTouch.
4. Email the spreadsheet to the principal/budget authority, who must approve the refund request by indicating "approved" in the body of an email. The principal/budget authority forwards the approval and form to Rhonda Drew at rdrew@nsd.org.

For cash and check payments, refund checks will be mailed directly to the payee's address as provided on the refund request form. If the original payment was made via debit/credit card, the refund will be issued to the payer's debit/credit card. If the card has expired or is otherwise invalid, a check will be mailed instead.