Handling Reimbursement of a Victim Overpayment in CARE

When a victim has been accidentally overpaid, the following steps should be followed:

1. Notify the victim of the overpayment. Include a copy of any documentation showing the overpayment. This can be a copy of the Victim's Acct Info screen showing the amounts received and the checks issued.

2. When the amount is received back from the victim, perform an Adjustment – Increase in the amount of the overpayment on the Order Account Edit screen for the Restitution Order Account related to the victim.
   Note: there is a policy to follow in the Accounting Policy and Procedure manual for those instances you are unable to get the money back.

3. While doing that, also put it on hold (just to be certain the payable is cleared, not paid). Include in the modification note the fact that this is to receipt the overpayment and enter the check number of the second check.

4. Receipt the money to the order account like usual. When the journal is cutoff, the money will then be applied to the victim payable, bringing the negative balance up to zero.

5. Make a copy of the Victim Account Info Screen (or other documentation of the overpayment) showing the receipts and overpayment to the victim to place in the case file for future reference.

6. Remove the hold status from the order account; especially if there are amounts still owing to be paid to the victim.