

Refund Requests- Article no. 1250

Introduction

- **Refunds** of all types post to the **General Ledger** within **17 days** after ALL of the following occur:
 - Account is totally **disconnected**
 - All adjustments are **posted**
 - All equipment is **returned**
- **Refunds** are **issued** to the **last method of payment** if a **credit/debit card** was used, most others will default to a **pre-paid refund card**
 - Exceptions are **Customer Category 1** with Customer Type 7, A, C, F, G, J, M, Q, V and Y will still get a check (**Larger Business Accounts**)

- Any customer with a foreign Bill To address
- Automation processes refunds into two separate batches; one batch for **credit/debit** card and one batch for **all other methods** of last payment
- **Credit** and **Debit Card** refunds process back to the **card** on the same day the refund adjustment **posts** to the **general ledger**
 - Funds should be returned back to the bank or financial institution within **3 business days**
 - To identify a card refund on the General Ledger, the ledger description reads **Method of Payment Refund** or **Credit Card Refund**
 - Pending credit card refund shows in the **Pnd Pmt** field as a **charge** and displays on the **MOP/Payment History** tab as **Payment Src 'REF'**
 - If a card is lost, stolen or closed since the last payment, the refund is still applied to that card account
 - If the card declines the refund, a paper check is sent to the name and address on the account
 - Any remaining balance is refunded by **pre-paid card**

- **Manual** credit card refunds are processed **weekly** usually every Friday. Refund will go back to the card on file within 3 days of the refund adjustment

- **Pre-paid** card refunds are processed **one time**
 - Payments made **by check, cash, Metavante, money order, direct debit, bank bill pay, lock box** are refunded via a **pre-paid card**
 - To identify a pre-paid card refund adjustment, the **ledger** description says **PREPAID CARD REFUND**
 - The prepaid refund card is mailed **within 7 days** of the adjustment **posting to the ledger**
 - The date the account displays PREPAID CARD REFUND is not the date its mailed

- Ensure refunds are processed in a timely manner:
 - Be sure to add the correct **Bill To Address** when disconnecting
 - Do **not check** the Foreign Address box if the customer is not moving out of the US; this delays the refund

- A **pending refund** generates to the **Unapp Adj** field; the amount shows on the GL and AR comments via these adjustment codes:
 - **99300** - generates a **refund check**
 - **99301** - generates a **prepaid card refund**
 - **99530** - MOP refund to a **credit card**
 - **99350** - **Manual** refund via credit card

Issues with the pre-paid card should be **referred to ONBE (the card vendor)** by the customer calling **877-871-1267** or visit login.mypaymentvault.com

- Issues include **card has not been received**, card is **not working**, card has been **misplaced**, would like to **transfer card balance** to a bank account or **request a paper check**
 - ONBE will replace/reissue a card that is **lost or stolen once**
 - Any future requests to replace the card would be assessed a fee of \$6.95 which would be deducted from the credit/refund balance on the card
 - Customers must reach out to ONBE for this request
- If the customer claims they didn't get refunded **full amount**, this should be handled by the agent as a **billing issue**

- If **additional credit is due**, another card will be issued to the customer with a future refund run. The existing card **will not** be reloaded

Resolution Steps

[Expand All](#) | [Collapse All](#)

[Submitting a Case for a Refund](#)

[Double Credit Card Payment/Pending Payment Authorization](#)

[Expired Refund Check Inquiries](#)

Case Follow Up

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=186>