THE UNIVERSITY OF QUEENSLAND
AUSTRALIA
CREATE CHANGE

Refund Request

Finance & Business Services Division
Collections & Receivables

(Do not use for Si-net refunds)

The University of Queensland only provides a refund upon proof of payment.
Information collected is subject to the University's privacy policy http://www.uq.edu.au/privacy.

Original Payment Type *(* credit card payments must be refunded to same card)*

Credit Card via EFTPOS*	Cheque	Cash	BPay	Online Credit Card Payment (UQ Pay)*
	Electronic Funds Transfer (EFT)		PayPal*	

Original Payment Details:

Receipt Date:		Receipt No.:		Receipt Amt:		Curr:	
Receipt Date:		Receipt No.:		Receipt Amt:		Curr:	

FOR AR ONLY:

UniFi Customer #:		Adjustment Note / Invoice #:	

Refund Details *(Physical Address required if payee located overseas)*

Refund Paid to:	
Address:	

City:		State:		Post Code:	

Email address:		Country:	

Refund Explanation

Refund Reason:	☐ Course / Program / Field Trip Cancelled	☐ Overpayment	☐ Return of Deposit
	☐ Duplicate Payment (*Provide second payment details*):		
	☐ Other (*Please specify*):		
Refund Method:	☐ EFT ☐ Credit Card ☐ PayPal ☐ Online Credit Card Payment		

To be completed by UQ Staff only

Chart String(s) to be charged: *(Not required for UniFi Adjustment Note / PayPal / Online Payment refunds)*

Opal Unit:	Site:	Fund:	Function:	Account:	Project:	FFT:		Amount:	Curr:
					GST Amount:				
					Total Amount to be Refunded:				

Refund Requested by:		Phone #:	
Financial Delegate Name:			
Financial Delegate Signature: *How do I create a digital signature?*		Date:	

Credit Card	*Only complete for transactions made via an EFTPOS machine that will be hand delivered to FBS*		
Type of Card:	☐ MasterCard	☐ Visa	☐ AMEX
Card Number:		**Expiry Date:**	
Cardholder Name:			

Once Refund has been processed to the above credit card number, detach at the dotted line below and shred.

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Payment Information

Electronic Funds Transfer Information*	
Bank Name:	
Bank Physical Address:	
Bank Country:	
Payee Account Name:	
Swift / BIC / ABA / Routing / Sort Code / BSB:	
Account No / IBAN:**	

* Important note: UniFi Customer refund must be accompanied by EFT details on Official company letterhead.

** Important note: IBAN stands for International Bank Account Number. It is required for all payments to European countries. For further information please contact your bank.

Accounts Receivable Office Use Only			
Proof of payment(s) are attached:	☐ Yes	☐ No	
Copy of UniFi screen(s) are attached (*If required*):	☐ Yes	☐ No	
Does Customer have any items outstanding that are not in dispute:	☐ Yes	☐ No	
Is a copy of the Customer's correspondence attached:	☐ Yes	☐ No	
Is payment to be processed through Accounts Payable:	☐ Yes	☐ No	
Payment is Due:		**Supplier ID:**	
Date notified AP to change Payment Terms to Immediate:			

Please email approved form to cash@uq.edu.au along with all supporting documentation. Refunds can take approximately 2 weeks to process once received by the Collections and Receivables team.