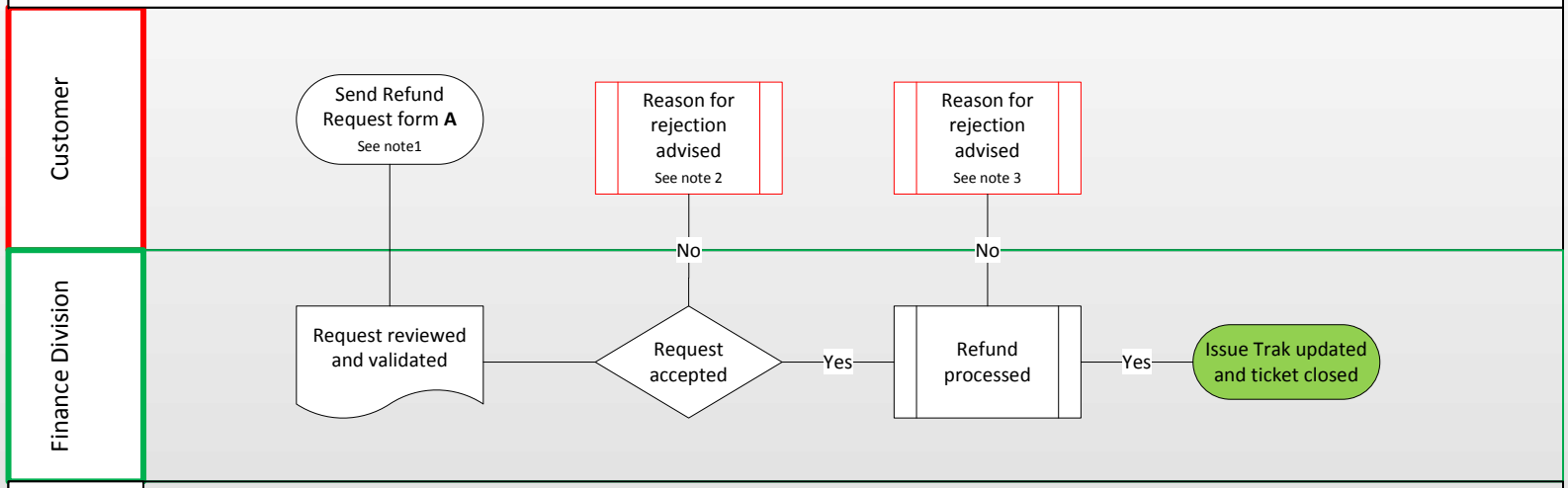
Finance Division Refund process – Request and tracking



Notes

Note 1: Internal Customers submit refund request to the Finance Division via Issue Trak, **Form A** must be fully completed and terms and conditions agreed.
The Finance Division will review this request and process subject to the refund Policy. If your refund request is process you will receive automatic notification via Issue Trak

Note 2: Please note that at this stage your request will be placed on hold within Issue Trak, it is the responsibility of the staff member who has submitted this request to advise further, if no response is received after 10 working days the ticket will automatically close.

Note 3: If the refund fails your request will be placed on hold within Issue Trak, Finance will advise you of this failure. it is the responsibility of the staff member who has submitted this request to advise further, if no response is received after 10 working days the ticket will automatically close.