

**Introduction:**

This process guide will assist CRD agents in answering caller questions about refunds and with locating refund information in myVRS Navigator (VNAV). For more information about refunds and processing payments, see the [Maintaining Payments process guide](#).

**Note:** Before submitting the refund request, the member must acknowledge the statement: *"By submitting this request, I understand that this is an irrevocable election. Once the refund is processed, my account cannot be reinstated or reversed."*

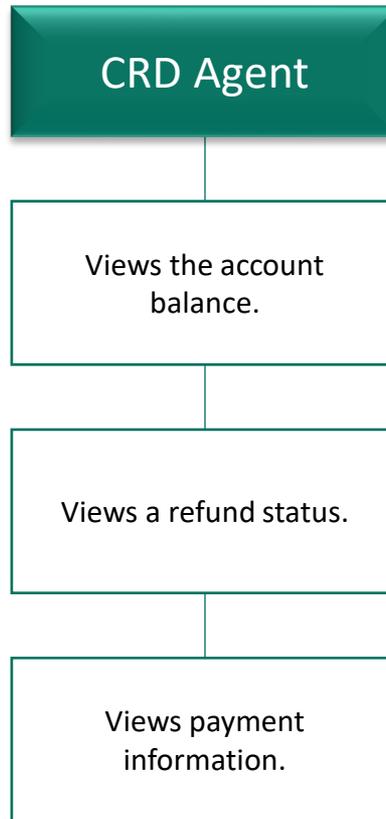
**Roles:**

CRD Agent

**Steps:**

View Refund Inquiry Information .....	Page 3
View Refund Request Information .....	Page 5
Locate a Specific Payment .....	Page 9

**Process Overview:**



**1** After logging into myVRS Navigator, navigate to the **Person Consolidated View** screen to view the **Refund Inquiry** panel. The read-only panel includes information about the balance in a member's account.

**myVRS NAVIGATOR** Person Consolidated View

Refresh Previous Logoff

Person Organization Finance Incoming Payment Disbursements Workflow Report ECM Administration Security Communication Miscellaneous myVRSEr

[ Record displayed ]

Kuper N Mosiman | Member | [Reset PIN](#)

**Demographics**

VRS Customer ID : V06070734	Employer : Grayson County School Board	Primary Address : 3518 Amalie LN,FRIES,Virginia,24330	<a href="#">Generate Account Balance Letter</a>
Legacy VRS ID : 004664099	Job Name : Administrative/Support	Primary Phone :	
Name : Kuper N Mosiman	Employee ID : 1038107	Primary Email :	<a href="#">Online Assistance</a>
Age In Years : 62	Org Code : 40138	Other Authorized Contact :	
Date Of Birth : 05/25/1961	Employment Status : Active	Pref Comm Channel :	
Marital Status :			<a href="#">MyVRS</a>
Person Type : Member	Gender : Female	Max HIC : N/A	

[Requested Missing Documents](#) [more](#)

**Alerts/Notifications**

**Benefits**

**Benefit Estimate**

**Refund Inquiry**

DB Vested : Yes	Involuntary Separation : No	Last Reported Date : 10/01/2023
Total Contributions And Interest : \$157,056.56	Total Refundable Amount : \$964,940.96	Total Non-Refundable Amount : (\$807,884.40)
Total Taxable Contributions : \$91,242.42	Total Non-Taxable Contributions : \$809,695.80	Total Interest : \$64,002.74

**Events**

**Workflow**

2

If the member has taken a full refund (and has not returned to covered employment), the Refund Inquiry panel will display refundable amounts of \$0.

**myVRS NAVIGATOR** Person Consolidated View Refresh Previous Logoff

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Msg ID : 7 [ Record Displayed Please Make Changes And Press Save ]

Gitel T Cecot | Member |

**Demographics**

VRS Customer ID : V00053680	Employer : Frederick County School Board	Primary Address : 1200 E Main St,Richmond,Virginia,23219,3628
Legacy VRS ID : 006432366	Job Name : Administrative/Support Contractual	Primary Phone :
Name : Gitel T Cecot	Employee ID : 2366	Primary Email :
Age In Years : 62	Org Code : 40134	Other Authorized Contact :
Date Of Birth : 03/03/1961	Employment Status : Active	Pref Comm Channel : Physical Mail
Marital Status :		
Person Type : Member	Gender : Female	Max HIC : N/A

[Requested Missing Documents](#) [more](#) [Online Assistance](#) [MyVRS](#)

**Alerts/Notifications**

**Benefits**

**Benefit Estimate**

**Refund Inquiry**

DB Vested : No	Involuntary Separation : No	Last Reported Date :
Total Contributions And Interest : \$0.00	Total Refundable Amount : \$0.00	Total Non-Refundable Amount : \$0.00
Total Taxable Contributions : \$0.00	Total Non-Taxable Contributions : \$0.00	Total Interest : \$0.00

**Events**

**Workflow**

**1** Select **Refund Request** on the **Person** menu to navigate to the **Refund Request Lookup** screen. Enter search criteria and click **Search** to locate a specific record. In the **Search Results** panel, the **Status** column indicates whether the refund has been processed. If the status is "Processed," click the VRS Customer ID to navigate to the **Refund Request Snapshot Maintenance** screen (see page 6). If the status indicates the refund has not been processed, click the VRS Customer ID to navigate to the **Refund Request Maintenance** screen (see page 7).

The screenshot shows the 'myVRS NAVIGATOR' interface for 'Refund Request Lookup'. The left sidebar has 'Refund Request' highlighted in red. The search criteria section includes fields for First Name, Last Name, Member VRS Customer ID, Date of Birth, Received Date From/To, Refund Type, Status, and Refundable Amount From/To. Below the criteria is a 'Search Results' table with columns: Member VRS Customer ID, Processed Requests, Last Name, First Name, Received Date, Status, Refund Type, Refundable Amt, and Source Type. Three rows are visible, with the second row (V00090971) having its 'Status' cell highlighted in red.

Member VRS Customer ID	Processed Requests	Last Name	First Name	Received Date	Status	Refund Type	Refundable Amt	Source Type
V00053680		Cecot	Gitel	8/21/2015	Processed	Regular Refund	\$0	Conversion
V00090971		Schramel	Filiberto	3/27/1998	Processed	Regular Refund	\$0	Conversion
V00059895		Heafey	Gradin	8/08/2003	Processed	Regular Refund	\$0	Conversion

This close-up shows a single row in the 'Search Results' table. The 'Member VRS Customer ID' is V09059589, and the 'Status' is 'Pending', both of which are highlighted with red boxes.

Member VRS Customer ID	Processed Requests	Last Name	First Name	Received Date	Status	Refund Type	Refundable Amt	Source Type
V09059589		Marchi	Rory	10/24/2023	Pending	Regular Refund	\$71825.94	Online

**2** If the request has been processed, the **Refund Request Snapshot Maintenance** screen is displayed. Payment details are displayed in the **Payee Accounts** tab of the **Other Details** panel.

**myVRS NAVIGATOR** Refund Request Snapshot Maintenance

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[ Record displayed ]

**Member Details**

Member VRS Customer ID : V00090971 Date of Birth : 04/01/1951 Date of Death : Date of Retirement :  
 First Name : Filiberto Middle Name : J Last Name : Schramel

**Request Details**

Termination Date : 07/31/1973 Involuntary Separation :  Member Recovery:   
 Received Date : 03/27/1998 Refund Type : Regular Refund Due to Additional Contributions :   
**Status : Processed** Last Reported Date : 07/31/1973

**Member Contribution Details**

Last Employer Code : 40202 DB Vested : No  
 Total Contributions And Interest : \$0.00 Total Refundable Amount : \$0.00 Total Non-Refundable Amount : \$0.00  
 Total Taxable Contributions : \$0.00  
 Total Non-Taxable Contributions : \$0.00  
 Total Interest : \$0.00

**Other Details**

Payee Accounts Account Indicators

Payee Account ID	Payee Name	Payee Status	Relationship	Distribution Percent	Gross Amt	Federal Tax Amt	State Tax Amt	Deductions Amt	Net Amt	VA Resident	Citizenship
5006	Tanaya Schoeffler	Refund	Self	100.000%	470.14	58.22	0	0	411.92		

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If the request has not been processed, the **Refund Request Maintenance** screen is displayed. The **Request Details** panel displays details about the refund status, type and date of the request. The **Member Contribution Details** panel displays details about the amount of the refund. In the **Other Details** panel, click the payee's name to navigate to the **Payee Account Maintenance** screen.

**myVRS NAVIGATOR** Refund Request Maintenance

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Msg ID : 7 [ Record Displayed Please Make Changes And Press Save ]

Save Refresh Submit Request Perform Contract/Posting Date Validation

**Member Details**

Member VRS Customer ID : V01856632 Date of Birth : 02/24/1941 Date of Death : 04/16/2023 Date of Retirement : 06/01/2021  
 First Name : Ignatius Middle Name : V Last Name : Vang

**Request Details**

Termination Date : 03/31/2017 Involuntary Separation :   
 Received Date : 10/20/2023 Refund Type : Regular Refund Source Type : Online  
 Status : Request Submitted Last Reported Date : 03/01/2017 Due to Additional Contributions :   
 Perform Contract/Posting Date Validation :

**Member Contribution Details**

Last Employer Code : DB Vested : No DC Vested : 0%  
 Total Contributions And Interest : \$2,153.64 **Total Refundable Amount : \$2,153.64** Total Non-Refundable Amount : \$0.00  
 Total Taxable Contributions : \$1,702.05  
 Total Non-Taxable Contributions : \$0.00  
 Total Interest : \$451.59

**Other Details**

Payee Member Account Indicator

Open

Payee Name	Payee Status	Relationship
<u>Bona Schaf</u>	Pending	Self

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The **Payee Account Maintenance** screen is displayed. The screen indicates who receives the refund and details about the method of payment, financial institution, tax withholding and other information.

**Note:** Not all roles can access this screen.

**Payee Account Maintenance**

Msg ID : 7 [ Record Displayed Please Make Changes And Press Save ]

Save Refresh **Submit Payee Account** Approve Reject *Reminder: Please review the Federal Tax Withholding percentage for accuracy.*

**Payee Account Details**

Payee Name : Bona Schaf    Benefit Type : Refund    Status : Pending  
 Relationship To Member : Self    \*Citizenship : U.S. Citizen    \*Virginia Resident : No  
 Refund Request    Pull Check :   
 Payee Gross Amount : \$2,153.64    Minor Child Flag :     Unlocatable :

**Member Contribution Details**

Last Employer Code :    DB Vested : No    DC Vested : 0%  
 Total Contributions And Interest : \$2,153.64    Total Refundable Amount : \$2,153.64    Total Non-Refundable Amount : \$0.00  
 Total Taxable Contributions : \$1,702.05  
 Total Non-Taxable Contributions : \$0.00    Override Contributions :   
 Total Interest : \$451.59

**Member Benefit Account Details**

Member VRS Customer ID : V12175160    Member Name : Bona Schaf    Member Retirement Date :    Member Death Date :  
 Total Taxable Amount \$2,153.64    Total Non-Taxable Amount \$0.00    Remaining Balance : \$2,153.64

**Payment Method**

Payment Method Type : EFT

**Other Details**

Tax Withholding    EFT    Rollover Information    Payee Account Indicators    Monthly/Lumpsum Benefit    Deductions    Payee Breakdown    Payee Account Status

**Note:** If the status is "Approved," an Estimated Distribution Date will be displayed.

Status : Approved  
 \*Virginia Resident : Yes  
 Estimated Distribution Date : 9/01/2024  
 Unlocatable :

## Locate a Specific Payment

**1** Select **Payment History** from the **Disbursements** menu to navigate to the **Payment History Detail** screen. Enter search criteria in the **Criteria** panel, click **Search**, then click the Payment Distribution ID of the appropriate record to navigate to the **Payment History Distribution Maintenance** screen.

**Payment History Detail**

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- Disbursement Schedule
- Disbursement Template
- Payment History**
- Disbursement Schedule Summary
- Pre-Disbursement Review
- Special Payment Search

**Criteria**

**Tax Document Search**

Payee Account ID:  Member Person ID:

Disbursement Schedule ID:  Rollover Institution ID:

Third Party Vendor ID:  Health Insurance Provider ID:

Payment Distribution Status: ----- Select Option ----- Payment Method: ----- Select Option -----

Payment Date From:  Payment Date To:

Check Number:  Payment Distribution ID:

Search Reset

**Search Results**

Payment Distribution ID	Payee Account ID	Third Party Vendor ID	Rollover Institution ID	Health Insurance Provider ID	Payment Distribution Status	Payment Date	Payment Method	Check Number	Net Amount	Disbursement Schedule ID
<b>52413324</b>	424726				Paid	9/29/2023	EFT		\$241.91	15570

2

The **Payment History Distribution Maintenance** screen is displayed. This screen displays distribution details for a specific payment. For more information about payment distribution and maintenance, see the [Maintaining Payments process guide](#).

**myVRS NAVIGATOR** Payment History Distribution Maintenance

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Person Organization Finance Incoming Payment **Disbursements** Workflow ECM Administration Security Communication Miscellaneous myVRSEr

**Distribution Details**

Payment Distribution ID: 52413324  
 Payee Name: Harvey  
 Recipient Name: Jenson Njije  
 Do Not Create 1099R:

**Payee Account ID: 424726**  
**Payment Method: EET**  
**Net Amount: \$241.91**  
**Payment Date: 9/29/2023**

Disbursement Schedule ID: 15570  
 Disbursement Status: Paid  
 Payment Type: Annuity

**Benefit Details**

Payment Item Type	Amount
Taxable Amount	\$192.84
COLA	\$49.07

**Status History Details**

Status	Status Change Reason	Effective Date	Modified By
Paid		9/20/2023	[BATCH_223_1111839]
Pending	System Generated	9/20/2023	[BATCH_223_1111839]

**Payment Notes**

New

No records to Display

**Payment History**

Payment Date From:   Payment Date To:   Disbursement Schedule ID:   Check Number:  Net Amount:

Search Clear