

AC Transit

Reg. No. 331

**ADMINISTRATIVE
REGULATION**

Category: **FINANCIAL
MATTERS**

FARE REFUND PROCEDURE

I. PURPOSE

The purpose of this procedure is to provide guidance in determining acceptable fare refund transactions and to define responsibilities for the proper recording and reporting of such transactions.

II. DEFINITIONS (AS USED IN THIS PROCEDURE)

- Passenger Receipt - a receipt issued by the driver to the patron if the patron deposits more money into the fair box than is required.
- AC Transit Ticket Book - a full unused book of Transbay, Adult, Youth or Senior/ID Required tickets.
- AC Transit Tokens - a round metal coin with a hole in the middle which was once used as a fare.

III. ACCEPTABLE MEANS OF EXCHANGE FOR FARE REFUNDS

- Original Passenger Receipts
- Original AC Transit Ticket Books
- Original AC Transit Tokens

IV. AUTHORIZED CENTERS FOR FARE REFUNDS

- Oakland Customer Service
- Transbay Terminal

V. PROCEDURE SPECIFICATIONS

- A. The Ticket Seller at Transbay Terminal or Oakland Customer Service receives an original passenger receipt, unused ticket book or token from a patron in exchange for a refund.
- B. Ticket Seller completes a receipt for the cash refund and obtains the patron's signature. Ticket Seller issues the cash refund from their drawer and retains the item, plus the signed receipt, in their drawer to be cashed out at the end of the shift.
- C. Customer Service Supervisor replenishes the Ticket Seller's drawer at the end of the shift from the change fund and retains the item plus the signed receipt in the change fund.
- D. At the end of the month the Customer Service Supervisor completes a written memo detailing each refund to request replenishment of the change fund. This memo, with the original receipts and copies of the refund items, is submitted to the Director of Marketing for approval.
- E. Customer Service Supervisor submits the approved memo, with the original receipts and copies of refund items, to the Accounts Payable department for replenishment.
- F. Customer Service Supervisor forwards a copy of the approved request for replenishment, a copy of the signed receipts and the original refund items to Treasury Operations.
- G. Accounts Payable processes the replenishment request and charges account #40193-6999 issuing a check to Customer Service to replenish the change fund.
- H. Treasury Operations verifies refunded items, marks them VOID and shreds the original passenger receipts and ticket books in dual custody. Tokens will be kept in safe for future destruction.