

Refund and Correction of Incorrect Charge - External

In the event an external customer was billed in error or incorrectly, a refund and a new corrected charge must be processed in iLab. A Request to Cancel a Charge must also be processed to cancel the billing in PSCD. The process below outlines the required steps and documentation for completing these tasks.

| What to Do | | Who | How to Do It |
|------------|--|---------------------------------|---|
| 1 | Identify incorrect charge. | Business Office, Lab Manager | Upon review of outgoing invoices and charges, the lab manager or business office responsible for the recharge center identifies a charge has been billed in the incorrect amount. |
| 2 | Determine amount of refund and amount of the corrected charge. | Business Office, Lab Manager | The business office, working in conjunction with the lab manager, should calculate the amount of the invoice that should be refunded and the new amount to be charged. |
| 3 | Process refund. | Business Office | Using iLab, process a refund offsetting the exact amount of the funds charged in the incorrect amount. See Process a Refund and New Charge Correction QRC for detailed instructions. |
| 4 | Process new charge in the correct amount. | Business Office | Using iLab, create a new charge for the correct amount. See Process a Refund and New Charge Correction QRC for detailed instructions. |
| 5 | Create a new billing event. | Business Office | <p>Create and submit to SAP a new billing event which includes only the corrected charge(s) to bill.</p> <p>Create a new billing event which includes only the refund. Do not send file to Purdue.</p> <p>For detailed instructions, see Create a New Billing Event QRC.</p> |
| 6 | Request refund to be marked as paid in iLab. | Business Office | Email the Purdue Institution Administrator with billing event details and a request to mark the refund as paid. |
| 7 | Notify iLab to lock refund billing file. | Institutional Administrator | Send email to ilab-melissa@agilent.com with the Subject line "Lock External Billing Event: Contains Only Refunds" and include a link to the billing event (copy of the URL from the Billing Event Summary screen) and message asking for the file to be locked. |
| 8 | Request cancellation of the external billing charge in PSCD. | Business Office | Complete an FI-AR - Request a Credit Memo and send to: Accounts Receivable – University Collections Office Schleman Hall – Room 340 |
| 9 | Cancel external billing. | URCO | Cancel the requested charges in PSCD. |