



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

## 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)

3<sup>rd</sup> 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

ORACLE® PeopleSoft

User ID

Password

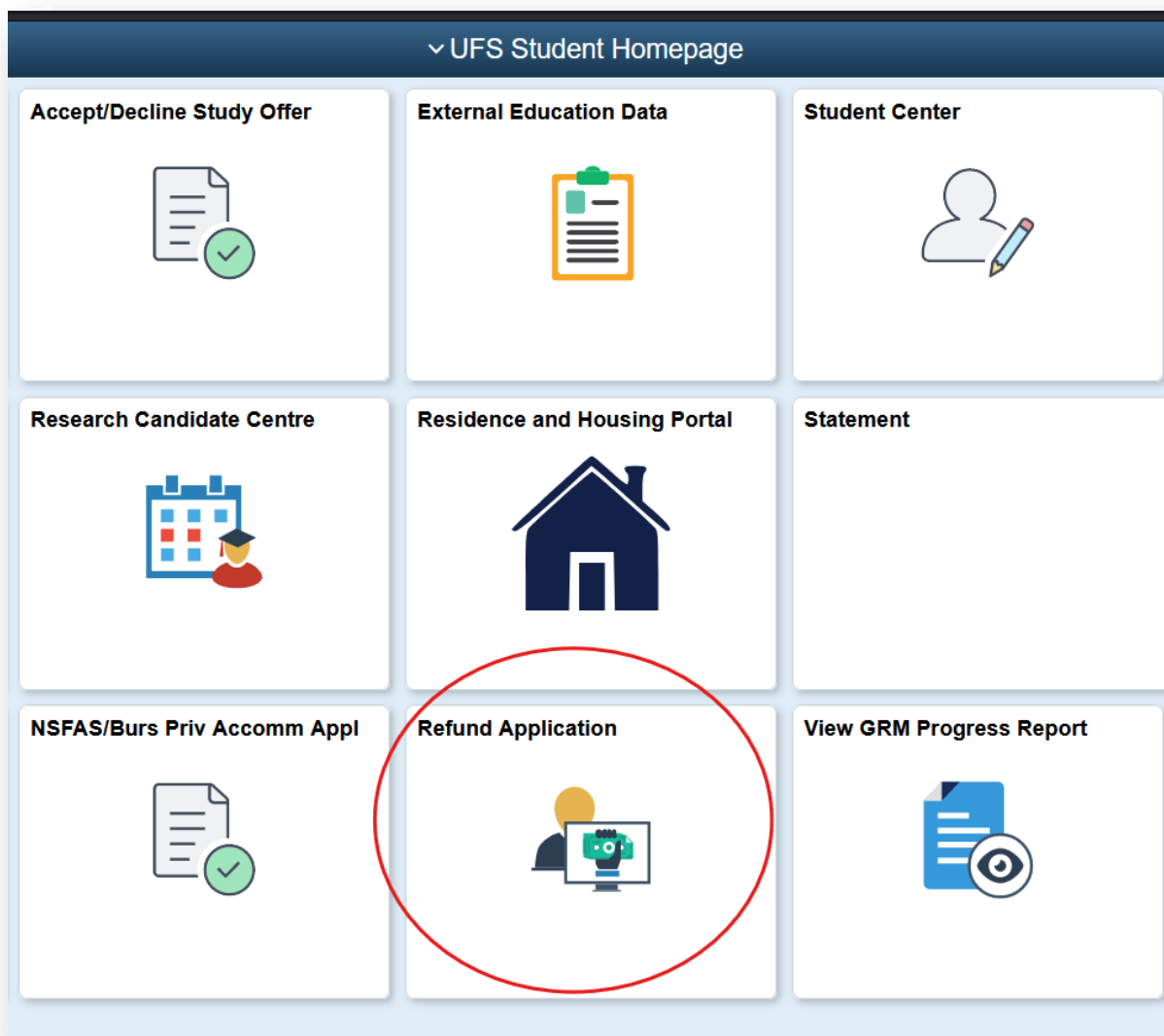
Select a Language  
**English** ▼

**Sign In**

Enable Screen Reader Mode

[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 Center.

**Applications**

**New Application**

| Date of action | Application # | Application Status |
|----------------|---------------|--------------------|
|----------------|---------------|--------------------|

### Step 4: Agree to Terms and Conditions

**New Application** Close Submit

**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](mailto: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          | <input checked="" type="radio"/> Yes | Amount | <input type="text" value="100.00"/> |
| Meals          | <input type="radio"/> No             | Amount | <input type="text" value="0.00"/>   |
| Accommodation  | <input type="radio"/> No             | Amount | <input type="text" value="0.00"/>   |
| Refund To Self | <input type="radio"/> No             | Amount | <input type="text" value="0.00"/>   |

If you wish to do a 3<sup>rd</sup> 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  No

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  No

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 3<sup>rd</sup> party / International refunds.

Step 7: Attach documents.

Select the "Add" button.

4 rows

| Document Type         | Attached File | Add        |
|-----------------------|---------------|------------|
| Proof of Payment      |               | <b>Add</b> |
| 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

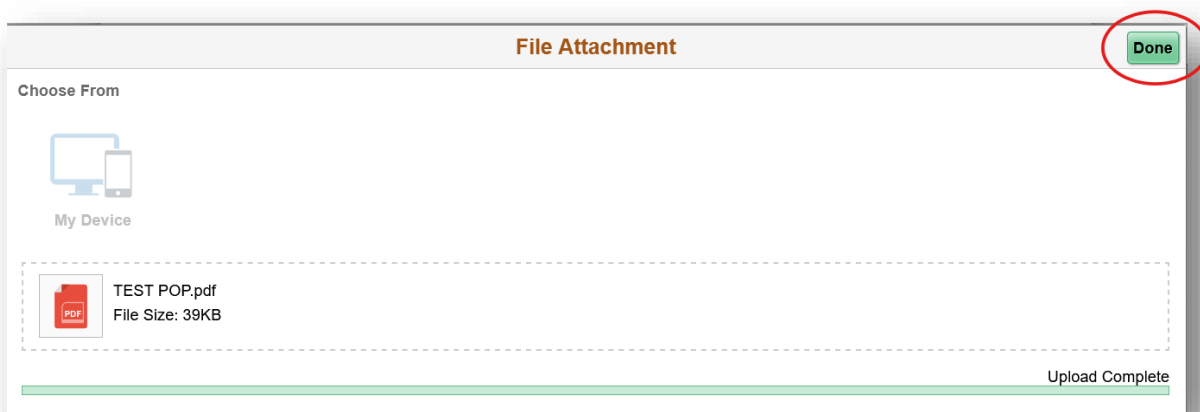
All Files

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 |        |      |

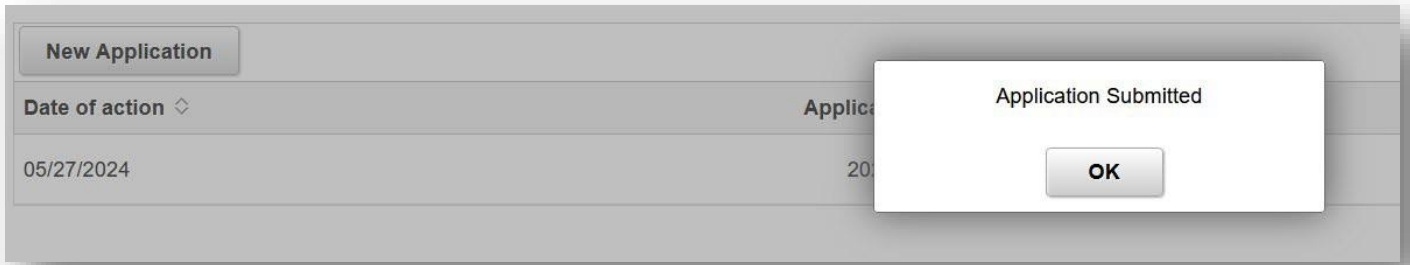
Select Yes, to submit. No, to make changes

**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



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

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

Step 9: Close browser