

Void or Refund Credit Card Payments

Resources:

- 03-04 03 Forms and Instructions for CORIS instructions for [refunding bail by check](#) if over **one year**.
- See also Section 02-04.01 [Credit Cards used for Cash Bail](#).
- See Section 06 Trust, [06-01 Trust Check Writing](#).
- [Heartland instructions](#)

Policy:

1. Refunds are limited to **one year** from the date the payment was received **in Heartland, even though court systems note otherwise**.
2. If a refund is due on an account which has been paid by credit card, the refund should be made by issuing a credit back to the card through the Heartland website BEFORE reversing out of CORIS/CARE. Unsuccessful returns require a refund by trust check.
3. Payments voided by the card holder **at the EMV machine** (transaction was canceled) will be reflected on the Heartland Pay by Day Report as well as voids/refunds initiated by accounting personnel.
4. Credit card **refunds** are not governed by the 45 calendar day hold (trust check requirement) **as it is going back to the payer**.
5. Refunds or voids of trust transactions shall not be performed by the trust account reconciler.
6. **Juvenile Court Specific: A partial refund must be refunded by trust check** to avoid balancing issues (trust owes revenue). This is required regardless of date received.
7. If an error occurs at the time the credit card payment is taken, (e.g. payment charged to the trust account and should have been revenue) the court shall transfer monies instead of adjusting/recharging the individual's card. This is required regardless of whether or not the day has batched out. Posting adjustments shall be corrected as a transfer within the deposit or transfer request made to the AOC Finance Department.

Procedure:

Responsibility Action

**Appellate/District/Juvenile Courts
Accountant***

1. **Issue the void/refund through the Heartland website prior to initiating the process through the court's computer system.** The following can prevent a successful return:
 - a. Transaction is more than one year old.
 - b. The expiration date of the card has past.
 - c. The account is no longer active/open.
2. If the transaction should not have occurred, a "void" can be initiated until the batch is closed.
3. A void/refund shall not be entered to correct an accounting transaction (e.g. payment charged to the trust account and should have been revenue) the court shall transfer monies instead of adjusting/recharging the individual's card. This is required regardless of whether or not the day has batched out. Posting adjustments shall be corrected as a transfer within the deposit or a transfer requested by AOC Finance Department.