PURDUE UNIVERSITY

Business Process

Refund and Correction of Incorrect Charge - Internal

In the event an account was charged in error or incorrectly, a refund and a new corrected charge must be processed in iLab. The process below outlines the required steps and documentation for completing these tasks. A Correcting Document – iLab must be completed and appropriate signatures obtained.

	What to Do	Who	How to Do It
1	Identify an incorrect amount or an incorrect account has been charged.	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. OR Upon review of charges, the business office responsible for the charged account identifies an incorrect account has been charged.
2	Determine amount of the refund and amount of the correct 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	Complete correcting document.	Business Office	The business office of the PI/researcher that identified the error must complete a Correcting Document – iLab. Obtain Business Manager, pre-audit and PI (when necessary, subject to the Correcting Document Review Grid (Certifications tab) approval signatures.
4	Route completed correcting document to recharge center business office.	Business Office	Send the completed Correcting Document – iLab to the business office which assists in the management/maintenance of the recharge facility from which the charge originated.
5	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.
6	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.
7	Scan and attach document.	Business Office.	Scan and attach the submitted Correcting Document – iLab to the transaction. Return hardcopy of the document to the business office from where the correction originated.
8	Create a new billing event.	Business Office	Create and submit to SAP a new billing event which includes both the refund and the corrected charge(s). For detailed instructions, see Create a New Billing Event QRC.
9	Post refund and new charge.	SAP	Overnight, the file load will result in a credit of the original amount and a new charge for the corrected amount.
10	Verify refund and charge posted to account(s).	Business Office	Use AIMS reports to review in SAP: