Admissions
Application Fee Refund Process

Overview

When a duplicate application fee charge has been identified and needs to be reversed, submit an incident to the SIS Help Desk.

Steps

App Fee Refund Process

1. When a duplicate charge has been identified to be reversed, submit an SIS Help Desk ticket using the problem report form in One.IU.
   a. Navigate to: one.iu.edu.
   b. Search on SIS Help or SIS Problem Report.
   c. Click the Problem Report (SIS) task.
   d. Include the eApplication number, Student's Name, and transaction IDs if they are known. If transaction IDs are not known, the application number and name will suffice.

2. When a charge has been requested to be refunded by a student, observe the following:
   a. If the refund request is approved, please submit an SIS Problem Report ticket via One.IU with the eApplication Number, Student's Name, and your department/office decision and a short explanation of approving or denying this request.
   b. If the refund request is denied, please add a comment using category code of ADMRDU (Undergraduate)/ADMRDG (Graduate) with an explanation as to why the refund is denied. This information will be noted as we are finding applicants then pursuing other avenues and having this information readily available by our fiscal partners working with the credit card companies will be of great use.

3. When a refund or reverse of duplicated charge is the appropriate action, the further information required to process this will be shared with our account representatives.

4. Once this request has been processed by the account reps, notice is sent and updated in the SIS Help Desk Ticket.

5. Notification will be sent to the individual initiating the requests and closed as a SIS Help Desk ticket.

When requesting a refund of an application fee from Cash, Check or in-Office credit card, please follow the steps you have followed in the past. This is typically done via a Disbursement Voucher.

An audit record will show the last updated date and user for the application program rows.
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If there are questions, please contact Mitch Serslev in University Student Services and Systems.