

Write Offs

Table of Contents

When Are Refunds Issued? 2

Checking Refund Responsibility 2

Refund Request Form..... 2

 Filling Out the Form: 3

Submitting The Refund Request..... 4

Write Offs

When Are Refunds Issued?

If a customer or insurance company has overpaid, we will owe them a refund. MPI will never request a refund as they will just issue a recovery on the next EFT.

Refund requests are to be sent to the Accounting Department – **they are not to be issued through the POS machine!**

Checking Refund Responsibility

In some cases, CARSTAR is not the one responsible for issuing the refund, even though we are the ones that collected the funds. We would most commonly see this when a deductible was waived for a customer after the file was closed.

Even though we collected the deductible, MPI is responsible for issuing the reimbursement to the customer. Direct your customer to reach out to their adjuster if they do not receive a cheque.

Refund Request Form

The refund request form must be completed and submitted to Skye and the Accounting Manager for final approval.



Refund Request Form

Store: _____

Date of Request: _____

Name: _____

Company: _____

Mailing Address: _____

City/Town: _____ Prov: _____ Postal Code: _____

Phone Number: _____ Fax Number: _____

RO #: _____	Claim #: _____
Payment Date: _____	Method: _____
Amount Paid: _____	Refund: _____
RCI Claim #: _____	
Unit #: _____	Plate #: _____
Reason for Refund: _____	

Manager Initials: _____

Final Approval: _____

Write Offs

Filling Out the Form:

Store: _____

Date of Request: _____

Name: _____

Company: _____

Mailing Address: _____

City/Town: _____ Prov: _____ Postal Code: _____

Phone Number: _____ Fax Number: _____

- Store = shop name.
- Date of Request = date you are submitting the refund request to Accounting.
- Name = Customer name / who the refund cheque will be issued to.
- Company = company name of the customer if applicable.
- Mailing Address = address the cheque will be mailed to.
- City/Town = City or town of the address.
- Prov = province of the address.
- Postal Code = postal code of the address.
- Phone Number = customer's phone number.
- Fax Number = customer's fax number (if applicable).

RO #:	_____	Claim #:	_____
Payment Date:	_____	Method:	_____
Amount Paid:	_____	Refund:	_____
RCI Claim #:	_____		
Unit #:	_____	Plate #:	_____
Reason for Refund:	_____ _____ _____ _____ _____		

- RO # = RO number as shown in Repair Center.
- Claim # = Claim number as shown in Repair Center.
- Payment Date = date the customer originally paid us.
- Method = how the customer originally paid us.
- Amount Paid = how much the customer paid us.
- Refund = how much we are returning to the customer.

Write Offs

- RCI Claim # = as provided by the customer, if applicable.
- Unit # = unit number of the vehicle as provided by the customer, if applicable.
- Plate # = license plate number of the vehicle as shown in Repair Center.
- Reason for Refund = detailed reason for issuing the refund.

Manager Initials: _____

Final Approval: _____

- Manager Initials = manager's final sign off approving the refund.
- Final Approval = final signature provided by Skye/Accounting Manager.

Submitting The Refund Request

Once the Refund Request has been completed it needs to be emailed to Skye and the Accounting Manager for approval/processing.

Scan a copy of the request into the "Attachments" tab in Repair Center and make a note in Repair Center HUB.