

**PATRON REFUND REQUEST**

 **PCCLD Guidelines:**

* Managers must approve all refunds **BEFORE** patrons are refunded
* Refunds are issued for material returned within 90 days of patron payment to account
* No refunds for overdue fees, referral fees, items returned after the 90 day deadline or returned items are damaged
* Refund requests are calculated as follows: ***Payment for returned item – Fees on account = Total refund request***
* Completed and approved forms must be uploaded as an attachment to the Help Desk, along with patron payment documents, in the following manner:
* Refunds less than or equal to $20.00 are paid to patrons through petty cash. Submit this form to Finance with Petty Cash Reconciliation – **no need to fill out Help Desk Ticket.**
* Refunds greater than $20.00, submit this form to Finance for check payment to patron – **Open Help Desk Ticket where you can now upload on file.**

**\*When filling out the patron refund form, it is very important to obtain the patron’s correct remit to address for correct pay out routing so we do not have reissue instances.\***

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| **Current Date :** | **Library:** | **Staff Initials** |

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| --- |
| **Supervisor Signature :**  |

**Patron’s Information**

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| --- | --- |
| **Name:** | **Card Number:**  |
| **Street:** | **City/State/Zip code** |
| **Payable to (if different from above customer)** | **Telephone Number:**  |
| **Email address:**  | **Account Balance (from KOHA)** |

**Returned Item Information**

|  |  |  |
| --- | --- | --- |
| **Barcode #** | **Title** | **Payment Date:**  |
| **Barcode #** | **Title** | **Payment Date:**  |

**Refund Information**

|  |  |
| --- | --- |
| **TOTAL PAYMENT RECEIVED** |  |
| **LESS TOTAL FEES ON ACCOUNT** |  |
|  **TOTAL REFUND REQUESTED:**  |  |