

REFUND REQUEST TIPS

1. All refund requests must include a complete address and contact information (Name, phone number & email) on the request and a corroborating email referencing the address and contact information attached to the grant refund form.
2. A refund request for an **international supplier/sponsor**, where funds will be sent to another country, must have the following attached to the request:
 - a. Completed W-8
 - b. Foreign Source Statement (required by Accounts Payable)
 - c. Supplier Information Form (SIF is an excel document required by Accounts Payable)
3. A refund request for a **domestic supplier/sponsor**, must have the following attached to the request:
 - a. Completed W-9
 - b. Supplier Information Form (SIF)
4. All new address requests will be submitted to AP for approval and creation. This additional step increases the overall processing time.
5. ACH information must be attached to the refund request. ACH payments are issued daily by AP. This is the preferred method of payment for refunds.
6. Due to Covid protocols, paperwork cannot be included in check refunds. If a refund requires supporting documentation in addition to the payment, it must be sent separately to the supplier/sponsor by the department.
7. Enter any information requested for the memo section (30 characters max) of the check, into the comments section of the grant refund form.
8. Complete the justification section of the refund request form.
9. Factors affecting processing time of refund requests include:
 - a. Whether all information required is included in the request and is accurate
 - b. If the request requires a new supplier or new address set up by AP
 - c. Review, approval, and processing of the request by the Controller's Office
 - d. Project needs to be re-opened by RGC
 - e. Timing of processing of the request and payment issuance by AP (checks only)
10. AP issues checks' once weekly on Thursdays. Checks are mailed on Fridays unless it falls on a holiday.
11. A refund cannot be processed when the project has been closed in Compass. Once a refund is approved by RGC, the project must be re-opened by RGC for a minimum of 30 days for processing.
12. All requests are subject to a formal push back or denial if all information required is not provided. If a request is denied, a new refund request must be submitted in its entirety for approval.