Current Online Payment Pathways

We have the following online payment pathways available that are managed by various administrators in departments

* **Online Store** – Contact Details Rebecca Vernon ([vernonr@hope.ac.uk](mailto:vernonr@hope.ac.uk)) see procedure below
* **Accommodation Deposits** – Contact Details Janet Thomas (thomasj2@hope.ac.uk) see procedure below
* **Alumni/Donations** – Contact Details Clare Baker ([bakerc1@hope.ac.uk](mailto:bakerc1@hope.ac.uk)) see procedure below
* **Student Online Payments** – Contact Details Credit Control team (financequeries@hope.ac.uk ) see procedure below
* **Print Credits** – Refunds not applicable
* **Library Fines** - Refunds not applicable

**Refund Request**

**Transaction >180 days (6 months)**

If a transaction is older than 180 days (6months), a refund cannot be processed on to the source card for the original transaction. This is due to security measures implemented by the Payment Service Provider (PSP). In this instance the customer should be contacted for alternative details for the refund to be processed by BACS

**Transaction <180 days (6 months)**

Refunds are only processed back to the original source card. Customers must request a refund from the administrator above, quoting transaction details relating to the original purchase. The original transaction is then traced by the administrator to ensure no refunds have already been processed and to confirm the original payment was a successful payment.

* **Online Store**

These details are then passed by the administrator onto the Budget holder (authorised signatory) where the refund must then be approved by email back to the administrator for the correct cost centre and nominal code to be refunded.

Upon receipt of receiving confirmation from the Budget Holder by email the Refund Request can then be processed by the administrator *(no card details are logged by email)*

The Refund request email is saved as a pdf document for audit purposes and a log sheet is completed to keep a record of the refund

* **Accommodation Deposits/Alumni/Student Online Payments**

These details are then passed by the administrator onto the Department Manager for approval by email

Upon receipt of receiving confirmation to process the Refund Request by email from the Department Manager the refund can then be processed by the administrator

The Refund request email is saved as a pdf document for audit purposes and a log sheet is completed to keep a record of the refund *(no card details are logged by email)*

(AR create a log sheet)

**Expired Cards Only**

In the event of a card being expired there are two options

* **Option 1** – Cheque or BACS Refund is requested from Finance Department providing all of the above has been approved
* **Option 2** – System Administrator Ann Rimmer ( [Rimmera@hope.ac.uk](mailto:Rimmera@hope.ac.uk)) / Mark Pringle ([pringlm@hope.ac.uk](mailto:pringlm@hope.ac.uk)) authorised to process a refund for expired cards via the Paypoint system

Q Can we do this for Student Online Payments

Payment traced via the paypoint system and receipt found on sits

Therefore process the refund online and create a refund credit adjustment on sits account