

MANUAL FOR ONLINE REFUND APPLICATION

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

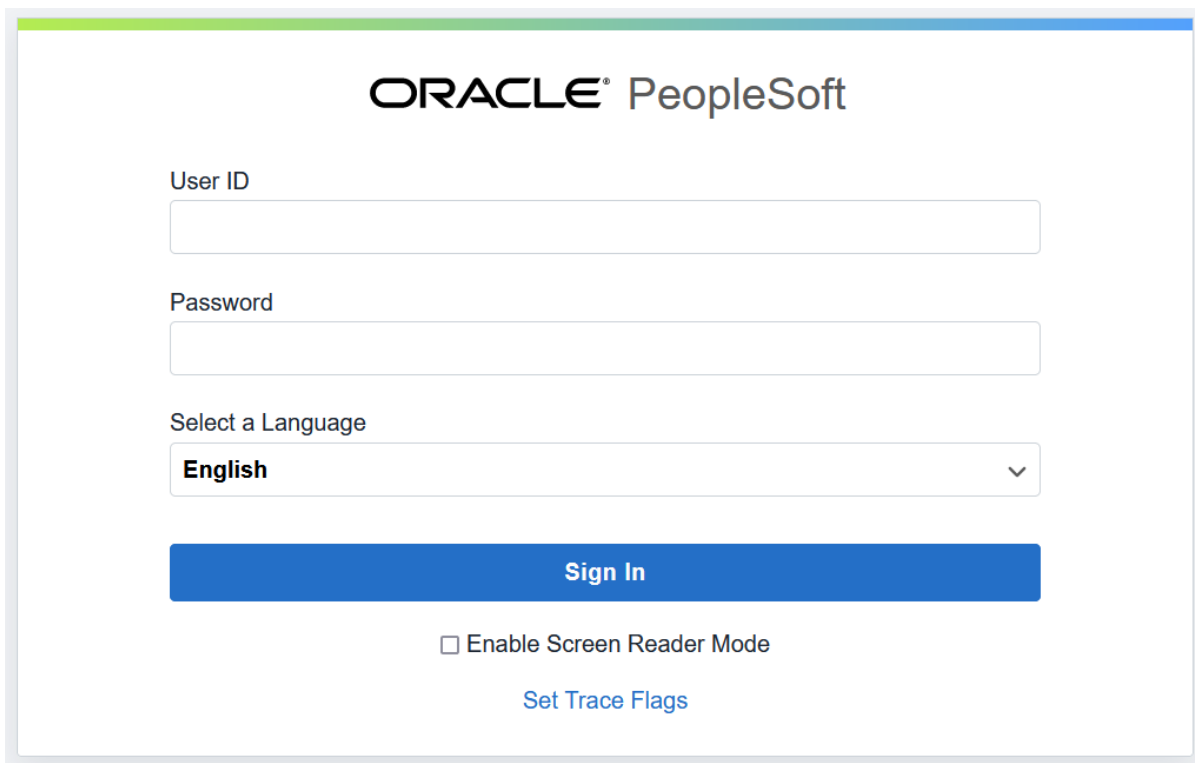
Normal refund:

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

3rd Party refund

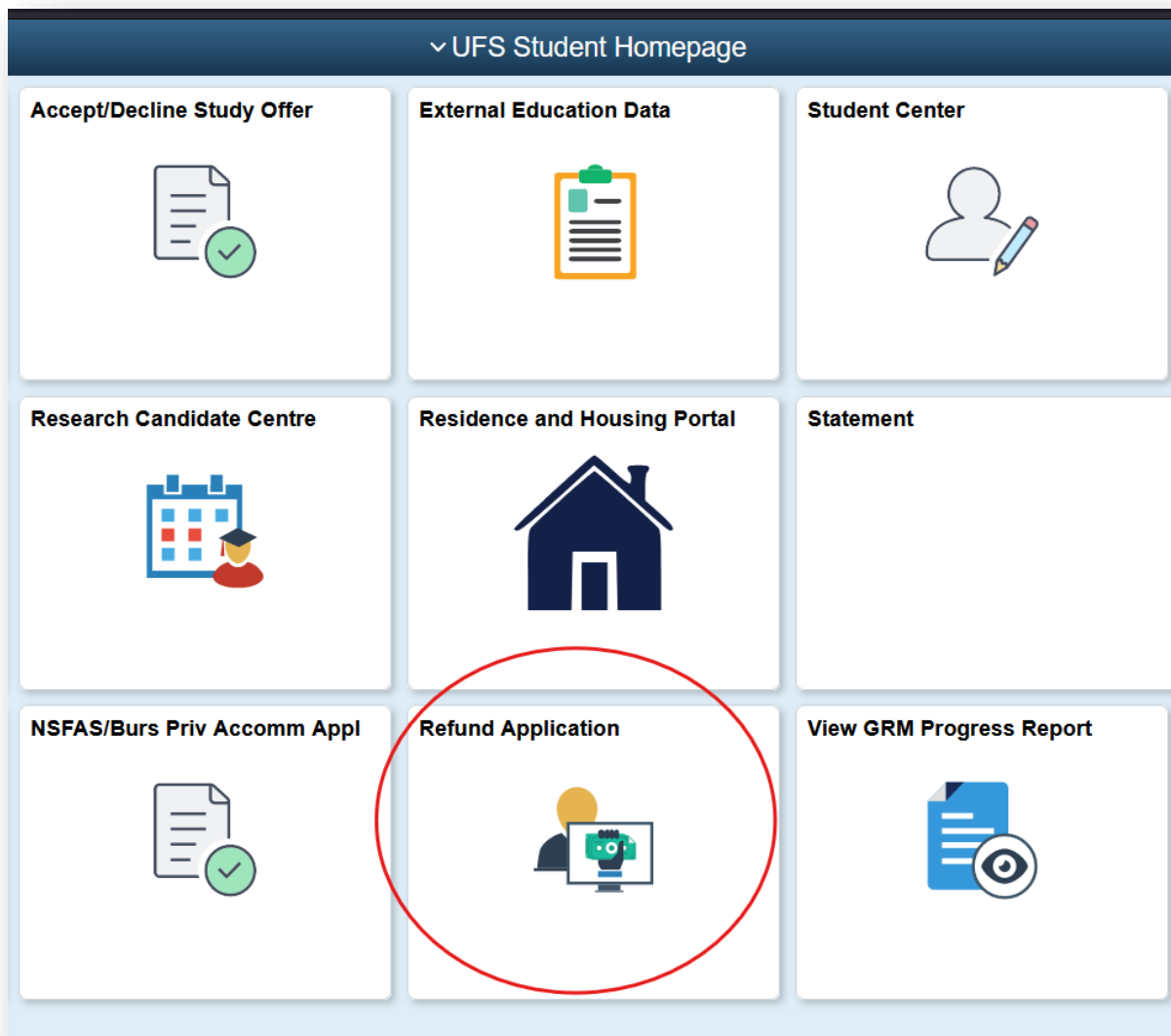
- Proof of Payment
- Permission for Refund
- Proof of Bank Details
- Proof of Bursary or Loan (If Applicable)

Step 1: Login to PeopleSoft CS



The screenshot shows the Oracle PeopleSoft login interface. At the top, the text "ORACLE® PeopleSoft" is displayed. Below this, there are three input fields: "User ID", "Password", and "Select a Language". The "Select a Language" dropdown menu is currently set to "English". A blue "Sign In" button is positioned below the language selection. At the bottom of the form, there is a checkbox labeled "Enable Screen Reader Mode" and a link labeled "Set Trace Flags".

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 Student Portal.

Applications

New Application

Date of action ▾

Application # ▾

Application Status ▾

Step 4: Agree to Terms and Conditions

New Application

CloseSubmit

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 [REDACTED]
Email Address [REDACTED]
Name [REDACTED]
Telephone [REDACTED]

Tuition Fee Balance

Tuition Fee Balance -11501.74

Bursaries / Loans

1 row

Empl ID	Description	Accept Amount
1	[REDACTED]	[REDACTED]

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

Meals ☐ No

Accommodation ☐ No

Refund To Self ☐ No

Amount 100.00

Amount 0.00

Amount 0.00

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

*Bank Name 

Bank not found ☐ No

*Branch Name

*Branch ID

*Bank Account Number

*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

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

Step 7: Attach documents.

Select the “Add” button.

4 rows

Document Type ▾

Attached File ▾

Add

Proof of Payment

Add

Permission for Refund

Add

Other Bursary or Loan

Add

Proof of Bank Account

Add

If all documents are not attached, the request may not be processed.

a. Proof of payment (excluding payments made by sponsor)
b. Written permission from payer (parent, guardian, sponsor) that the credit may be refunded.
c. For Third Party Refunds, the proof of banking details (bank statement or bank letter).

If all documents are not attached, the request may not be processed.

Select “My Device”

Choose From

My Device

Select the applicable file.

TEST OTHER BURSARY OR LOAN	✓	2023/02/24 11:40	Adobe Acrobat D...	41 KB
TEST PERMISSION	✓	2023/02/24 11:40	Adobe Acrobat D...	41 KB
TEST POP	✓	2023/02/24 11:40	Adobe Acrobat D...	39 KB
TEST PROOF OF BANK ACCOUNT	✓	2023/02/24 11:41	Adobe Acrobat D...	41 KB

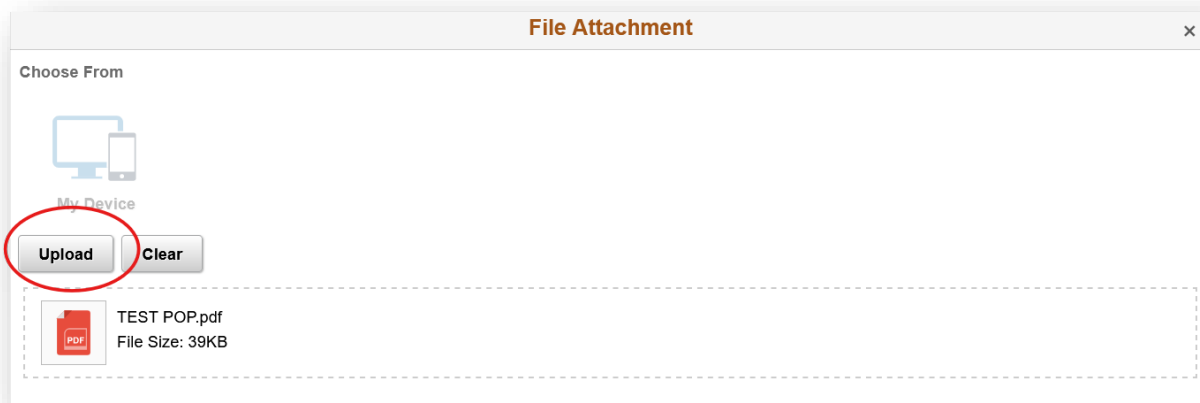
File name: TEST POP

All Files

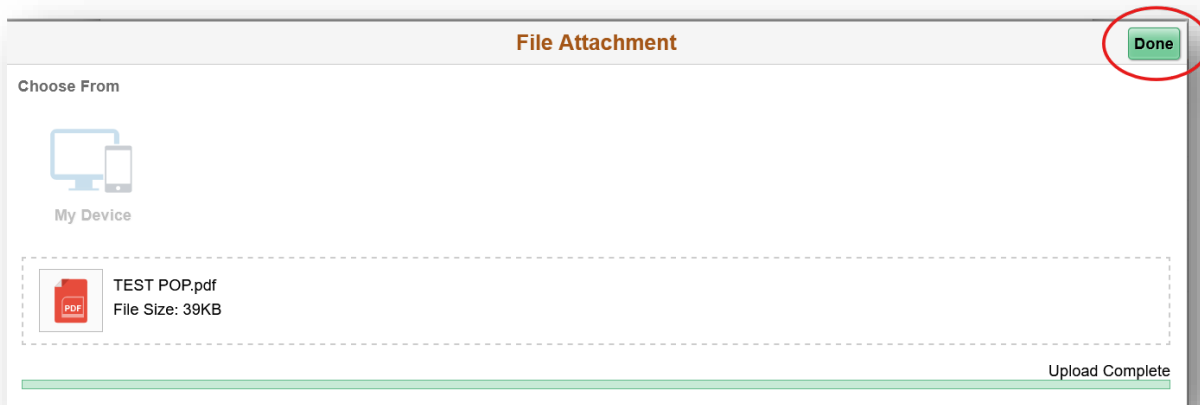
Open

Cancel

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 File	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

New Application

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

Application Submitted

OK

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