

Invoice Overpayment Process Request Form (IOPR) Instructions

Section 1: Invoice Details

- Enter in the Customer Name, Customer Number, Invoice Number and the amount of the Credit Balance on Invoice.
- Invoice details can be found in FAMIS on screen 635.

Section 2: Choose the Appropriate Action

Choose the appropriate action that needs to be taken to clear the credit balance on the invoice indicated in Section 1.

- A. Any interest that is received on an invoice must be deposited into account number 299999-00000-0361. No exceptions.
- B. If the credit balance is to be refunded to the customer, check this box and fill in the customer's Tax Identification Number (TIN), mailing address, and amount to be refunded.
 - If this is the first time the customer is receiving a refund from the University the department must have the customer complete a Vendor Create form which can be found on the [Accounts Payable website](#). The completed Vendor Create form is to be attached to the IOPR form. The Accounts Receivable Office will prepare and submit a Voucher Create form with the aforementioned documentation to Accounts Payable for processing. To verify if a Customer is already set up in FAMIS as a vendor, search FAMIS screen 162 or contact Accounts Payable. Please note that a refund cannot be completed without a Vender Create Form.
 - The refund will be sent to the Customer in the form of a check or direct deposit depending on the customer's set-up in FAMIS. If the Customer is not set up for direct deposit and prefers to have their refunds sent to them via direct deposit, have them fill out the Direct Deposit form available on the [Accounts Payable website](#). Please keep in mind that the process to set up direct deposit takes time, so the first refund may go via check. For more information on direct deposit, contact the Accounts Payable Department.
 - If supporting documentation needs to be included with the refund, check the Send Supporting Documentation box and attach supporting documents to the completed IOPR form. If the Customer is set up to receive their refund via direct deposit, the department will need to send the supporting documentation directly to the customer since no check will be mailed.
- C. If the credit balance is to be transferred to pay other invoices, check this box and fill in the Invoice Number(s) and amount(s) to be credited to each. A justification for the transfer is required, and documentation showing that the customer has approved the transfer of the overpayment to other invoices must be attached.

Section 3: Departmental Approval

- Enter in the name of the person who prepared the request.

- The Account Responsible Person must approve this request and the approver cannot be the same person that prepared the request.

Section 4: Grants Office and Accounts Receivable (Routing)

- If the account number on an invoice is a grant account number, the Invoice Overpayment Process Request form must be signed off by the Grants Office, who will forward the request to the Accounts Receivable Office for processing.
- If the invoice is not for a grant account, the form needs to be sent directly to Accounts Receivable for processing.
- Accounts Receivable will make the entries to clear the credit balance on the invoice and submit the request to Accounts Payable to issue the refund check.
- FAMIS Screen 635 can be used to verify when the adjustment is completed on the invoice.
- FAMIS Screen 162 can be used to verify that a refund check has been issued to the customer.