



Management Directive

Commonwealth of Pennsylvania

Governor's Office

Management Directive 310.12 Amended - Refunding Fees and Charges Collected in Error

Date: November 23, 2021
By Direction of: *Greg Thall*
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Section 503 of The Fiscal Code, 72 P.S. § 503, authorizes agencies to refund erroneously collected fees and charges directly out of collections made by the agencies. This amendment updates definitions and procedures and replaces the Enclosure with a link to the Bureau of Payable Services (BPS) Customer Service Portal.

1. PURPOSE.

To establish policy, responsibilities, and procedures for refunding Fees and Charges Collected in Error directly out of agency collections.

2. SCOPE.

This directive applies to all departments, offices, boards, commissions, and councils under the Governor's jurisdiction (hereinafter referred to as "agencies"). Commonwealth entities not under the Governor's jurisdiction should adopt similar policy.

3. OBJECTIVE.

To ensure the prompt and accurate refund of Fees and Charges Collected in Error.

4. DEFINITIONS.

- a. **Agency Head.** The highest ranking official in an agency.
- b. **Fees and Charges Collected in Error.** Money that has been collected and deposited but is subject to refund for a legitimate reason.

- c. **Remitter.** Any individual or entity that makes a payment to the Commonwealth.

5. POLICY.

- a. *Section 503 of The Fiscal Code, 72 P.S. § 503*, permits agencies to refund erroneously collected fees and charges directly out of related agency collections.
- b. Agencies will refund Fees and Charges Collected in Error to the Remitter with the prior approval of the Office of Comptroller Operations.

6. RESPONSIBILITIES.

- a. Agency Heads shall:
 - (1) Establish procedures and internal controls within each revenue collection office to determine the validity of Remitters' requests for refunds or the refund of Fees and Charges Collected in Error.
 - (2) Designate agency personnel authorized to approve refunds of Fees and Charges Collected in Error.
 - (3) Ensure that personnel comply with Office of Comptroller Operations refund procedures.
- b. Office of Comptroller Operations shall:
 - (1) Review agency approved requests for refunds of Fees and Charges Collected in Error.
 - (2) Approve or reject requests and providing agency notification of said action.

7. PROCEDURES.

- a. Agencies.
 - (1) Receive a Remitter's request for a refund of fees or charges paid.
 - (2) Determine from agency collections source documents or revenue transmittals the amount and date of the original receipt or deposit and the specific type of revenue and revenue general ledger (GL) account credited.
 - (a) Refunds of monies that were credited to an augmenting revenue GL account at the time of receipt and deposit will be made from the augmented appropriation.
 - (b) Refunds of monies that were credited to a Federal appropriation or executive authorization at the time of receipt and deposit will be made from the same Federal appropriation or executive authorization.

- (c) Refunds of monies that were credited to a miscellaneous or general revenue GL account at the time of receipt and deposit will be made from the collecting agency's general government appropriation.
 - (3) Establish the validity of the Remitter's request for a refund.
 - (4) Prepare and obtain approval for a request for the payment of the refund due by downloading and completing the [STD-152 General Invoice Revenue Refund Only](#). It should bear the notation "REVENUE REFUND" in the upper right corner and provide the following data:
 - (a) Name and address of the collecting agency.
 - (b) Name and address of the Remitter.
 - (c) Current date.
 - (d) The type of fee or charge to be refunded, SAP accounting code, and the amount and date of the original remittance.
 - (e) The amount to be refunded.
 - (f) The reason for the refund.
 - (g) The agency Transmittal of Revenue, or Treasury Receipt, and Reference Numbers under which the original remittance was deposited. Or, in lieu thereof, the agency amount or File Number and remittance receipt number.
 - (h) The revenue GL account to be charged (debited).
 - (i) The expenditure GL account to be credited (6910020).
 - (5) Park an adjustment memorandum in SAP and attach a copy of the invoice ([STD-152](#)) to the adjustment.
 - (6) Forward the parked request for payment to ra-revenueadjust@pa.gov that will be posted by the Office of Comptroller Operations.
 - (7) Once an adjustment memorandum is posted by the Office of Comptroller Operations, submit an invoice to request payment through ESS-Finance-Non-PO Invoice. See the [Office of the Budget - Bureau of Payable Services - Non-Purchase Order Invoice Processing How To](#) for instructions.
- b.** Office of Comptroller Operations.
- (1) BAFM reviews and posts the approved adjustment memorandum for payment of the refund due the Remitter that will provide the available budget balance for an invoice to be posted.

- (2) BPS receives document sent through workflow, and then reviews and sends approved payment request to the Commonwealth of Pennsylvania's Treasury Department.

This directive replaces, in its entirety, Management Directive 310.12 Amended, dated September 21, 2017.