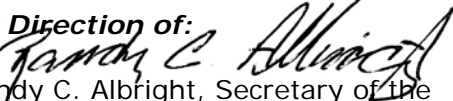


# MANAGEMENT DIRECTIVE

## Commonwealth of Pennsylvania Governor's Office

<b>Subject:</b> Refunding Fees and Charges Collected in Error	<b>Number:</b> 310.12 Amended
<b>Date:</b> September 21, 2017	<b>By Direction of:</b>  Randy C. Albright, Secretary of the Budget
<b>Contact Agency:</b> Office of the Budget, Office of Comptroller Operations, Bureau of Accounting and Financial Management, Telephone 717.787.6496	

**Act 140 of 1981, amending Section 503 of the Fiscal Code, permits agencies to refund erroneously collected fees and charges directly out of collections made by the agencies.**

- 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, boards, commissions and councils (hereinafter referred to as "agencies") under the Governor's jurisdiction. 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 or Agencies.** Includes all departments, boards, commissions, and councils under the Governor's jurisdiction.
  - b. Agency Head.** The chief or principal individual in charge of any executive agency.
  - c. Fees and Charges Collected in Error.** Money that has been collected and deposited but is subject to refund for a legitimate reason.

- d. **Remitter.** Any individual or entity that makes a payment to the commonwealth.

**5. POLICY.**

- a. Section 503 of the Pennsylvania Fiscal Code (72 P.S. § 503) permits agencies to refund erroneously collected fees 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.** Agency Heads are responsible for:
  - (1) Establishing procedures and 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) Designating agency personnel authorized to approve refunds of fees and charges collected in error.
  - (3) Ensuring that personnel comply with Office of Comptroller Operations refund procedures.
- b. **Office of Comptroller Operations.** The Office of Comptroller Operations is responsible for:
  - (1) Reviewing agency approved requests for refunds or fees and charges collected in error.
  - (2) Approving or rejecting requests and providing agency notification of said action.

**7. PROCEDURES.**

**Action by: Agency Revenue Collections**

- a. Receives a remitter's request for a refund of fees or charges paid.
- b. Determines 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.
  - (1) Refunds of monies which were credited to an augmenting revenue GL account at the time of receipt and deposit will be made from the augmented appropriation.
  - (2) Refunds of monies which were credited to a Federal appropriation or executive authorization at the time of receipt and deposit will be made from the same.

- (3) Refunds of monies which 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.
- c. Establishes the validity of the remitter's request for a refund.
- d. Prepares a request for the payment of the refund due. A General Invoice, [STD-152](#), may be used for this purpose. It should bear the notation REVENUE REFUND in the upper right corner and provide the following data:
  - (1) Name and address of the collecting agency.
  - (2) Name and address of the remitter.
  - (3) Current date.
  - (4) The type of fee or charge to be refunded, SAP accounting code, and the amount and date of the original remittance.
  - (5) The amount to be refunded.
  - (6) The reason for the refund.
  - (7) 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.
  - (8) The revenue GL account to be charged (debited).
  - (9) The expenditure GL account to be credited (6910020).
- e. Obtains approval of the authorized agency officer.
- f. Park an adjustment memorandum in SAP and attach a copy of the invoice ([STD-152](#)) to the adjustment.
- g. Forward the parked request for payment to (ra-revvenueadjust@pa.gov) that will be posted by the Office of Comptroller Operations.
- h. Once an adjustment memorandum is posted by the Office of Comptroller Operations, enter ESS Home – Integrated Enterprise Systems – Universal Worklist and submit/post the request for payment, to workflow to the Bureau of Payable Services.

**Action by: Office of Comptrollers Operations**

- a. Bureau of Accounting & Financial Management 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.

- b. Bureau of Payable Services will review document sent through workflow, unblock, and send to the Treasury Department for payment.

**This directive replaces, in its entirety, *Management Directive 310.12*, dated April 30, 1982.**

**Enclosure 1 – Sample STD-152**

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COMMONWEALTH OF PENNSYLVANIA  
STD-152 REV. 5-96

**GENERAL INVOICE**

PAYOR (NAME AND ADDRESS) Commonwealth of PA Department of Environmental Protection 400 Waterfront Drive Pittsburgh, PA 15222		PAYEE (NAME AND ADDRESS) ABC Company 123 Main St <u>Smalltown, PA 17111</u>		INVOICE NO. 05112017			
				DATE 05/11/2017			
				ORDER NO.			
				V.T. NO. OR ADVANCEMENT ACCOUNT NO.			
SAP VENDOR # 00-1234567		TERMS					
DATE OF TRANSACTION	ITEM AND DESCRIPTION			QUANTITY	UNIT	UNIT PRICE	AMOUNT
5/8/2017	Refund due to Settlement for Permit			1		500.00	\$500.00
EXPENDITURE SYMBOL	SAP FUND	COST CENTER	GENERAL LEDGER	INTERNAL ORDER	<b>TOTAL</b>		\$500.00
	6007200002	3544510000	6910020	3545139102			
I CERTIFY THAT THE ABOVE EXPENSES, SERVICES, MATERIALS OR PRODUCTS WERE ACTUALLY INCURRED, RENDERED OR FURNISHED FOR THE USE OF THE COMMONWEALTH OF PENNSYLVANIA, AND THAT THE ABOVE PRICES CHARGED WERE FAIR AND REASONABLE.				ACKNOWLEDGEMENT OF THE FOLLOWING IS REQUIRED IF PAYMENT IS MADE FROM ADVANCED REQUISITION MONIES. I HEREBY ACKNOWLEDGE RECEIPT IN FULL AS SET FORTH IN THIS INVOICE IN THE AMOUNT OF \$ _____			
<i>Judi E. Danson</i> _____ SIGNATURE				_____ SIGNATURE			