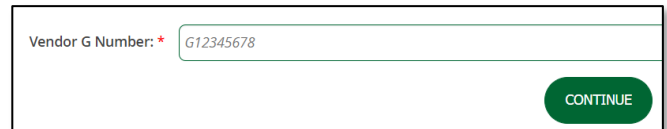# Revenue Refund Quick Guide

The Revenue Refund Workflow is designed to return money previously collected, *outside of the TouchNet Mason Marketplace*, from individuals or organizations. The form may also be used by internal units to return payments from lenders, sponsors, or vendors managed through clearing accounts. Revenue refunds can only be processed as offsets to revenue account codes. The Fund or Org and revenue Account code must be the same as those used in recording the initial deposit. *All revenue originally collected in TouchNet Mason Marketplace (within 1 year) must be refunded within the Marketplace uStore or uPay site.*

Revenue Refund requests must include one of the following as supporting documentation:

- A copy of the original, validated Cash Receipt form, which captures the original deposit or;
- A copy of an accounting report confirming the original deposit to the fund/org entered on the request. A printout from Self Service or MicroStrategy will suffice, or;
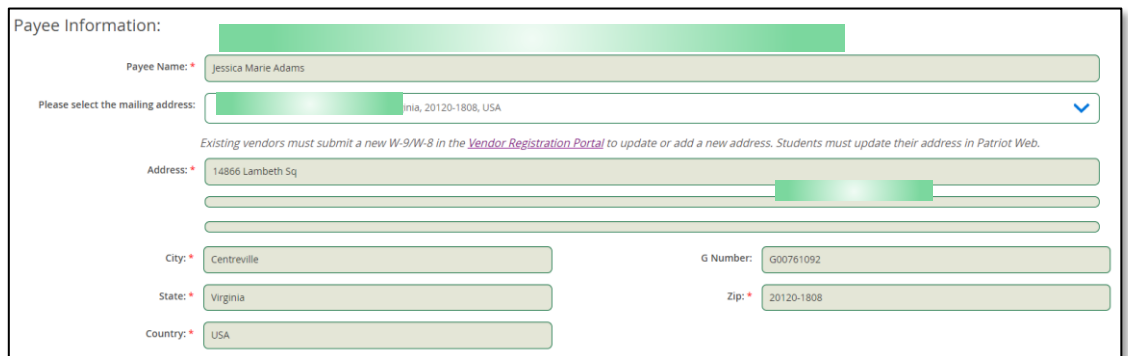- Other documentation, as applicable.

Process a Revenue Refund

1. Open the Revenue Refund Workflow and complete the steps to login with your Mason Net ID and Patriot Password (2FA required).

2. Workflow will automatically assign a **Case Number** and default to the current date. To begin the Workflow, enter the Vendor G# and click *Continue*. Use the G# Lookup as needed. Vendors must have a G# in order to receive payment from Mason. *If a student or employee G# is valid but inactive in Workflow you may email papadmin@gmu.edu with the name and G# to request activation in Workflow.*

3. Select the Payees mailing address. *This is required even if the Dept. plans to request the check be mailed directly to the Depts campus address.*

4. If the desired address is not listed, the Payee must follow the instructions on the Vendor Registration Portal to submit a new tax form with an undated address. *Students and employees must update their address in Patriot Web – Personal Information.*
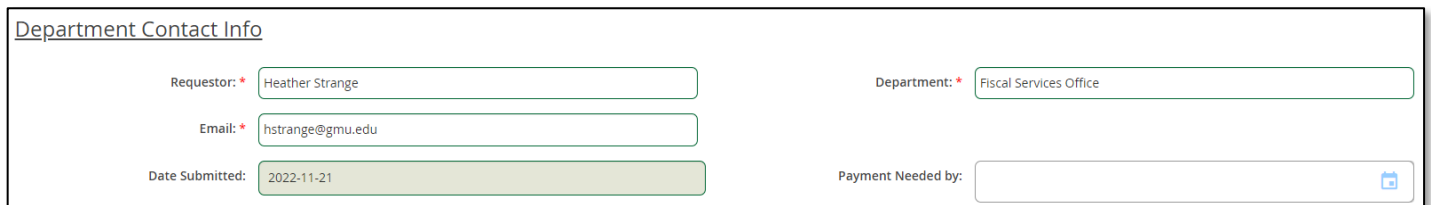
5. The **Department Contact Info** will default based on the user login. Enter a **Payment Needed by** date if applicable.

6. Click the **Search Fund/Org Code** button to add the Expense Allocation information. In the pop-up box, enter the desired Fund/Org and click *Search Fund/Org Code*. Select the appropriate approver listed. If no approver is listed, instructions will pop-up for the user.

7. Click the **Add FOAPAL String** button to return to the Workflow page.

8. To add additional allocation lines, repeat steps 6 to 7 above.

9. To finalize the allocation line, enter the *Explanation of Refund*, select an *Account Code*, add an *Activity* code (if needed), and enter the *Amount* of the payment.

10. Attach **Supporting Documentation** (as noted in this guide).

11. To add an additional approver, click the **Check for Optional 2ⁿᵈ Approver** box and then search for the approvers name or Net ID.

12. When completed, click on **Submit** to begin the Workflow process. Users will receive an email from "GMU Workflow" (wfnorply@gmu.edu) with the details of the Revenue Refund. Approvers will be notified of their pending transactions. Users will receive an email status update when the payment has been approved and processes by Accounts Payable.

13. A "Final Decision" Workflow email is sent to the submitter when the Workflow is complete.

   a. To print/save a copy of the completed form open the "Final Decision" email and click on "View Case in Workflow" link at the bottom.
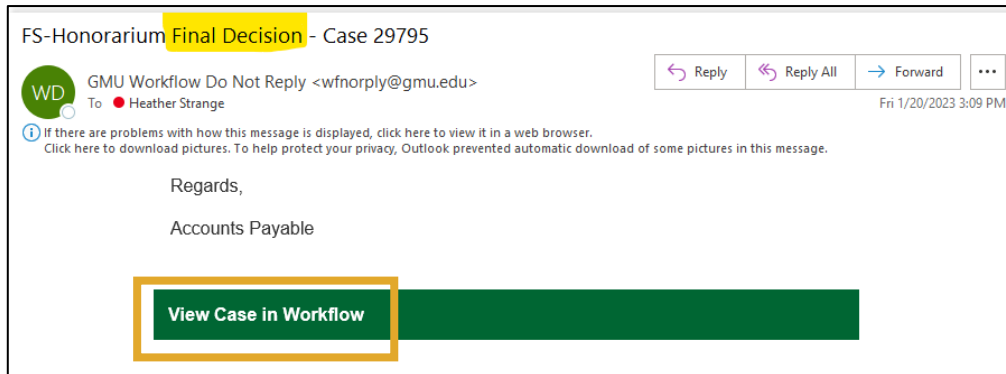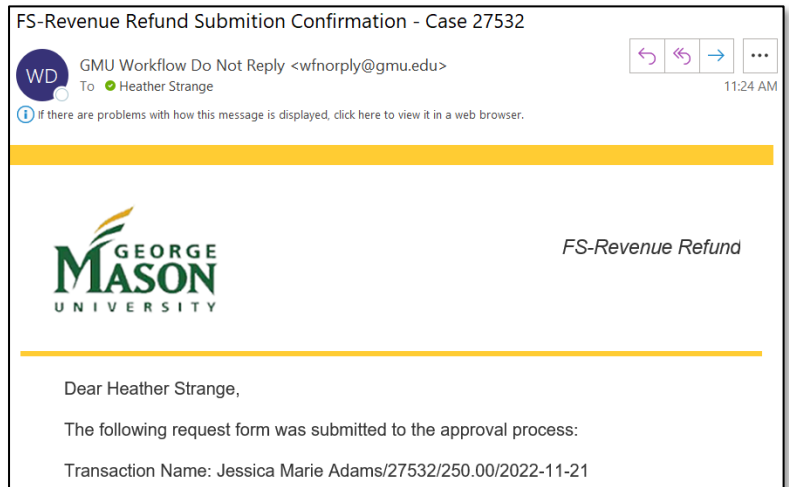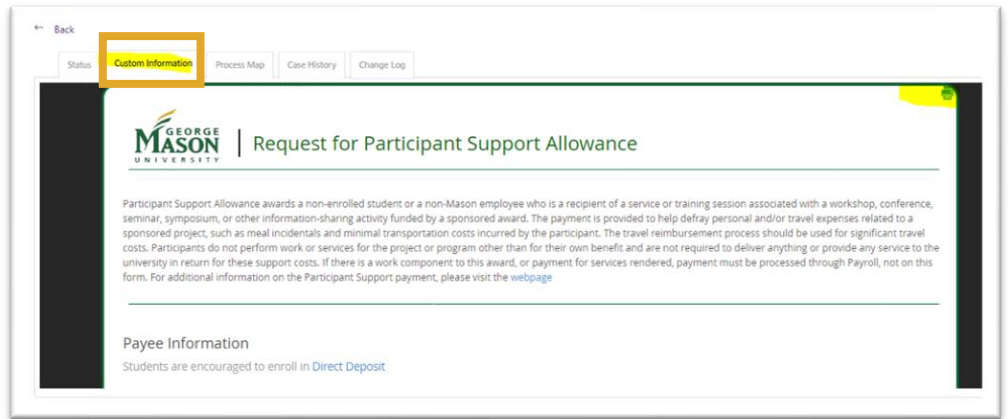

   b. Login using your Mason Net ID and password.
   c. Double click on the Case # or go to the "Completed" tab and select the document.
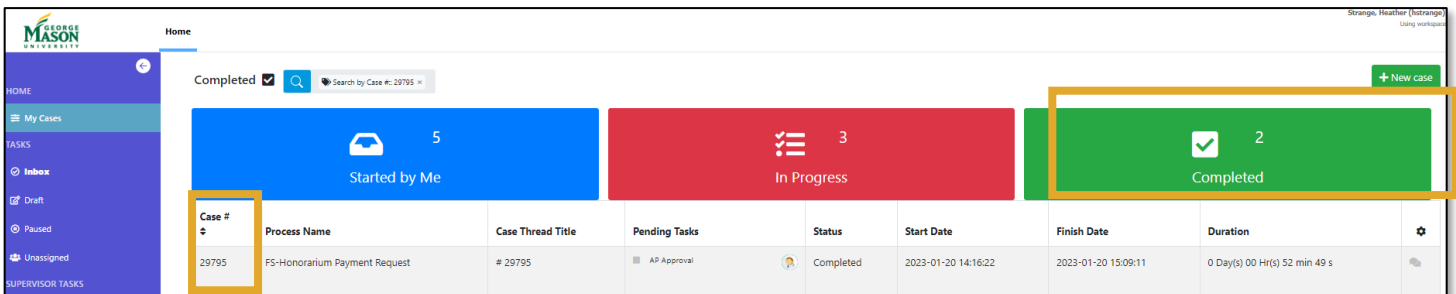
d. Once the document is open, select the "Custom Information" tab to view the submission.

e. With your mouse, right click on the document and then select "Save As" or "Print". *Landscape orientation is best for Workflow documents.*

For questions or assistance with form completion please contact apforms@gmu.edu.