

How to Process an Onsite Refund while retaining DEQ Surcharge

This process is a bit of back and forth, but is an effective workaround for refunding Auth/Permit/Eval fees while still retaining the DEQ Surcharge. **It is important that you follow the specific order of events indicated below** or the monies will not be available for refund as needed or applied correctly.

1. Go to the **Fee Tab** > void all applicable fees to credit – this creates an unapplied credit on the Payment Tab, confirm there is a full credit displayed there
2. Return to the **Fee Tab** > ADD the exact same Auth/Permit/Eval fees, whatever fees you had voided that were surchargeable – **DO NOT INVOICE THEM**, leave them in a status of NEW. By adding the actual fee, the DEQ Surcharge will also be automatically added again.
3. **Fee Tab** > Invoice **ONLY** the DEQ Surcharge
4. **Payment Tab** > in the Transactions section, checkbox the ORIGINAL payment that shows an Unapplied balance – select the APPLY button, apply \$100.00 to the DEQ Surcharge > Submit. This will repay/retain the DEQ Surcharge since it is non-refundable.
5. If your agency charges a refund processing fee, go to the **Fee Tab** > ADD Refund Processing Fee and invoice it – *if not, skip to step #7*
6. **Payment Tab** > in the Transactions section, checkbox the ORIGINAL payment again that shows an Unapplied balance – select the APPLY button, this time pay only the Refund Processing Fee
7. **Payment Tab** > you should now see the remaining unapplied credit available for refund – select the REFUND button, initiate a ‘Refund Check’ payment with the original payer as the payer, and in the Comments, note whatever information is applicable to the refund. Process the refund as per Accela Refund process steps.
8. **Payment Tab** > now the record should show \$0 unapplied and everything paid, no outstanding balance.
9. **Fee Tab** > invoice the remaining Auth/Permit/Eval fee that is still sitting there in a status of NEW, making this available to be paid.
10. **Payment Tab** > you should see an outstanding balance again for the amount of the Auth/Permit/Eval fee that you just invoiced. Initiate a Payment, select PAY – Payment Method = Fee Waiver, Payer = ‘Fee Waiver’, Amount = total amount outstanding for the fee you just invoiced, Comment = ‘Waived to process refund and retain DEQ Surcharge’.