Refund Forms

Debt Collections Process · https://milo.masseyservices.com/docs/refund-forms/

What Forms Do I Use?

All refunds must have an AP Voucher, cancellation request form (except OTS) and a copy of the agreement (if available). This is all listed on the checklist. Below are other forms that may need to be included with your refund.

Revenue Allocation

Use this form when the customer did not give the required 30-day notice and you want to take a service to revenue. Remember if they paid PIA, the amount will be discounted. If you don't want to take a service, mark it on the AP Voucher. No other form is necessary.

Allowance

You will use this form when wanting to put money back on the account to refund. Typically, this will occur when the month the money was posted is a previous month.

Renewal Refund Revenue Adjustment (Termite Refund)

Use this form when doing a termite refund that was posted in a previous month. It only requires your GM's signature and allows the refund to be issued faster.

If you read all of this and still are unsure, contact the refunds department for further assistance. They can be reached by emailing refunds@masseyservices.com.