

Rowan University

Card Not Present

Credit Card Refund Transmittal Form

Date _____ Department _____ Submitted by _____ Ext. _____

Revenue Type	Fund	Organization	Account	Program	Amount																
1. _____	<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td></tr></table>					<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td></tr></table>			\$ _____
2. _____	<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td><td></td><td></td></tr></table>					<table border="1" style="width: 100%; height: 20px;"><tr><td></td><td></td></tr></table>			\$ _____
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Total					\$ _____																

Card Type (VISA, MC, DISC, AMEX)	Last Four Digits of Card#	Date/Time of Transaction	Amount

TOTAL: _____

Card Not Present Credit Card Refund Procedure*

A card not present credit card refund is a credit card refund that is processed without the credit card being physically available in a face-to-face fashion. These refunds are typically requested by way of telephone or e-mail.

If a card not present refund can be processed through a secure Rowan University ITAP and PCI Compliance Committee approved third party portal, without having to enter the credit card number through the keyboard, then that is how the refund should be processed. Associated updates to the general ledger may also be required depending on the processing environment.

In scenarios in which a department is using a credit card reader that does not include a software interface that allows for refund processing (ex. DESK3500), here is how the refund should be processed:

- 1) Over the phone or by way of e-mail, obtain the card type (VISA, MC, DISC, AMEX), amount of the transaction, date and time of the transaction, and the last four digits of the card number. NOTE: Do NOT request or distribute full credit card numbers or CVV/PIN information, as it is not needed to process the refund.
- 2) E-mail this information to bursar@rowan.edu by way of the Credit Card Refund Daily Transmittal Form (see above). The form is available on the Office of the Bursar website (www.rowan.edu/bursar), under the “Forms” link.
- 3) Authorized Bursar staff will obtain the full credit card number through the secure Heartland InfoCentral system, process the credit card refund, and update the ledger accordingly.
- 4) Bursar staff will send the credit card refund receipt and Banner receipt (possibly journal entry number) to the department requesting the refund so that they can keep it for their records.
- 5) The department will then contact the payer and advise them that the refund was processed.

**This procedure does not apply to the SOM medical offices. Those refunds are processed through the SOM Central Billing Office.*