

Marketplace WebCheck Refund Policy

(This policy only pertains to Marketplace (non-student) transactions)

Issuing a WebCheck refund before the original WebCheck payment has been processed by the bank may result in lost revenue, which will be absorbed by the department initiating the refund.

The refund by a college or department, for any Marketplace payment which was originally made by WebCheck, may be processed, only, after the following steps are completed in the order given:

1. Secure an official letter of request from the buyer describing why they are pursuing a refund. The letter must be signed by the buyer, but can be accepted electronically.
2. Notify the buyer that refunds on web-checks cannot be issued until 10 business days after the initial purchase date.
3. Upon the passing of 10 business days; the department must contact Carmita Scarlett by e-mail at scarlett@fau.edu to verify that the check was not returned as of the current date. In Carmita's absence please contact Brianne Hayes at hayesb@fau.edu.
4. Carmita will respond, in writing, that as of "today's date and time" the web-check has not been returned.
5. If all of these steps are satisfied, the department may issue the refund. Please retain all documentation (including the request letter and e-mail from Carmita) within each department.

***Supplemental note: if a department has any doubt, suspicion or is uncomfortable with any refund request; they may alternately contact Cash Management directly in order to request that a reversal be generated as opposed to a refund.*