

Revenue Refund Quick Guide

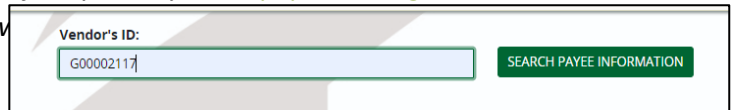
The Revenue Refund Workflow is designed to return money previously collected, *outside of the TouchNet Mason Marketplace*, from individuals or organizations. The form may also be used by internal units to return payments from lenders, sponsors, or vendors managed through clearing accounts. Revenue refunds 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.* The form must be completed in one sitting to avoid losing data.

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.

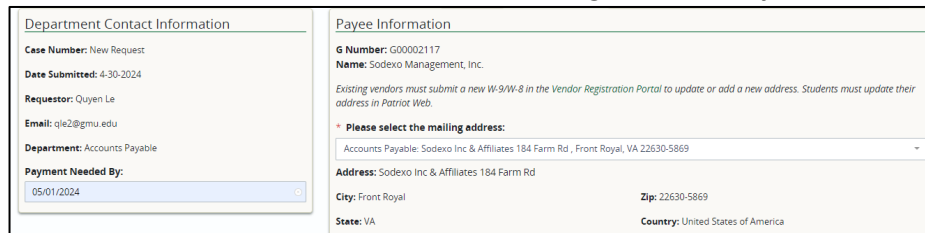
Process a Revenue Refund

1. Open the [Revenue Refund Workflow](#) click “Login with SAML” and complete the steps to login with your Mason Net ID and Patriot Password ([2FA](#) required).
2. To begin the Workflow, enter the Vendor ID G# and click “Search Payee Information”. 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*



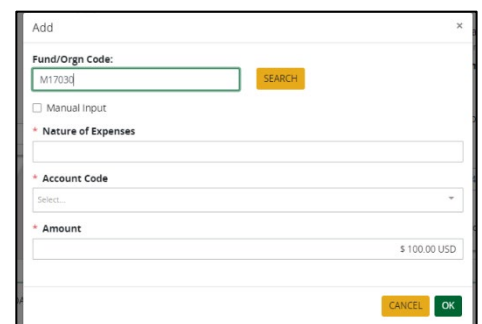
Vendor's ID:

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.



Department Contact Information Case Number: New Request Date Submitted: 4-30-2024 Requestor: Quyen Le Email: ql2@gmu.edu Department: Accounts Payable Payment Needed By: <input type="text" value="05/01/2024"/>	Payee Information G Number: G00002117 Name: Sodexo Management, Inc. <small>Existing vendors must submit a new W-9/W-8 in the Vendor Registration Portal to update or add a new address. Students must update their address in Patriot Web.</small> * Please select the mailing address: <input type="text" value="Accounts Payable: Sodexo Inc & Affiliates 184 Farm Rd., Front Royal, VA 22630-5869"/> Address: Sodexo Inc & Affiliates 184 Farm Rd City: Front Royal Zip: 22630-5869 State: VA Country: United States of America
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6. Under the **Expense Allocations**, Click the **ADD** button to add the FOAPAL information. In the pop-up box, enter the desired Fund/Org and click *Search*. Enter the *Nature of Expenses*, select an *Account Code*, add an *Activity* code (if needed), and enter the *Amount* of the payment. Click the **OK** button to return to the Workflow page.
7. To add additional allocation lines, click the **ADD**, and repeat step 6 above.
8. **Supporting Documentation (Required)**. Click *Select File* to upload the attachment or drop the attachment here



Add

Fund/Org Code:

Manual Input

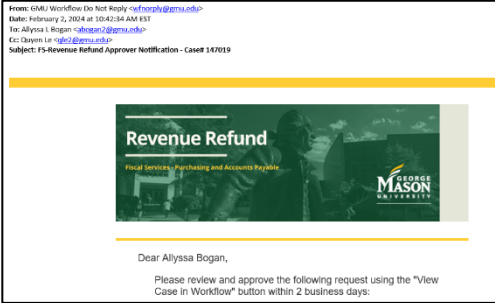
* Nature of Expenses

* Account Code

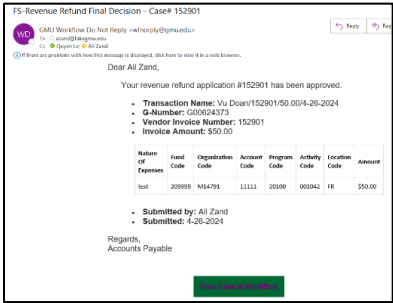
* Amount

9. Enter **Comments** (optional).
10. Select the appropriate approver listed. If no approver is listed, instructions will pop-up for the user.

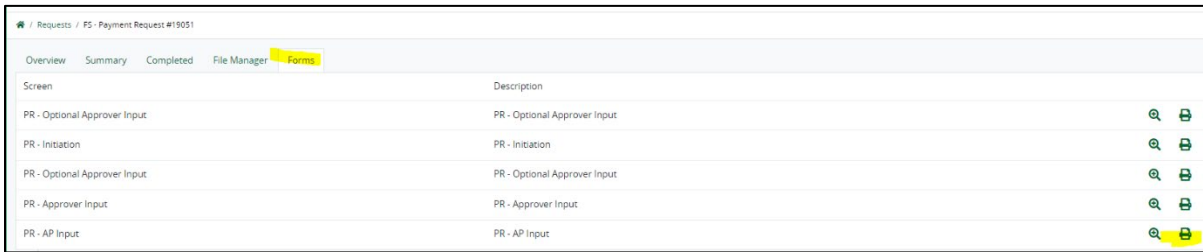
11. **Optional Approver (Required)**. Select yes or No. If Yes, enter the approver Net ID and click “FIND”.
12. When completed, click on **Submit** to begin the Workflow process. Users will receive an email from “GMU Workflow” with the details of the Revenue Refund. Approvers will be notified of their pending transactions. Users will receive an email status update when the revenue refund has been approved and processed by Accounts Payable.



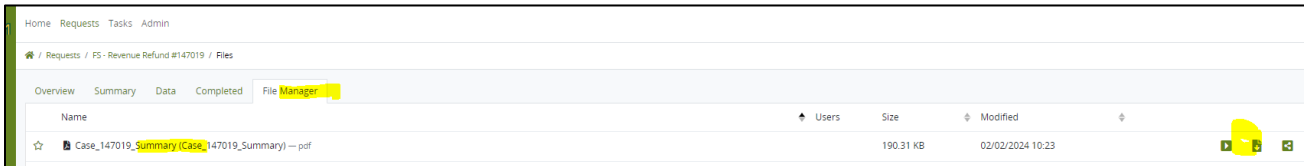
13. A “Final Decision” Workflow email is sent to the submitter when the Workflow is complete.



14. 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.
 - a. Login using your Mason Net ID and password.
 - b. Go to the “FORMS” tab and select the “Print” icon. *Landscape orientation is best for Workflow documents.*



- c. Once the document is open, click on “PRINT”
- d. Another option to print PDF is to access to the “File Manage” tab, and download and save the case summary page.





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