5. Claims for Refund

The refund of overpayment on charges and fees collected by the Authority shall be granted either as Cash Refund or thru the issuance of Credit Memo.

Office/Division:	Treasury Department
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Port Consumers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request	Port Customer
2. Recommendation of AGM for Operations	PPA-Assistant Manager for Operations
3. PMO's Recommendation	Operations Unit (OU) (PMO)
4. Duly verified PPA Official Receipt	Operations Unit (PMO)
5. Photocopies of Computations Sheets, Credit Memo, Certifications, Authorization, and other supporting documents that may be required during the evaluation of the request	Operations Unit (PMO)

Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Recommendation from AGM for Operations.	1.1a TD confirms the authenticity of Official Receipts and the validity of the Claim for refund, if complete, then proceed. 1.1b If not return to the Operating Unit (OU). Process ends here. 1.2 Process the claim for approval and submits to the General Manager. 1.3 Approves and signs the Claim for Refund.	None None None	1 day 2 days 1 day	Treasury Management Specialist/ Corp. Finance Services A Corp. Finance Services/ TMSD Manager/TD Manager General Manager

	1.4 Prepares/approves cash transfer/credit memo.	None	2 days	Corporate Accounts Analyst/ Corp. Finance Services A/TMSD Manager/TD Manager
	1.5 TD prepares approved claim and cash transfer or credit memo to the PMO where the claim was filed.	None	1 day	Treas. Mgmt. Specialist/ Corp. Finance Services A
	TOTAL:	**None**	**7 days (working days)**	