CREDIT AND REFUND POLICY

Policy Statement

ITech strives to provide accurate billing for services rendered, but recognizes that errors may occur.

Reason for Policy/Purpose

This policy is required for the effective communication of university policy regarding the credit or refund of ITech billing errors.

Who Needs to Know This Policy

All members of The University of Southern Mississippi community.

Website Address for this Policy

www.usm.edu/institutional-policies/policy-ACAF-IT-002

Definitions

Policy/Procedures

Departments should carefully read their statements from IT. Billing errors should be reported immediately to the IT Billing Department via e-mail, itbilling@usm.edu. ITech assumes that charges are deemed correct if errors are not reported within 60 days of the date the statement was generated. NO refunds or credits will be issued for incorrect fees, which are not reported within the 60-day window allowed.

Responsible University Administrator: Vice Provost for Academic Affairs
Responsible Officer: Chief Information Officer
Origination Date: N/A
Current Revision Date: 02/19/13
Next Review Date: 02/19/17
End of Policy Date: N/A
Policy Number: ACAF-IT-002
Status: Effective
Review

The Chief Information Officer is responsible for the review of this policy every four years (or whenever circumstances require immediate review).

Forms/Instructions

N/A

Appendices

N/A

Related Information

N/A

History

1. 11/01/11: Formatted for Institutional Policies website.
2. 02/19/13: Formatted for template. Minor editing of punctuation and usage throughout

Amendments: Month, Day, Year – summary of changes
Authorization

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ACAF-IT-000-002

As the Responsible Officer, I have reviewed this policy and believe it represents the current policy.

[Signature]
Responsible Officer

4/14/13
Date