



Financial Services Procedure

SUBJECT: Refund Check Procedure

NO. UBO P1.22

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To process refund checks follow these steps:

- ❖ The Resolutions Supervisor verifies account(s) listed on “Finals with Credit Balances” query and customer requests that are due a refund by checking the CBH on H.T.E. If customer has made an overpayment, no refund can be released until 30 days have passed from the time payment posted. If customer provides proof via their bank statement of the overpayment has cleared their bank, it’s ok to release sooner (keep the documents provided from bank as backup). Clearance from a designated supervisor from Central Cashiers must be obtained.
 - If a credit balance exists because of a bill credit, e-mail the billing supervisor to confirm the release of the refund.
 - If a credit balance exists because of a deposit refund, ensure no deposit adjustments have already been applied.
 - If a credit balance exists on a CSI account, ensure the CSI fee has been applied to the balance. No overpayments on CSI accounts can be refunded.
- ❖ In H.T.E. go to Transaction Center and enter the CID/LID. Go to Credit Refund Entry and release the refunded amount. Enter “Refund Check” in the description. This pending refund will post with the nightly BILLUPD.
- ❖ Once the checks are ready to be printed, the refund check register must be printed first.
 - To print the refund check register, sign on to H.T.E. Click on Refund check processing menu and print refund check register. Go to spool files, first view, and then release the register. This will detail the number of refund checks that will be printed. Call City Treasurer in Financial Services Department with the number of blank checks needed. City treasurer will provide the number of checks needed.
- ❖ To print the refund checks sign on to H.T.E. Click on print refund checks. Click “ok”. Type an “x” by “will the system operator be printing checks” and click “ok” then type in the first check # to indicate what check number will be used for first refund check.
 - Check numbers will automatically be assigned consecutively to the number of checks needed.

- Place checks in printer face down with highest number check first, check end first, with three blank pages on top (will print prior to first check).
 - Click on submit checks to print (bottom left) If checks stick together, a printing error is made, or you have to manually release a refund check you will have to go into H.T.E. to correct the check number of each refund check.
 - To accomplish this, go into refund check file maintenance. Any voided checks must be noted as such on the check, check register and the original voids given back to city treasurer.
- ❖ Sign into AS400 (Green Screen) with CORPRCW to schedule release of the actual checks to the printer.
- Sign in with HTE name and password
 - Type #2 and press enter
 - Press Shift +F2
 - Scroll down to REFCKREGST
 - Type 8 and press enter
 - Press Shift F10
 - Page down to find printer (CORPRCW)
 - Type 7 and press enter
 - Type I and press enter twice for checks to print
- ❖ Once checks have been printed you must then review a second time the refunds are ok to be released. Print the CBH and note with your signature the reason for the refund. If refunds were approved by another person, they will need to sign off on the CBH with the reason for refund. Put the CBH behind each check to serve as backup.
- ❖ Re-print the utility check register a second time after the printing of the checks. This will list all the refunds released and the check numbers assigned to each customer refund. Staple this to the "pre-check register". Label the second utility check register as the "post-check register".
- ❖ Complete the Positive Pay Excel Sheet and e-mail to Cash Management. Once they approved the request you can then submit the refunds to city treasurer in Finance to review/sign. An additional signature is needed by Assistant Director or Director of Financial Services.
- ❖ Once checks have been signed, copies must be made of the checks and stapled with the corresponding CBH.
- ❖ Customer accounts are noted with the check number and date check was mailed.
- ❖ The Utility Check-Register, located on the Y shared drive, must be completed.
- ❖ All copies of the printed check-register and checks are filed.
- ❖ Checks will be mailed.

- ❖ If checks are not printed the same day blank checks are picked up, the stock must be returned to city treasurer before close of business day.
- ❖ Any refund checks that are returned via the post office must also be accounted on the check register then filed. Once a year, they are reviewed to verify if they will be escheated to the State of Texas.