# Vocational Rehabilitation Services Manual D-500: Business Procedures for VR Staff

Added April 1, 2021

## D-505: Cash Receipts

### D-505-1: Refunds

When receiving a refund from a vendor or customer, the unit purchasing specialist or the designated VR staff member for that office location must:

* document the receipt of the check or money order in a case note in RHW;
* complete the TWC1770, Cash Receipts and Returned Warrants Log;
* complete the TWC1769, Cash Receipts Transmittal Memo;
* e-mail the completed TWC1769 and scanned checks or money order to TWC Revenue and Trust Management ([revenuetrust.mgmt@twc.texas.gov](mailto:revenuetrust.mgmt@twc.texas.gov)) within two business days after the mail was opened or the check was hand delivered to the office (copy the Regional Director, Deputy Division Director of Field Services Delivery, and VR Division Director);
* make a paper copy of the check or money order and the TWC1769;
* file the copies in the case file; and
* mail the original check or money order and the TWC1769 to:

Texas Workforce Commission  
Revenue and Trust Management  
PO Box 322  
Austin, Texas 78767

For questions, contact TWC Revenue and Trust Management Depository section at (512) 463-2611.