UNIVERSITY OF THE
FREE STATE
UNIVERSITEIT VAN DIE
VRYSTAAT
YUNIVESITHI YA
FREISTATA

UFS

MANUAL FOR ONLINE REFUND APPLICATION

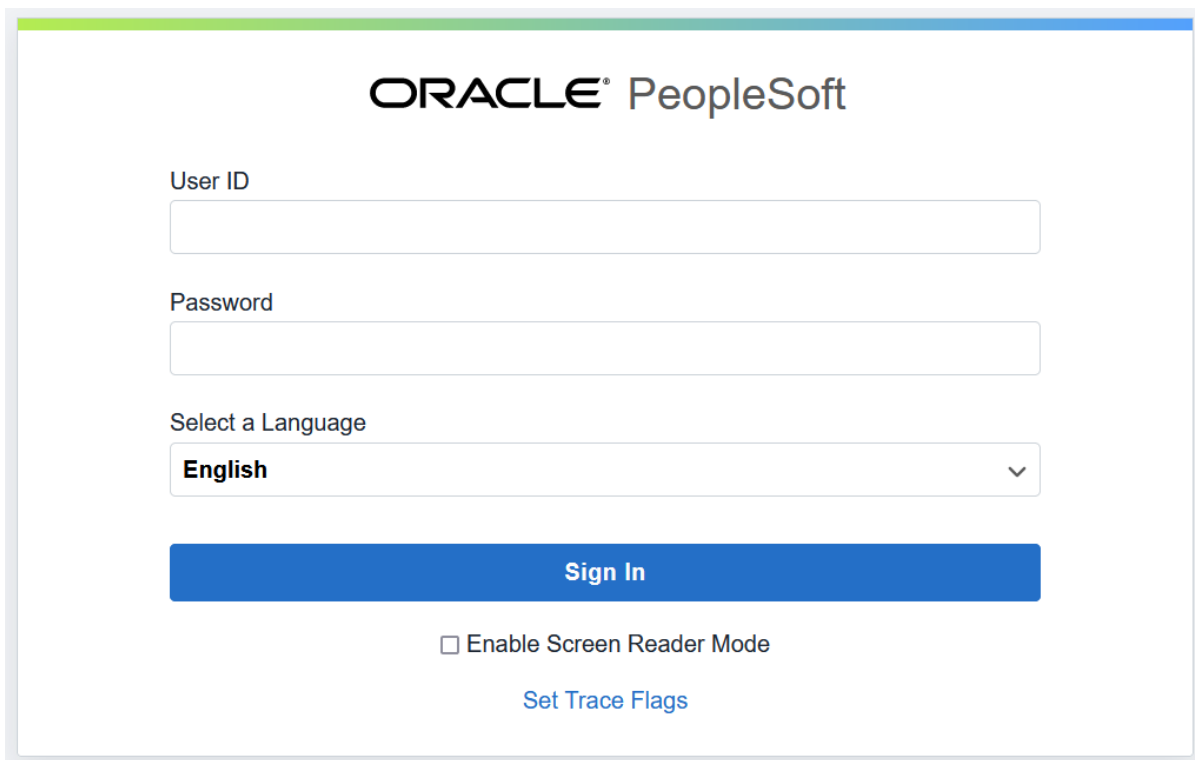NB: Have the following documents ready before you start your application:

Normal refund:

- Proof of payment
- Permission for Refund
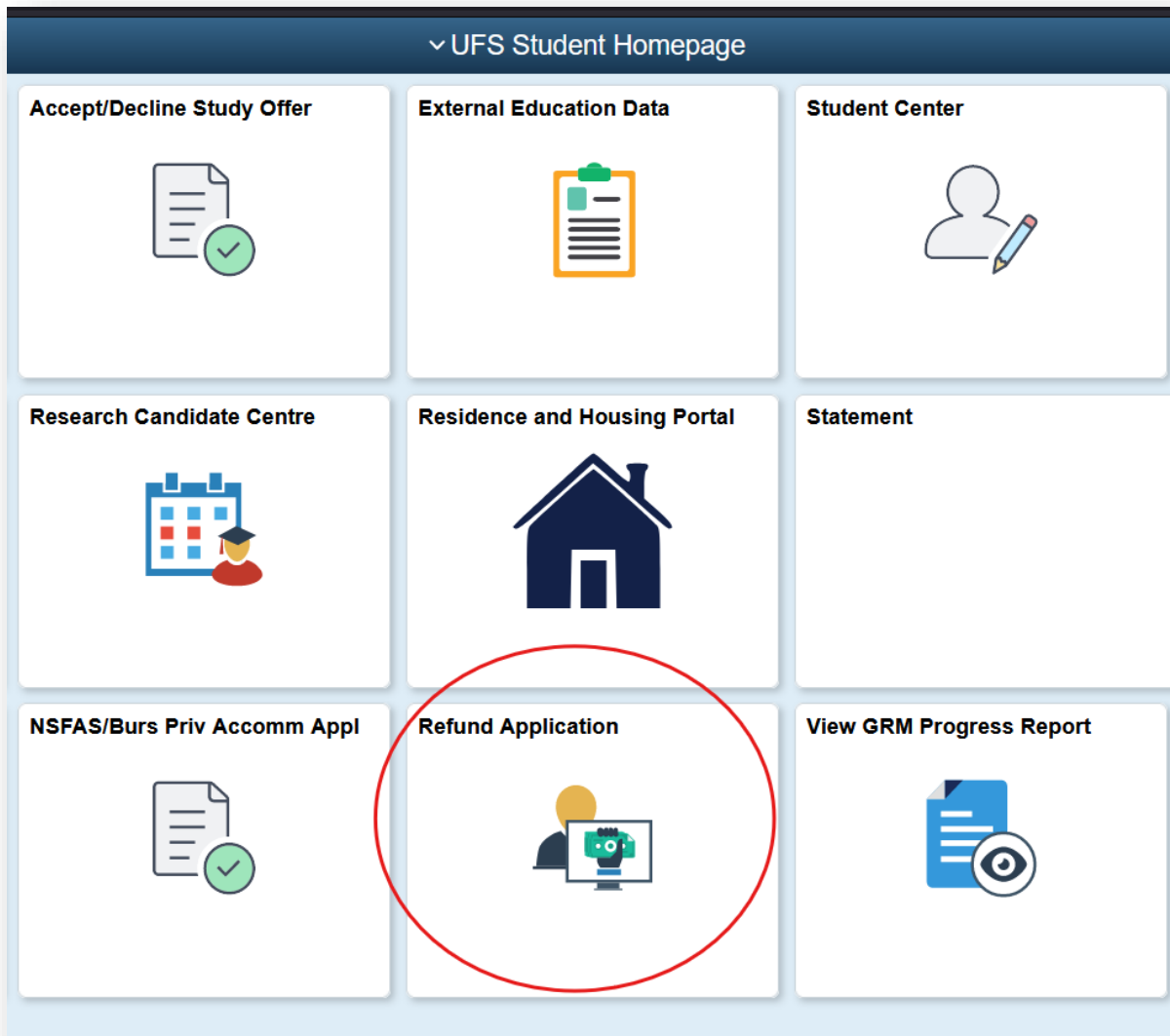- Proof of Bursary or Loan (If Applicable)

3rd Party refund

- Proof of Payment
- Permission for Refund
- Proof of Bank Details
- Proof of Bursary or Loan (If Applicable)

Step 1: Login to PeopleSoft CS

205 Nelson Mandela Drive | Park West, Bloemfontein 9301 | South Africa
P.O. Box 339 | Bloemfontein 9300 | South Africa | www.ufs.ac.za

VISION130
Renew and Reimagine
for 2034

Step 2: Navigate to Refund Applications

Step 3: Select New Application

Student Details

Student Number

Name

Email Address

Telephone

Please ensure that your details are correct. Navigate to either the Profile or Student Center tile on the UFS St

Applications

New Application			
Date of action ◇		Application # ◇	Application Status ◇

Step 4: Agree to Terms and Conditions

New Application   Close   Subm

Terms & Conditions

The terms and conditions for refunds and payments remain the same.
- Any credit balances on student accounts will only be paid out if all your university fees (e.g. tuition fees and accommodation costs) have been paid.
- The official refund request form and the necessary documentation, as prescribed by the Finance Department of the University of the Free State, must be properly completed and submitted to the Student Finance Division.
- Credit balances will not be paid out to students without the written permission of the person or party who initially made the payment.
- If students are studying with a bursary or loan, credit balances on the accounts will only be paid out to them with the written permission of the entity that granted the bursary or loan.

Agree   Yes

Application

Step 5: Check that all your information is correct, if not, navigate to personal information on

Main Menu > Self Service > Campus Personal Information and correct your details first.

If you do have a bursary or loan, it will show on your profile, if it is not displayed you can submit it to tuitionfees@ufs.ac.za or upload it later in the refunds application process.

Application

Student Number	▮▮▮▮▮
Email Address	▮▮▮▮▮▮▮
Name	▮▮▮▮▮
Telephone	▮▮▮▮

Tuition Fee Balance

Tuition Fee Balance   -11501.74

Bursaries / Loans

1 row

	Empl ID ◇	Description ◇	Accept Amount ◇
1	▮▮▮▮	▮▮▮▮	

If you have a bursary or loan which does not reflect please attach proof of bursary.

Step 6: Select the items you would like to refund and enter the amount. (Reminder you can only do one refund at a time)

Indicate which you would like to apply for and amount

Books	Yes	Amount	100.00
Meals	No	Amount	0.00
Accommodation	No	Amount	0.00
Refund To Self	No	Amount	0.00

If you wish to do a 3rd party refund (To a parent, guardian, or sponsor), select "Cash refund – Third Party Refund" and complete the details.

Cash Refund - Third Party Refund

Third Party	Yes
International Bank Account	No
*Account Holder's Name	Account Holder's Name
*Bank Name	Bank
Bank not found	No
*Branch Name	
*Branch ID	
*Bank Account Number	Account Number
*Amount	Amount

Cash Refund - Third Party Refund

Third Party	Yes
International Bank Account	No
*Account Holder's Name	▮▮▮▮
*Bank Name	▮▮▮▮▮▮
Bank not found	No
*Branch Name	▮▮▮
*Branch ID	▮▮▮▮
*Bank Account Number	▮▮▮▮
*Amount	100.00

Take note of the handling fees charged with all 3rd party / International refunds.

Step 7: Attach documents.

Select the "Add" button.

Select "My Device"

Select the applicable file.
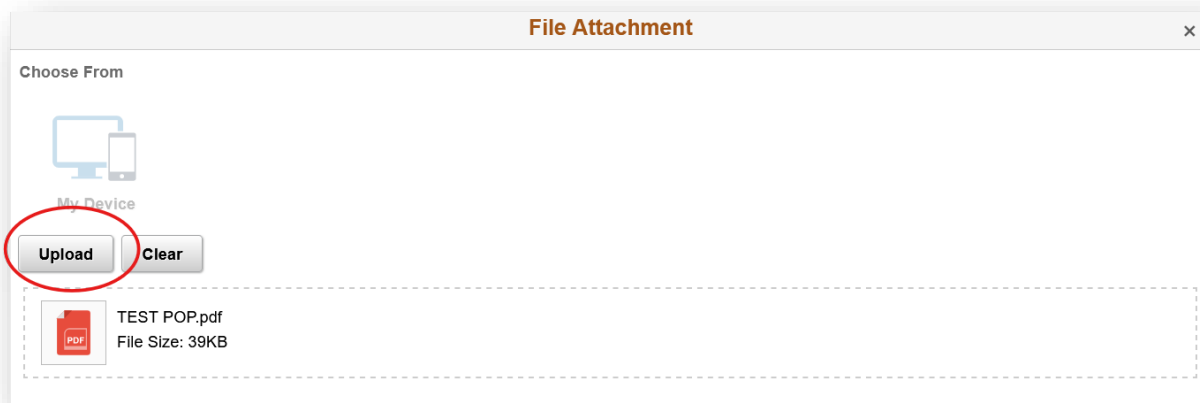
Select Upload

Select 'Done" and upload next Document.
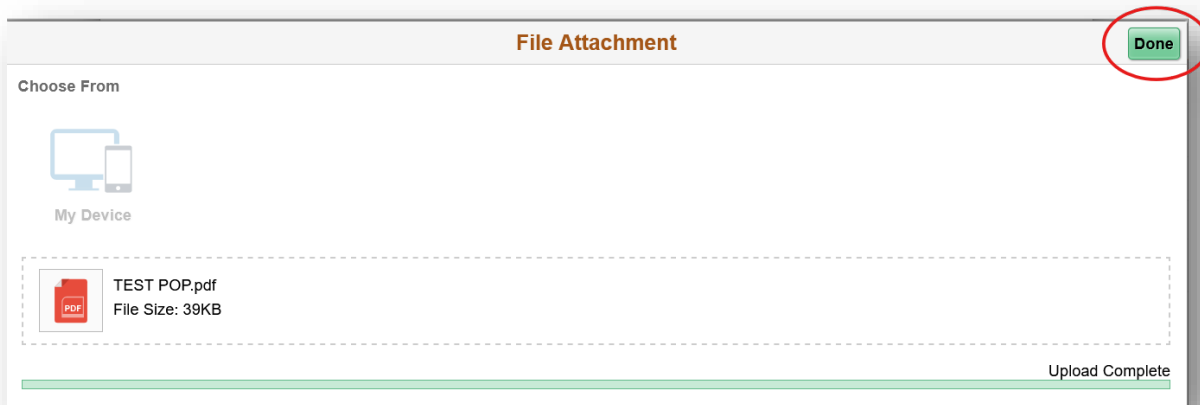
Step 8: Select "Submit"

New Application   Close | Submit

- 5001.000   10000.000
- 10001.000   15000.000
- 15001.000   1000000000.000

Supporting Documents

4 rows

Document Type	Attached File	Add	Delete	View
Proof of Payment	TEST_POP.pdf		Delete	View
Permission for Refund	TEST_PERMISSION.pdf		Delete	View
Other Bursary or Loan		Add		
Proof of Bank Account		Add		

Select Yes, to submit. No, to make changes

Supporting Documents

Document Type	Attached F...	Add
Proof of Payment	TEST_POP	
Permission for Refund	TEST_PER	
Other Bursary or Loan		Add
Proof of Bank Account	TEST_PROOF_OF_BANK_ACCOUNT.pdf	

Are you sure you want to submit?

Yes   No

		Application Submitted
		OK

New Application

Date of action ◇		Applica...	20...
05/27/2024			

Your Refund Application is now submitted. You can see the status on this screen.

New Application

Date of action ◇	Application # ◇	Application Status ◇	Total Amount ◇
05/27/2024	2024000011	Awaiting Student Finance	100.00 >

Step 9: Close browser