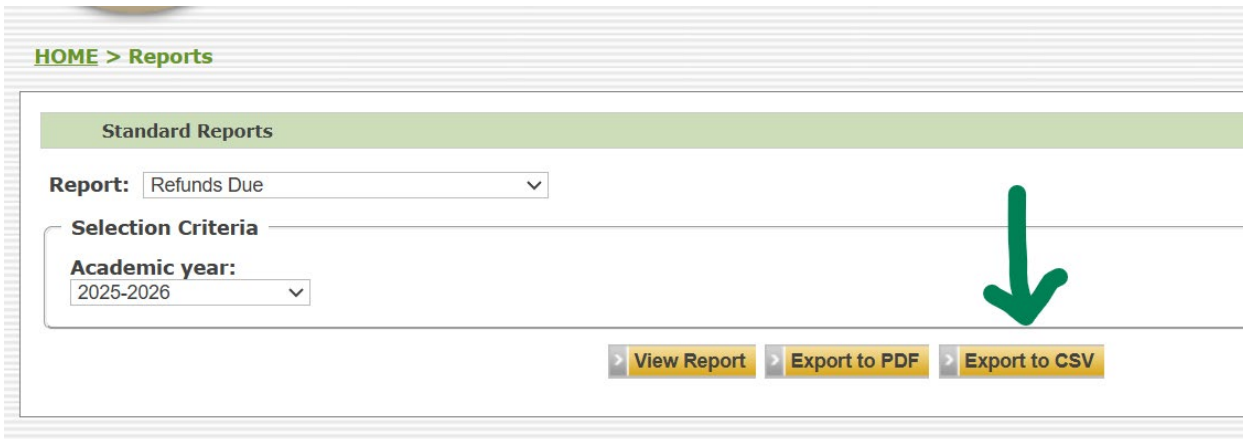


Refund Process

1. Produce “Refunds Due” report [under Standard Reports] on GLASS



HOME > Reports

Standard Reports

Report: Refunds Due

Selection Criteria

Academic year: 2025-2026

> View Report > Export to PDF > Export to CSV

2. Produce your own system’s internal report showing refunds due.
3. Compare the GLASS list against your internal list.
4. For any students who AREN’T on your internal list but are on the GLASS Refunds Due report, adjust your internal records as necessary.
5. For any students on GLASS who ARE on your internal list but not on the GLASS Refunds Due report, adjust the student(s)’ GLASS record(s) via the Edit Student screen in the Academic Period Information section as necessary. This could involve changing the certification code, the enrollment status, or entering earned aid in the New Term Amount.
6. When finished editing students on the respective lists/reports, re-run both lists/reports and they should match each other exactly [number of students and dollar amount being returned].
7. Once those lists/reports match exactly, you can send a check.

If it’s feasible, send in a print-out of the refunds with the check and use the secure email on the old HEAB website to send a copy of the finalized GLASS Refund Due report [or the old refund template] to HEABmailbox@wisconsin.gov as well.

- ➔ Prior year refunds [2024-2025 and earlier] need to be sent **separately** [i.e., separate lists and separate checks] from current year [2025-2026] refunds, as prior year refunds take a long time to process on GLASS as the spending was done on the old HEAB mainframe system.
- ➔ **Please send the CSV** version of the GLASS Refunds Due report as we can’t work with the PDF version. Sending us the CSV at the same time as the refund request is sent to your bursar’s office would be ideal timing.

If you are someone who doesn’t see the check and does not mail it out, the total of the refund list you are sending in must equal the check dollar amount exactly. **If this is the case, it is not necessary to mail in a physical copy of the refund list with the check, but it is still necessary to send HEAB a digital copy of the list!**

- ➔ **You also need to email Liz at HEABmailbox@wisconsin.gov if a check has more than one list and send us all of them so we can process them in a timely fashion.**