Processing Procedures for Refund Request reports

Refund request reports are generated periodically and made available to institutions via PGP encrypted reports that may be downloaded. These reports should be downloaded and reviewed within two weeks of email notification.

What action should the institution take if the report is correct?

Issue a refund for the total amount reflected on the refund request report. The refund check should be mailed within three weeks of the date of the refund request report.

What action should the institution take when they determine that a refund is not required?

Update the refund request report with an explanation as to why you feel a refund for the requested student is not required. For example, the student award was cancelled because a new ISIR was received showing full Pell grant eligibility. Your institution verified an earlier transaction and has determined that the student is not eligible for full Pell grant. Include the transaction number and efc that your institution is using. Place the explanation on the same row in the next unused column on the Excel spreadsheet.

Issue a refund check for the total of undisputed refunds within three weeks of the refund request report.

What action should the institution take when they determine that additional refunds are necessary?

Add the new refunds that are required to the bottom of the Excel refund request report. The columns that must be completed for added refunds are lname, fname, ssn, progname, and refund.

Issue a refund check for the total refunds within three weeks of the refund request report.