MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT
HIKINA WHAKATUTUKI

IMMIGRATION
NEW ZEALAND

IMMIGRATION NEW ZEALAND INTERNAL ADMINISTRATION CIRCULAR NO: 16/04

To:	Immigration New Zealand, all Managers	Date: 28 October 2016
	Immigration New Zealand, all Staff	

GUIDELINES FOR FEE PAYMENTS AND REFUNDS

Please **read** this information and ensure that all staff members who may be affected are aware of what is required of them.

Purpose

1.   The purpose of this Internal Administration Circular (IAC) is to advise all staff and managers that the guidelines and procedures for processing fee payments and refund requests have been updated.

2.   This IAC replaces *"IAC 15/04 Guidelines for Fee Payments and Refunds"* issued on 29 May 2015, which has been archived.

3.   This IAC includes:

    (a)   Fee refund guidelines

    (b)   Fee refund procedures

    (c)   Appendix 1: Fees Refund Form (Onshore)

    (d)   Appendix 2: Customer Refund Request Form (Onshore)

    (e)   Appendix 3: Fees Refund Form (Offshore)

    (f)   Appendix 4: Customer Refund Request Form (Offshore)

    (g)   Appendix 5: Procedures for processing refunds in AMS

    (h)   Appendix 6: Procedure for printing a Detailed Refund Report in AMS

Background

4.   Previous Internal Audits have identified problems with the processing and monitoring of fee refunds. This IAC is Immigration New Zealand's (INZ) response to recommendations made by the audit team on how to improve fee refund processing and monitoring.

5.   It was found that fee refunds, both AMS and non-AMS, are not being monitored by managers in line with *"IAC 10/08 Updated Guidelines for Fee Payments and Refunds"*. The audit team reviewed a sample of fee refunds, noting instances where supporting documents could not be located, the use of older non-standard forms that did not include the reason for refund

request, and inconsistency in the use of 'fee cancel' rather than 'fee refund' functionality in AMS to correct errors made and identified on the same day.

6.   Inappropriate or unauthorised fee refunds may result in the loss of Crown revenue.

Key Changes

7.   In situations where a fee refund would not normally apply, but it has been determined that there are exceptional circumstances, managers may consider whether a partial refund is appropriate. The rationale behind the decision to initiate a refund must be clearly documented in AMS for audit purposes.

8.   If the customer paid the fee offshore and is now in New Zealand, INZ will normally pay the refund into a New Zealand bank account. However, in cases where despite being in New Zealand, the customer requests that the refund be paid into an offshore bank account, managers may use their discretion to decide where to refund the payment.

9.   This IAC (including refund forms) has been updated to reflect current naming conventions. Where applicable, the 'reason for refund' sections of the forms have been standardised, and an additional reason added – 'exceptional circumstances (explain below)'.

Fee Payments

10.   Where a customer gives authority for a deduction to be made from their credit/debit card account, then an officer may make a **deduction for up to the amount that has been authorised**, but not for a greater amount. For example, if the fee is less than the sum specified by the customer, then the correct fee may be charged to the customer.

11.   Where a customer gives authority for an insufficient deduction to be made from their credit/debit card account, then an officer must contact the customer to obtain permission to deduct the correct sum. The customer contact must be recorded in AMS notes.

Action

12.   **Visa Operations Managers/Head of Operations** are responsible for:

(a)   Monitoring the level of **AMS refunds** on at least a monthly basis through the Detailed Refund Report in AMS.

(b)   Reviewing the record of all **non-AMS refunds**, which must be kept by offices, on at least a monthly basis. Non-AMS refunds are included in the monthly FMIS Transaction Listing Report.

(c)   Adhering to internal assurance procedures or controls.

13.   **All staff** must ensure that:

(a)   All supporting documents are filed appropriately.

(b)   They use only the template forms provided within this IAC document. The use of older non-standard forms, some of which do not include the reason for a refund request, can make it difficult for Finance to determine the nature of the refund. **All older forms should be deleted and replaced with the updated template forms attached.**

(c)   They use 'fee refund' rather than 'fee cancel' functionality in AMS for any refunds to correct errors made and identified on the same day.

(d)   Forms are completed electronically where possible. Handwriting should be neat and legible, when completing a form by hand.

Darren Calder
Area Manager - Operations Support
Visa Services
Immigration New Zealand

Disclaimer

Every care has been taken to ensure the information in this circular is accurate and current as at the date of this circular. The information on this circular is to assist you; however applications will be assessed by Immigration New Zealand according to the published Operational Manual. This circular is not a substitute for the Operational Manual.

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Fee refund guidelines

Context

Immigration fee refunds involve discretionary decisions by way of special direction to forgo operational revenue.

In addition to being a refund of crown funds, each refund costs INZ approximately NZ$30 (or local currency equivalent) to process. Therefore, decisions to refund application fees should be carefully considered and the reasons for the refund well documented.

These guidelines should be read in conjunction with the Sensitive Expenditure Policy (SEP) and the Code of Conduct. The SEP highlights the need for financial prudence and an awareness that financial expenditure by government departments may be subject to parliamentary and public scrutiny.

Note: These guidelines do not cover refunds of Visitor Bonds or English for Speakers of Other Languages monies, the conditions for which are both set out in the Immigration Act and the Operational Manual.

Principles and objectives

- All clients are entitled to be treated equitably, and therefore the issuing of refunds should be consistent across the business.
- Fees generated from the provision of services to customers fund the operations of INZ. They are set at a level to recover operational costs, and therefore any decision to issue a refund should be carefully considered as it has a direct impact on revenue.
- Refunds should be closely controlled and consistent across INZ. Exercise of the special direction power to refund fees should be **infrequent exceptions** where particular circumstances warrant. Inappropriate use of the discretion may create undesirable precedents and result in fee increases for all customers.

Powers to refund fees

The power to impose fees and the amounts of such fees are set out in the Immigration Act and the Immigration Regulations.

The Ministerial special direction power to refund all or part of a fee imposed is also set out in the Immigration Act. That special direction power has been delegated to those included in Schedules 1 and 2 of the Instrument of Delegation 2014 (as set out in A15.5 of the Operational Manual).

Situations where fee refunds apply

Refunds may be initiated by INZ, the client or the Minister, but in each case the refund is by way of special direction and is to be treated accordingly.

INZ may initiate consideration of a special direction for a fee refund under the following circumstances only:

- The original fee was paid in error (e.g. fee paid by applicant from a fee waiver country).
- An incorrect fee was paid (e.g. a Samoan national pays $930 for residence application instead of $838).

- The application did not meet lodgement criteria and fee has been receipted (cheques and credit card authorities may be retained for up to 14 days to allow time for the applicant to meet lodgement criteria).
- A client makes a special request under section 61 and submits a fee for the type of visa they hope to receive. The section 61 request is refused.
- An Expression of Interest (EOI) has been withdrawn from the EOI Pool.
- Errors on the part of INZ in the delivery of service have resulted in the client being unfairly disadvantaged and a fee refund is an appropriate way to mitigate that disadvantage.
- The original payment has not been suspended.

A client may initiate a request for a refund in writing by completing a Customer Refund Request Form (see Appendix 2 or 4). Ministers can make a special direction for the refund of fees in any case they consider appropriate.

The forms in the Appendices or the AMS Request for Payment Form must be used to support refunds. Finance must be consulted before any customisation of these forms occurs.

Situations where fee refunds do not apply

Refunds must not be initiated where:

- The application is declined or the client suffers hardship.
- The applicant withdraws their application after lodgement has been completed.
- The refund is for NZ$30 or less (or local currency equivalent). The exception to this is when the refund is a result of error on the part of INZ, in which case the client is entitled to the refund.
- The application is replaced by a second application which has a lower fee than the first.

Exceptional circumstances

There may be exceptional circumstances where a refund is applicable in one of the situations above; however, these are to be infrequent exceptions only, and the rationale behind the decision to initiate a refund must be clearly documented in AMS for audit purposes.

If a full refund is not warranted, managers may also consider whether a partial refund is appropriate. A partial refund may be appropriate, for example, when an application accepted for processing has been withdrawn before any substantial work has been carried out on it. In such cases the applicant must give a valid reason for their withdrawal, for a partial refund to be considered.

The applicant simply changing their mind about their application is **not** a valid reason for a refund or partial refund to be considered.

Note: INZ has the right to subtract any postage and courier costs from the refund unless refunding due to fault on our part or in other reasonable circumstances.

Fee refund procedures

Payment of refund

Best practice is to process refunds in AMS, thus ensuring that no more than the amount originally received is refunded, that the fee cannot be refunded more than once and that the core system is updated to reflect the current status with fees paid.

Manual refunds may be processed when the application has been finalised and an AMS refund is not possible. Manual refunds may also be used when or where AMS is not available.

Refunds must be made to the payer of the original fee e.g. applicant/agent/friend/school unless the payer nominates a third party in writing. If a third party is nominated then the customer must obtain written permission from the payer to do so and complete the Customer Refund Request Form.

Onshore

- Refunds may be paid by direct credit to a nominated bank account in New Zealand or, where the original payment was by credit/debit card, by crediting the credit/debit card[1] account originally used. Refunds will not be made in cash or by cheque.
- For fees received at onshore offices, the following documents must be forwarded to Finance to process the payment:

  o Approved Fees Refund Form (Appendix 1 or 2), and
  o Attached copy of original receipt

  OR

  o AMS Request for Payment Form, and
  o Attached copy of original receipt.

- Offices must ensure that the original payment has cleared the banking system prior to requesting any refund.

Offshore

- No change to process for refunds.
- Refunds will be charged back to the same account code to which the original fee was receipted.
- Offshore refunds must be processed by the original receiving office using either the AMS Request for Payment Form or the Fees Refund Form in Appendix 3.
- Refunds must be processed at the office within 5 working days of receipt of written request from the client. If the refund request is declined, a letter must be sent to the client within that timeframe.

Applicants moving country

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[1] Important: if the refund is to be paid to a debit card, we can only accept Visa and Mastercard debit cards for this. Refunds to other debit cards refunds will not process.

- If the customer paid the fee in New Zealand and has now returned home, INZ will pay the refund into an offshore bank account but the customer must pay the bank charges.
- If the customer paid the fee offshore and is now in New Zealand, INZ will normally pay the refund into a New Zealand bank account. However, in cases where despite being in New Zealand, the customer requests that the refund be paid into an offshore bank account, managers may use their discretion to decide where to refund the payment.
- Where the customer pays a fee offshore and then moves to New Zealand and requests the refund in NZ$, Finance will assess the value of the refund using the rate that prevailed in the month the fee was paid.

Justification

The Fees Refund Form (Appendix 1 or 2) or AMS Request for Payment Form must be completed by the case officer and must include a full justification for the refund, including but not limited to:

- Background of events and dates that gave rise to the claim from the customer.
- The amount of fees proposed to be refunded.
- Other actions that were considered to satisfy the claim.
- Reference to any documentary evidence and receipts to support the claim.

Approval

Only the Minister, Associate Minister, or persons with delegated authority can make a special direction for the refund of fees.

Office responsibilities

- Obtain refund request in writing or by email (if applicant initiated the refund).
- Ensure that reason for request is justified i.e. for one of the nominated reasons.
- Complete refund request process in AMS and print the AMS Request for Payment Form.
- Complete Fees Refund Form (if refund cannot be processed in AMS).
- Ensure that handwriting is neat and legible, when completing a form by hand. Forms should be completed electronically where possible.
- Attach necessary documentation (e.g. written request and original receipt).
- Obtain special direction for the refund from appropriately delegated person.
- Advise customer of the outcome.
- Provide secure storage for forms containing bank or credit card details.
- Ensure that all supporting documents are filed appropriately.

Authorised person responsibilities

- Consider Fees Refund Form or AMS Request for Payment Form.
- If the decision is to make a special direction:

  o   Record that decision in AMS.
  o   Send a copy of approved Fees Refund Form or AMS Request for Payment Form with required attachments to Finance (if not using online form) at processingteam@mbie.govt.nz (or finance officer in offshore office) for payment.

- If application for refund is declined, return to case officer to advise client.

Visa Operations Manager/Head of Operations responsibilities

- Monitor the level of **AMS refunds** on at least a monthly basis through the Detailed Refund Report in AMS.
- Review the record of all **non-AMS refunds**, which must be kept by offices, on at least a monthly basis. Non-AMS refunds are included in the monthly FMIS Transaction Listing Report (available in MBIE Foundation).
- Adhere to internal assurance procedures or controls.

Finance responsibilities (or offshore office admin)

- Ensure original applicant's payment has cleared the banking system. If there is an issue, the financial accountant reconciling the INZ account will advise the office concerned.
- Arrange payment within 10 working days of receipt of approved Fees Refund Form.

Forms of proof of bank account details

Acceptable forms of bank account details for the purpose of creating vendor records in FMIS are listed below. They have been categorised in order of preference:

Most desirable	o A pre-encoded bank deposit slip.
	o A copy of the vendor's bank statement showing account number and account name.
	o A scan or screenshot of the vendor's online banking page, showing account number and account name.
Acceptable	o Bank account details listed on a business letterhead invoice.
	o A written bank deposit slip authenticated and stamped by the bank teller.
Unacceptable	o Unauthenticated handwritten account numbers.
	o Emails containing account information.
	o Verbally conveyed account numbers.

Contacts

- Operations Support is responsible for the application of these fee refund guidelines. Please contact Operations Support for further information or assistance.
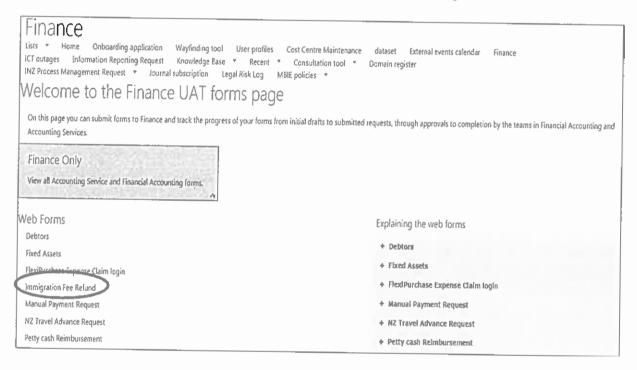
Appendices

1. Fees Refund Form (Onshore)
2. Customer Refund Request Form (Onshore)
3. Fees Refund Form (Offshore)
4. Customer Refund Request Form (Offshore)
5. Procedures for processing refunds in AMS
6. Procedure for printing a Detailed Refund Report in AMS

Appendix 1: Fees Refund Process (Onshore)

The Immigration Officer, requesting the refund, goes to **their** Finance Form's web page on their desk top (NB: Web page is based on active directory), found here:
http://thelink/tools/finance/Pages/default.aspx

This is a database, using MBIE's SharePoint technology, and tracks all forms from beginning to end, that is, from request to entry into FMIS. Furthermore, data can be collated to monitor the effectiveness and efficiency of the process. This information is not available under the old manual system.

When the web form has been selected, **Immigration Fee Refund,** the form will appear on the screen, as per the next page, for completion by the Immigration Officer refunding the fee.

The Immigration Officer completes the details, attaches required documents (e.g. receipt, account evidence, refund approval, etc.), and then selects the _Submit_ button and the form is sent electronically to Finance for refund action.

Immigration Fee Refund – UAT

Refund Details

Principal Applicant's Name	Example Refund
Client or EOI Number	12548555
Application Number	254254
Original receipt number	125464
Amount of refund (NZD)	$166.00
Case Officer's name	Peter Terfect
Principal Applicant's address	15 stout Wellington

Payee Details

Same as Principal Applicant	☑
Payment Method	Credit Card ☑
Card number	* . * . * . *
Expire date (mm/yy)	mm ☑ / yy ☑
Bank Account Details Attached	☐ [?]

....
: Finance use only :
: (Hide - Print page ☐) :
....

FMIS Details

Account				GST			
Entity	Cost Centre	Natural Account	Refund Amount (NZD)	y/n	amount	Net amount	Line Narrative
*	*	*	*	☐		$0.00	
		Total	$0.00		$0.00	$0.00	

☒ Add a new Cost Centre line

Notes for Finance

Attach a document (i.e. Copy Receipt & Bank account evidence)

📎 Click here to attach a file*

☑ Attach another file

[Submit] [Save] [Cancel]

NB: If you Save it becomes a draft in your library to amend and submit later. Drafts do not show in the Finance library until the form is submitted.

The requester's forms library under **My Accounting Operations** section is updated to reflect the new form. This is where all requesters can track their forms from request to actioned in Finance FMIS system.

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Finance Forms

Home ▼   Finance Forms ▼

Welcome to the Finance forms page

On this page you can submit forms to Finance and track the progress of your forms by the teams in Financial Accounting and Accounting Operations.

My Accounting Operations

✓	🗋	Name	Modified ↓	Modified By	Checked Out To
	📑	FEE000339 ⚙ ⋯	A few seconds ago	▦ Joshua Valor	

When Finance receives and action the request, the requesters library is updated to the status of 'Complete'.

Requesting Officer

⊕ new document or drag files here

All Documents   Data for Export   Immigration Fees ⋯   [Find a file 🔍]

✓	Name	Edit	Approver	Approver2	Created By	Modified By	attachments	Finance Form Workflow	Form Status	Form	Form Group
	FEE000339	⋯			▪ Joshua Valor	▪ Joshua Valor	Attachment	Completed	Complete	Immigration Fee Refund	REFUND

The refund has now been entered in FMIS awaiting the cost centre manager's approval (posting).

Example of a 'fully' completed and actioned Immigration Refund Form:

Immigration Fee Refund – UAT

Refund Details

Principal Applicant's Name	Example Refund
Client or EOI Number	12548555
Application Number	254254
Original receipt number	125464
Amount of refund (NZD)	$166.00
Case Officer's name	Peter Terfect
Principal Applicant's address	15 stout
	Wellington

Supplier Details

Same as Principal Applicant	☐
Payee name	Example Refund
Payment Method	Mastercard - Debit Card ☑
Card number	1254 . 2365 . 2356 . 1254
Expire date (mm/yy)	01 ☑ / 18 ☑
Bank Account Details Attached	☐ ☐

FMIS Details

Refund Amount (NZD)	$166.00

Account

Entity	Cost Centre	Natural Account	Line Narrative
70	3210	2345	Refund

☐ Add a new Cost Centre line

Reason For Refund:	Application returned failed lodgement ☑

Documents

📎 Test doc 070716.xlsx
8.57 KB

Finance Only

ENTER NEW SUPPLIER

○ Complete for FMIS

◉ Complete for EFTPOS

○ Reject

Actioned by: Patrick Adventure2016-10-26T15:11:42

EFTPOS AND FMIS ACTIONED

◉ Complete

○ Reject

Actioned by: Patrick Adventure2016-10-26T15:11:56

Cancel

Appendix 2: Customer Refund Request Form (Onshore)

MANUALLY GENERATED REFUND FORM	
• To be completed by customer for customer initiated refund requests.	
• No requests will be accepted for sums of NZ$30 or less.	

Request for Payment: to be completed by customer

Office	
Client Number	
Principal Applicant Name	
Name of person who paid fee	
Address of person who paid fee	
Was original fee receipted in NZ?	Yes/No (delete one)

Written authorisation (letter or email) from the fee payer is required if the refund is to be paid to a different person.

Customer to complete either Direct Credit or Credit Card details.

Direct Credit (to bank account)	Credit Card (if originally paid by credit card)
Name of bank account holder	Name of credit card holder
Bank account number _ _/_ _ _ _/_ _ _ _ _ _ _/_ _ Prefix Branch Acct No Suffix	Credit card number Expiry date
Bank swift Code	
Bank Name	

Office Use Only: to be completed by case officer or administration

Application Number	
Refund Amount	
Finance GL Code	_ _ / _ _ / _ _
Currency	
Case Officer's name	
Approved for Payment by (Name of Schedule 1 officer)	
Approval Date	
Comments	
Reason for Refund request	
Customer Signature	

☐ Proof of payment attached	Signature of case officer

Appendix 3: Fees Refund Form (Offshore)

- To be completed by case officer for Delegated Person approval and payment if unable to process the refund on AMS.
- No requests will be accepted for sums of NZ$30 or less (or local currency equivalent).

Name and address of the payee to be refunded (if different to applicant, a written approval from the applicant on the appropriate form must be attached)	
Name of applicant (if different from payee)	
Receipt number	
Amount to be refunded (total in words and numbers)	
Finance GL Code (to be the same as the code to which original fee received)	
Office	
Application number	
Type of fee	
Amount and currency of original fee paid	
Reason for refund	o The original fee was charged in error o Application Returned Failed Lodgement o Application withdrawn before lodgement completed o Section 61 request – refused to grant or refused to consider o INZ error in the delivery of the service o EOI withdrawn from EOI Pool o Exceptional circumstances (explain below)
Explanation of reason	
Rationale for amount of proposed refund	

Checklist of required attachments for approval (to be retained by the approving office)	o AMS refund request not attached, unable to process refund in AMS as:
	  • the application fee was receipted at another branch
	  • the application has been finalised
	  • copy of original receipt
	o copy of AMS notes regarding refund copy of written request from customer requisition refund

Bank account details if applicant nominated a bank account (applicable for onshore branches only)	Bank name (e.g. Westpac) New Zealand bank account number
Name and signature of case officer recommending refund	
Approved for payment by (Name of Schedule 1 officer)	
Date	

Appendix 4: Customer Refund Request Form (Offshore)

- To be completed by customer for customer initiated refund requests.
- No requests will be accepted for sums of NZ$30 or less (or local currency equivalent).

Applicant Information	
Name of Applicant	
Date of Birth	
Application Number	
Postal Address of Applicant	
Daytime phone Number	
Detailed information about the Fee paid	
Who paid the fee	
Application type paid for	
Amount paid	
Date paid	
Proof of payment – preferably copy of receipt	
Request for Refund	
Reason for Refund	
Name and address of who is to be refunded if not the applicant	
Payment details	Cheque Direct credit to bank account* ------------------------------------- Refund to credit card if original payment was from credit card* ____/____/____/____ *The customer is liable for bank fees associated with refunds paid into a bank account or credit card account.*
Signature of customer	

To be completed by case officer or administration

☐Proof of payment attached **Approved for payment by** (Name of Schedule 1 officer)	Signature of case officer

Appendix 5: Procedures for processing refunds in AMS

1.   Go to the application in AMS, open the **Fees** tab. Screen below appears.

2.   Right click on the paid fees. **Options** menu appears. Select **Refund. Refund this Payment Item** screen below appears.

    (a)   Enter **Refund Amount**.
    (b)   Select **Refund Reason**.
    (c)   Select **Yes** for "Is this the first or only payment item for this whole payment?".
    (d)   **Note the ticket number**, click OK.

AMS - Refund this Payment Item

Refund Details

Maximum Refund Amount : 360

Actual Refund Amount : 360

Reason for Refund: ▼

Ticket Selection

Is this the first or only payment item for this whole payment ?

⊙ Yes   ○ No

Your Ticket Number is : 31

OK   Cancel

3.   **Enter Refund Address** (for cheques offshore) or name of direct credit or credit card account (e.g. Frank Jones) (for onshore refunds) in the screen below.

(a)   Enter only the address or name of direct credit or credit card account. **NOTE: DO NOT PRESS YOUR ENTER KEY TO MOVE TO A NEW LINE – USE SHIFT + ENTER.** (If you do accidentally press enter before completing the address or account details, continue through the process and update the address or account details in step 5).

(b)   Click OK.

AMS - Enter Refund Address

OK   Cancel

(New screen title at future date: AMS - Enter Refund Address or Account Name)

4.   AMS returns you to the fees screen (below), showing an unauthorised fee refund.

5.   Go to **Finance** menu, select **Options/Payments**.

(a)   Choose **Add a Payment**, and enter the ticket number obtained in step 2. Click OK.

(b)   The **Refund Details** screen (below) appears.

(c)   Check the information in the fields provided. Make sure that the name appearing in the **Paid in by** field is the name of the person or business the refund is to be paid to i.e. the principal applicant **or** to the person who has been nominated in writing.

Cheque refunds (offshore only)

Make sure that the *address* of the person or business the refund is to be paid to in the **Address** field is correct. Change the name or address shown in the fields if necessary.

Onshore refunds

Make sure that the *name* of the person or business the refund is to be paid to in the **Address** field is correct. Change the name shown if necessary.

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ Cheque Refund as Departmental Cheque                                           │
│                                                                                │
│   Paid in by:      Test, Jeremy Jo                                             │
│                                                                                │
│   Address:         724 Evergreen Terrace                                       │
│                    Springfield                                                 │
│                                                                                │
│   ┌─────────────────────────────────────┬──────────┬──────────┬────────────┐  │
│   │ Item Description                     │  Amount  │ Currency │ Date Received│ │
│   │ Application fee >> Test, Jeremy Jo   │  360.00  │  NZD     │ 22/May/2015 │  │
│   │                                      │          │          │            │  │
│   └─────────────────────────────────────┴──────────┴──────────┴────────────┘  │
│                                                                                │
│   Total Amount Due: 360.00  NZD(s)                                             │
│                                                                                │
│                                                        OK          Cancel      │
└──────────────────────────────────────────────────────────────────────────────┘
```

(New screen title at future date: Refund Details)

6.   Click OK. Transaction is executed and refund authorised. Close **Finance** Payments screen.

7.   Go back to AMS Application Details (Fees tab) screen. Refresh the screen. The refund now shows as "processed" with method XX and Type REF). AMS automatically returns you to the Application Details (Summary tab) screen below.

Note: A refund processed in AMS cannot be cancelled. In the event the refund request (or amount) is not approved by a manager, the application (if not yet finalised) must be cancelled and replaced by a new application. Detailed notes should be placed on the application regarding the reason for cancelling the application.

8.   Enter an application note and click "OK".

```
AMS - Add Note                                    [_] [□] [✕]

  Note Type: Application Notes                    ▼

  Application: 10036595 Visa, Visitor, General              ▼

  ┌─────────────────────────────────────────────────────┐
  │Refund of NZ$360.00                                   ▲│
  │Made out to Test, Jeremy Jo                           │ │
  │Address: 724 Evergreen Terrace, Springfield           │ │
  │Processed in AMS and refund to Manager on 22/05/2015  │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      │ │
  │                                                      ▼│
  │                                                       │
  │                          ┌──────┐      ┌────────┐    │
  │                          │  Ok  │      │ Cancel │    │
  │                          └──────┘      └────────┘    │
  └─────────────────────────────────────────────────────┘
```

(New screen text at future date: Insert "or name of Bank or name of CC account" after Address line)

9.   Print a **Request for Payment** Form. To print the **Request for Payment** Form first ensure that the printer has a full supply of paper. Then go to the AMS Finance menu/Options/**Reports** and select **Refund Request**. As soon as the printer has completed printing the reports, click "Yes" to the question "Has the report successfully printed?".

Note: Unprinted Request for Payment Forms will also be printed automatically if this step is performed.

Request for Payment   **Office : Wellington**

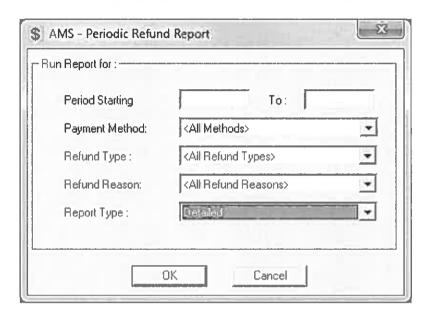|	
Authorisation Date	: **01/Aug/2003 11:31**
Cheque recipient (name)	: **J Bloggs**
Refund Address	: **Best Immigration Consultants**
	23 Nowhere Street
	Wellington
	New Zealand 6000
Principal Applicant Name	: **Shoz, Antony**
AMS Application Number	: **3506634**
AMS Refund Payment Number	: **2562**
Currency	: **NZD**
Gross Refund Amount	: **500.00**
Finance Office Code	: **2225**
GL Code	: **2110205**
Tax Amount	: **55.55**
Nett Refund Amount	: **444.45**
Approved for Payment By	:
Approval Date	:
Comments	:

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Changes:
1) Replace Cheque Recipient (name) with Refund Recipient (name)
2) Principal Applicant Name **OR** Nominated payee's name
3) Change 'Refund Address' to 'Refund Address **OR** Direct Credit or Credit Card Name'

Appendix 6: Procedure for printing a Detailed Refund Report in AMS

1. Open **Finance** menu. Choose Options/Reports/**Periodic Refund**. The AMS – Periodic Refund Report screen will appear.

2. Enter start and end date. Format other fields as shown.

3. Click OK. **Detailed Refund Report for: (Office)** is generated.

Detailed Refund Report for: Wellington

For Period   : 01/Aug/2003   to   01/Aug/2003

For Payment Method   : ALL

For Refund Type   : Refund Gen Skills Lapsed 2003

For Refund Reason   : Refund GSC Lapsed Amdmt Act 2003

Auth Officer	Auth Date	Payment Nbr	Currency	Gross Amt	Tax Amt	ApplNbr	Payee Name	Orig Receipt Nbr
Slagter, Bernardine	01/Aug/2003	2562	NZD	500.00	55.55	3506634	J Bloggs	2984

Officer sub-total   : 500.00

Refund Reason sub-total for   : 500.00

Refund GSC Lapsed Amdmt Act 2003

Refund Type sub-total for Refund Gen Skills Lapsed 2003   : 500.00

20

Grand totals

500.00