



REVENUE

MB-260 Miscellaneous Billing Refunds [Via AUC Vouchers]

This document explains how to identify and process refunds on bills that have a credit balance. It also provides a way to refund any payment. The document outlines the integrated process between the AUC Miscellaneous Billing Module and the AUC Accounts Payable module.

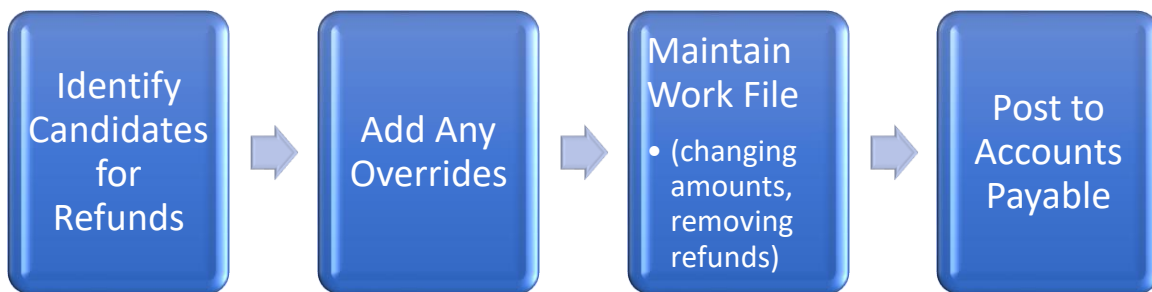


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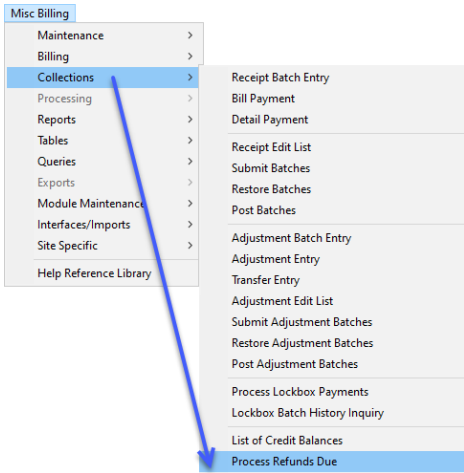


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1 About Refunds



Refunds can be issued for accounts that have an overall credit balance on a bill, and override refunds can be added for special circumstances. This is done via a convenient steps menu.

The process identifies which bills currently have a credit balance and are candidates for receiving a refund check.

Description	Date	Start	End	Success
Restart Process	08-May-2023	14:27:49.86	14:27:49.86	
Build File of Refunds Due				
Add Override Refund				
Maintain Work File				
Edit List				
Refund Due Letters CSV				
Post Refunds (to A/R and A/P)				

The user running the process:

- Identifies the refunds to be issued;
- Adds any bills requiring refunds due to special circumstances via the “Add Override Refund” step;
- Removes (or “pulls”) any refunds that should not be issued at this time;
- Makes changes to the mailing address of the recipient;
- Balances and posts the batch; and
- Submits the batch to the Accounts Payable department for checks to be issued.

2 Preparation

There are several steps to take before refunds can be issued.

2.1 Module Control Value #4070

To begin, indicate if issuing refunds via the AUC **Accounts Payable** application or via a third-party system. In this document, the assumption is that refunds are issued via the **AUC Accounts Payable** application only. Therefore, sequence # 4070 should be set to “V”. To access the module control table, from the menu, select:

Misc Billing ▶ Module Maintenance ▶ Module Control Table

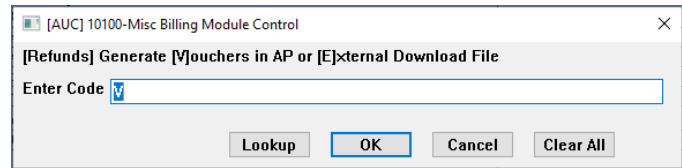
Seq#	Description	Answer	Buttons
4070	[Refunds] Generate [V]ouchers in AP or [E]xternal Download File	V	1 Edit

Figure 1 Module Control Table - Sequence # 4070



To edit the value,

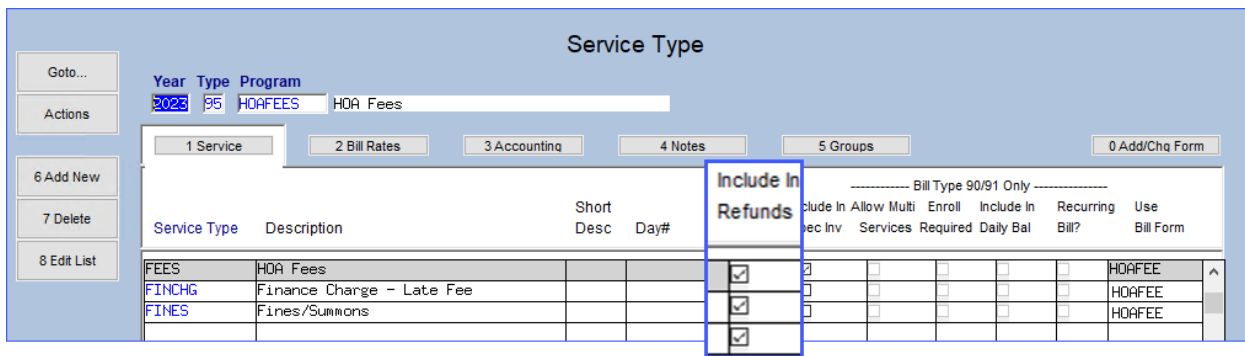
- Highlight sequence # 4070
- Click the **EDIT** button on the far-right side of the screen
- Set the value to "V"
- Click **OK**



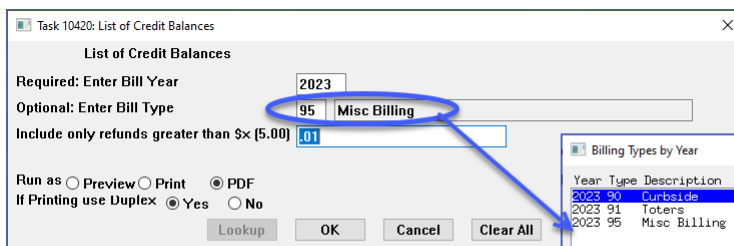
2.2 Check "Include in Refunds" on the Service Table [1 Service] tab

The [1 Service] tab in the Service Table must be edited to properly process refunds. To include the service type in the refunds process, check the box labeled "Include in Refunds". From the menu, select:

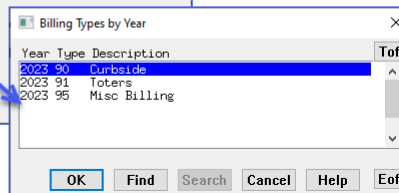
Misc Billing ▶ Tables ▶ Service Type ▶ [1 Service]



3 List Refunds Due



This is an optional step which may be skipped. The purpose of the step is to issue a report of potential refunds due.



This creates a list for review of the status of credit balances at any time – without committing to building the work file.



10420-MBREP:MBREFDUELST.REP Printed 09-May-2023 at 09:28:22 by THERESA Town of Admins List of Credit Balances Page 1

Type	Year	Bill#	Service Address	Name	Mailing Address	City/State/Zip	Service Type	Refund Due	Entered Amt	Neg Bal by			
95	2023	000252-00	572 EAST ST	DYER ENERGY LLC	572 EAST ST	WEYMOUTH MA 02189-0000	1-MONTHLY RENT	925.00	925.00	Adjustment			
95	2023	000254-00	572 EAST ST	DYER ENERGY LLC	572 EAST ST	WEYMOUTH MA 02189-0000	1-MONTHLY RENT	25.00	25.00	Counter receipt			
95	2023	000255-00	11 HARMONY DR	GIATAS LANDSCAPING INC	11 HARMONY DR	MILLVILLE MA 01529-0000	1-MONTHLY RENT	25.00	25.00	Counter receipt			
95	2023	000257-00	342 HARTFORD AVENUE	BLACKSTONE-MILLVILLE REGIONAL	200 LINCOLN ST	BLACKSTONE MA 01504-0000	1-ESY TUITION	275.00	275.00	Counter receipt			
95	2023	000259-00	338 HARTFORD AVENUE TO THE PARENTS OF:	ALISE EAST 9 SANDCASTLE LANE		BELLINGHAM MA 02019-0000	1-BECP FY23 Tuition	200.00	200.00	Counter receipt			
95	2023	000264-00	338 HARTFORD AVENUE TO THE PARENTS OF:	ZELDA HARM 105 BLACKSTONE STREET		BELLINGHAM MA 02019-0000	1-BECP FY23 Tuition	200.00	200.00	Counter receipt			
95	2023	000266-00	338 HARTFORD AVENUE TO THE PARENTS OF:	20 MONIQUE DRIVE		BELLINGHAM MA 02019-0000	1-BECP FY23 Tuition	450.00	450.00	Counter receipt			
95	2023	000276-00	60 HARPIN STREET	NORTHERIDGE PUBLIC SCHOOLS	87 LINWOOD AVENUE	WHITINSVILLE MA 01588-0000	4-4th Quarter Tuition	7500.00	7500.00	Counter receipt			
95	2023	001665-00	338 HARTFORD AVENUE TO THE PARENTS OF:	SAMARA HUET 321 HARTFORD AVENUE		BELLINGHAM MA 02019-0000	1-HOA Fees	101.00	101.00	Counter receipt			
									Misc Billing Totals	9701.00	*****		
									*** Grand Total ***	#Bills: 9	#Txns: 9	9701.00	*****

Selection Legend:
Bill Year : 2023
Bill Type : 95
Minimum Amount: .01

Table 1 The columns on the report are described below.

Column Label	Description
Type	The bill type – 90 for curbside, 95 for special invoices
Year	The year of the bill – a single year can be reported on at one time
Bill #	The bill number
Service Address	The address where the service was performed
Name	The name of the customer
Mailing Address	The mailing address for mailing the bill / refunds
City/State/Zip	The city, state, and zip code for mailing the bill / refund
Service Type	The type of service that was billed
Refund Due	The amount of refund due to the customer
Entered Amt	The amount entered as a payment or adjustment
Neg Bal by	How the bill achieved a negative balance

If refunds are ready to be issued, proceed to “Process Refunds Due”.



4 Process Refunds Due

All the steps to perform the refunds process are listed on the menu. From the menu, select:

Misc Billing ▶ Collections ▶ Process Refunds Due

4.1 Restart Process Step

Restart Process

Process Refunds Due				
Description	Date	Start	End	Success
Restart Process	08-May-2023	14:27:49.86	14:27:49.86	<input checked="" type="checkbox"/>
Build File of Refunds Due				<input type="checkbox"/>
Add Override Refund				<input type="checkbox"/>
Maintain Work File				<input type="checkbox"/>
Edit List				<input type="checkbox"/>
Refund Due Letters CSV				<input type="checkbox"/>
Post Refunds (to A/R and A/P)				<input type="checkbox"/>

The first step, [Restart Process] can be used to discard all work in progress and start fresh.

4.2 Build File Of Refunds Due

Build File of Refunds Due

Task 10432: Build File of Refunds Due

Build File of Refunds Due

Required: Enter Bill Year

Bill Type Special Invoice Curbside Toters

Optional: Enter Bill# values:

Include only refunds greater than \$x (5.00)

Set Refunds to: Issue Not Issue

Run as Preview Print PDF

If Printing use Duplex Yes No

To begin, click the button labeled “Build File of Refunds Due”.

Reminder, this process will only allow refunds on service types where the “Include In Refunds” box is checked in the Service Type table.

0436-MBREFDUEBDT.REP Printed 09-May-2023 at 09:58:02 by THERESA Town of Admins Edit List Page 2

Type	Year	Bill#	Service Address	Mailing Address	Category	Candidate Refund Amt	Refund Amount To Be Issued	Neg Bal/Int by
95	2023	000266-00	338 HARTFORD AVENUE		1-BECP FY23 Tuition	450.00	450.00	Counter receipt
							450.00	
95	2023	000276-00	60 HARPIN STREET		4-4th Quarter Tuition	7500.00	7500.00	Counter receipt
							7500.00	
95	2023	001665-00	338 HARTFORD AVENUE		1-HOA Fees	101.00	101.00	Counter receipt
							101.00	
Misc Billing Totals						9701.00	9701.00	
*** Grand Total *** # New Vouchers 9 #TXNs: 9						9701.00	9701.00	

Figure 2 Edit List of Refunds added to the Work File



Table 2 The following table describes the columns shown on the Edit List.

Column	Description
Type	The receivable type to be refunded.
Year	The year being refunded (i.e., year when the receivable was issued).
Bill#	Bill Number
Service Address	This is the location where the billed services were rendered.
Mailing Address	The mailing address for the person receiving the refund
Category	The category of the charge to be refunded. If a bill has multiple payments to be refunded, then each will be itemized separately. Each charge record stands on its own. Thus, when refunds are issued, each charge that could be refunded will be included.
Candidate Refund Amount	The amount of the refund due as computed by the system. This amount is based on both: The setup indicated in the Service Type table and the minimum amount of refund to be issued (supplied on the first step of the process).
Refund Amount to be Issued	<p>This column should be equal to the “Refund Due” column at this stage in the process. In the next step, modify the work file – changing amounts or pulling refunds from the cycle as needed.</p> <p>When the report is issued again (after updating the work file), these columns may be different.</p> <p>The amount listed in the column called “Enter Amt to Refund” will be the amount that is transmitted to the Accounts Payable system.</p>
Neg Bal / Int by	This column will indicate the cause of the negative balance. Some of the options are Counter Payment, or Adjustment.

There may be bills with multiple charge categories to be refunded. Each will be listed separately.

4.3 Override Refunds

The refund process allows refunding payments even when the bill is not in credit status. Select specific bills and refund any portion of the payment, up to the total amount paid. This is useful, for example, in a scenario where the customer sends a Q1 payment twice. The second payment would be credited to Q2, the bill balance would be zero, and the bill would not be eligible for a refund via the process, but the customer requests a refund of the second payment. By adding an override refund, this bill will be included in the refund process.

There are two methods available for adding override refunds. The first is via the **Process Refunds Due** steps menu. The second is found on the **Maintain Work File** screen on the right-hand side via the **Add Refund** button. This method will be described in the [Maintain Work File](#) section of the document below.



4.3.1 Add Override Refund

Add Override Refund

Add Override Refund
Select any Invoice that have Payments but are not in Credit
All or part of any payments may be refunded

Required: Enter Bill Year

Required: Enter Bill Type

Required: Enter Bill#

Set Refunds to: Issue Not Issue

All fields are required on this prompt. The bill number may be typed in directly or selected from the **Lookup** button. The lookup will present a list of all the bills for the year.

Bill#	Service Address	Owner	Balance	Paid	Tot
000252-00	572 EAST ST	IYER ENERGY LLC	-925.00	1925.00	
000253-00	11 HARMONY DR	GIATAS LANDSCAPING INC		950.00	
000254-00	572 EAST ST	IYER ENERGY LLC	-25.00	1950.00	
000255-00	11 HARMONY DR	GIATAS LANDSCAPING INC	-25.00	975.00	
000257-00	342 HARTFORD AVENUE	BLACKSTONE-MILLVILLE REGIONAL SCHOOL	-275.00	4550.00	
000259-00	338 HARTFORD AVENUE	TO THE PARENTS OF: ALISE BASTIAD	-200.00	1500.00	
000260-00	338 HARTFORD AVENUE	TO THE PARENTS OF:		1300.00	
000261-00	338 HARTFORD AVENUE	TO THE PARENTS OF: NOLAN CLAFFEY	1170.00	130.00	
000262-00	338 HARTFORD AVENUE	TO THE PARENTS OF: FRANCESCA ERKUL	2000.00		
000263-00	338 HARTFORD AVENUE	TO THE PARENTS OF: JONATHAN FERNAN	1700.00		
000264-00	338 HARTFORD AVENUE	TO THE PARENTS OF: ZELDA HARMON	-200.00	1500.00	
000265-00	338 HARTFORD AVENUE	TO THE PARENTS OF: AUBREE MARTIN			
000266-00	338 HARTFORD AVENUE	TO THE PARENTS OF:	-450.00	1750.00	
000267-00	338 HARTFORD AVENUE	TO THE PARENTS OF: VIOLET TOWNE	2000.00		
000268-00	60 HARPIN STREET	MILFORD PUBLIC SCHOOLS	43500.60		
000269-00	60 HARPIN STREET	FRAMINGHAM PUBLIC SCHOOLS	43500.60		
000270-00	60 HARPIN STREET	FRAMINGHAM PUBLIC SCHOOLS	43500.60		
000273-00	60 HARPIN STREET	MILLIS PUBLIC SCHOOLS	43500.60		
000275-00	60 HARPIN STREET	MENDON-UPTON REGIONAL SCHOOLS	43500.60		

Figure 3 Select a bill to be refunded from the lookup

If a bill is selected or typed in directly, and it is already selected for a refund, or has no payments available to refund, this message will be displayed:

Add Override Refund

i Invoice could not be added to Refund Process
Check Invoice has payments available to refund or
Invoice already selected for Refund process
Procedure Terminated

Click on **[OK]**; make another selection and continue.

The Edit List will be displayed. Any override refund will show the word "Other" in the Neg Bal / Int by column.



Town of Admins
Edit List

Type	Year	Bill#	Service Address	Mailing Address	Category	Candidate Refund Amt	Refund Amount To Be Issued	Neg Bal/Int by	
Refunds will be Issued for these Bills									
95	2023	000261-00	338 HARTFORD AVENUE	TO THE PARENTS OF: NOLAN CLAFFEY 3 CORYH CIRCLE BELLINGHAM MA 02019-0000	1-BRCP FY23 Tuition	-1170.00	130.00	Other	
							-----	130.00	
95	2023	000284-00	2 MECHANIC STREET	ROCKAWOCK AREA YMCA 45 FORCE HILL ROAD FRANKLIN MA 02038-0000	2-BASE Program Rental	-31950.00	3550.00	Other	
							-----	3550.00	
95	2023	001660-00	60 HARPIN STREET	WOOSHOCKET PUBLIC SCHOOLS 108 HIGH STREET WOOSHOCKET RI 02895-0000	1-HOA Fees		461.00	Other	
							-----	461.00	
95	2023	001665-00	338 HARTFORD AVENUE	George Porgie 1275 MAIN STREET BOSTON MA 02110-0000	1-HOA Fees	101.00	101.00	Counter receipt	
							-----	101.00	
						Misc Billing Totals	-33019.00	4242.00	

Figure 4 Refund Edit List

4.4 Maintain Work File

Maintain Work File

Use the **Maintain Work File** screen to:

- Add a refund to the batch,
- Remove a refund from the batch,
- Modify the mailing address to direct the check to a new location, or
- Reduce the amount of the refund.
- Set all to Issue/Not Issue
- Zero out a line in the work file

A refund **cannot be issued for more** than the paid amount. If the refund was auto added to work file via the build step, override the amount and refund up to the amount paid for that category.

Maintain Work File

Goto...

Actions

1 Steps

2 Set All Issue

3 Set All Not

4 Add Refund

5 Del Refund

6 Edit List

Type	Year	Bill#	Transaction#
95 Misc Billing	2023	001665-00	49

Mailing Name	Billing Address	Mailing Address
	321 HARTFORD AVENUE	321 HARTFORD AVENUE
	BELLINGHAM MA 02019-0000	BELLINGHAM MA 02019-0000

Service Address	Parcel
338 HARTFORD AVENUE	

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-HOA Fees	569.00	660.00	-101.00	101.00	

Refund Issue Not Issue Total Amount to Refund 101.00

Figure 5 The Maintain Work File screen showing a "regular" refund



Table 3 Description of the components of the Maintain Work File Screen

Screen Component	Purpose
[1 Steps]	Return to the steps menu to complete the process or restart the process.
[2 Set All Issue]	This button will set all the records in the file to Issue a Refund.
[3 Set All Not]	This button will set all the records in the file to not Issue a Refund
[4 Add Refund]	Use this button to add a refund that does not already exist in the file. It will behave the same as the Add Override Refund described above.
[5 Del Refund]	Use this button to delete a refund from the records in the work file.
[6 Edit List]	Use this button to produce an edit list, which will have the same format as the edit list produced when the Build File of Refunds Due step was run.
Refund <input checked="" type="radio"/>	Set the button to <input checked="" type="radio"/> Issue if the refund should be issued when the process is complete; set the button to <input type="radio"/> Not Issue to exclude this record from the refunds issued.
Mailing Name	Use this to change the name on the check to be issued. This does not change the customer record and is only in effect for this refund. In the illustration below, the Mailing Name and Mailing Address are both altered on transaction #49; the original is above .
Mailing Address	Change the mailing address here to mail the refund to a different address. This does not change the mailing address on the customer record. This will send a refund "in care of" to a different address.

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-HDR Fees	461.00	461.00		461.00	461.00

For Override refunds the default refund amount is the amount paid; any or all of this amount can be refunded. Type over the amount in the Refund Amount column to change the amount to refund.



4.4.1 Zero Out a Line in The Work File

To remove a refund amount, position the cursor in the Refund Amount Field and either use {spacebar}|{enter} to remove the amount or type a zero in the field. (If there is only a single line on the bill, this has the same effect as setting the bill to “⓪ Not Issue” a refund, or [5 Del Refund].)

In this example, there are two payments, one for 1st Quarter, and the next for the 2nd Quarter Tuition. Each may be selected for a refund or not, independent of the other.

Maintain Work File

Type	95 Misc Billing	Year	2023	Bill#	000293-00	Transaction#	62
Service Address	60 HARPIN STREET						
Parcel							
Category	Net Billed	Paid	Refund Amount	Adjusted Balance			
3-1st Quarter Tuition	5075.07	5075.07	5075.07	5075.07			
4-2nd Quarter Tuition	13291.85	6924.93	6924.93	13291.85			

Refund Issue Not Issue Total Amount to Refund 12000.00

Figure 6 Bill # 000293 has two lines with payments

The refund amount for the first payment for \$5075.07 was removed, so only the \$6924.93 is refunded.

95	2023	000293-00	60 HARPIN STREET	MENDON-UPTON REGIONAL SCHOOLS 150 NORTH AVENUE MENDON MA 01756-0000	4-2nd Quarter Tuition	-6366.92	6924.93 Other
							6924.93

4.4.2 Remove a Refund

Once in the Maintain Work File Screen, to remove a refund from the work file do one of the following:

1. click the [5 Del Refund] button, or
2. set the Refund radio button to ⓪ **Not Issue** at the bottom of the screen

If the radio button is set to ⓪ **Not Issue** the notice in red is displayed on the screen that **No Refund will be Issued**, and any records selected this way will appear on a separate section of the edit list.

Service Address 572 EAST ST
Parcel

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-MONTHLY RENT	1000.00	1925.00	-925.00	925.00	

No Refund will be Issued Refund Issue **Not Issue** Total Amount to Refund

Figure 7 Refund set to "Not Issue"

No Refunds will be issued for these Bills

95	2023	000252-00	572 EAST ST	DYER ENERGY LLC 572 EAST ST WEYMOUTH MA 02189-0000	1-MONTHLY RENT	925.00	925.00 Adjustment	
							925.00	
							Misc Billing Totals	925.00

Figure 8 Separate section of Edit List for refunds set to “Not Issue”



4.4.3 Lookup Bill Number

The lookup on **Bill#** in the Maintain Work File for refunds screen displays a single lookup. The resulting window shows the amount due to the customer if the radio button is set to **“Issue”** a refund. If the radio button for the bill is set to **“Not Issue”** then no amount will appear in the refund due column. In the illustration below, Bill #259 has no refund due amount.

Bill#	Year	Owner	Address	Refund Due	Tot
000252-00	2023	DYER ENERGY LLC	572 EAST ST	925.00	
000254-00	2023	DYER ENERGY LLC	572 EAST ST	25.00	
000255-00	2023	GIATAS LANDSCAPING INC	11 HARMONY DR	25.00	
000257-00	2023	BLACKSTONE-MILLVILLE REGIONAL SCHOOLS	200 LINCOLN ST	275.00	
000259-00	2023	TO THE PARENTS OF:	9 SANDCASTLE LANE		
000261-00	2023	TO THE PARENTS OF:	3 CORYN CIRCLE	130.00	
000264-00	2023	TO THE PARENTS OF:	105 BLACKSTONE STREET	200.00	
000266-00	2023	TO THE PARENTS OF:	20 MONIQUE DRIVE	450.00	
000276-00	2023	NORTHBRIDGE PUBLIC SCHOOLS	87 LINWOOD AVENUE	7500.00	
001660-00	2023	WOODSOCKET PUBLIC SCHOOLS	108 HIGH STREET	461.00	
001665-00	2023	Georgie Porgie	1275 MAIN STREET	101.00	

4.4.4 Change Mailing Address

If a refund is to be mailed to a different address, and is a permanent address change, enter the new address on the account before beginning the refund process.

The new address will not be included in the work file if the change is made after beginning the refund process. The address that was on the account at the time the work file was built is the address that will be used for the refund. If preferred, override the mailing address in the work file.



The name on the refund check will always be the **current owner**. If the property has recently changed hands and for some reason the refund is to be sent to the previous owner, change the vendor’s name on the Accounts Payable voucher.

4.4.5 Navigating By Transaction Number

A transaction number controls navigation in the **Maintain Work File** screen. The records are sorted in transaction number order, **not** bill number order, so when paging through the file using **PGUP/PGDN** or the black .left/right arrows, the next (or previous) transaction number will be displayed.

Type	Year	Bill#	Transaction#
95 Misc Billing	2023	000264-00	59



4.4.6 Modify the Amount of the Refund

To modify the amount, enter a value that is less than the system computed amount. A refund cannot be issued for an amount greater than the payment on the account.

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-MONTHLY RENT	1000,00	1925,00	-925,00	925,00	

Refund Issue Not Issue Total Amount to Refund 925,00

Before

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-MONTHLY RENT	1000,00	1925,00	-925,00	775,00	-150,00

Refund Issue Not Issue Total Amount to Refund 775,00

After

If you enter a refund for greater than the amount computed, the system will display this error message – and the amount reverts to its previous value:

Cur Balance	Refund Amount
-200,00	700,00

Check Error

E4112-Refund Amount cannot be greater than the Current Balance

OK

This limitation only applies to auto generated refunds that have a credit balance and were added via the Build step. Override refunds set the current balance to zero, therefore they can refund anything up to the amount in the paid column.

Category	Net Billed	Paid	Cur Balance	Refund Amount	Adjusted Balance
1-BECP FY23 Tuition	1300,00	1500,00	-200,00	200,00	

Once all changes are complete, click the [1 Steps] button to return to the steps menu.



NOTE: This is an iterative process.

Unlimited edits to the work file are allowed. Changes are retained in the work file. The only time changes are “lost” is if the [Restart Process](#) button is clicked.

4.5 Edit List [Edit List](#)

After reviewing the edit list, edit the work file to make any override changes needed. Click the **Edit List** button to issue another Edit List to confirm changes and identify a total against which to balance.



Select the **PDF** option. The edit list will now show two groupings. The first indicates the refunds that **will** be issued. The second indicates the refunds that **will not** be issued.

10436-MBREFDUEDT.REP Printed 09-May-2023 at 13:33:01 by THERESA Town of Admins Edit List Page 1

Type	Year	Bill#	Service Address	Mailing Address	Category	Candidate Refund Amt	Refund Amount To Be Issued	Neg Bal/Int by
Refunds will be Issued for these Bills								
95	2023	000252-00	572 EAST ST	DYER ENERGY LLC 572 EAST ST WEYMOUTH MA 02189-0000	1-MONTHLY RENT	925.00	775.00	Adjustment
							775.00	
95	2023	000254-00	572 EAST ST	DYER ENERGY LLC 572 EAST ST WEYMOUTH MA 02189-0000	1-MONTHLY RENT	25.00	25.00	Counter receipt
							25.00	

No Refunds will be issued for these Bills

95	2023	000252-00	572 EAST ST	DYER ENERGY LLC 572 EAST ST WEYMOUTH MA 02189-0000	1-MONTHLY RENT	925.00	925.00	Adjustment
							925.00	
Misc Billing Totals						925.00		

10436-MBREFDUEDT.REP Printed 09-May-2023 at 13:33:01 by THERESA Town of Admins Edit List Page 3

Type	Year	Bill#	Service Address	Mailing Address	Category	Candidate Refund Amt	Refund Amount To Be Issued	/Int by
*** Grand Total ***						8531.00	9942.00	
				# New Vouchers 10	#Txns: 11			

Figure 9 Edit List (after changes have been made to the work file)

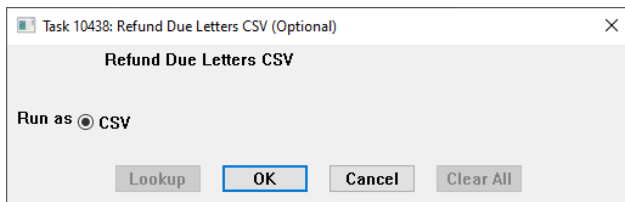
Running the edit list will produce an additional report showing any refunds that were deleted from the process. If they were added as **Override Refunds**, the notation under the Neg Bal/Int by column will be denoted by the word **“Other”** in the rightmost column.

4.6 Issue Refund Due Letters (Optional)

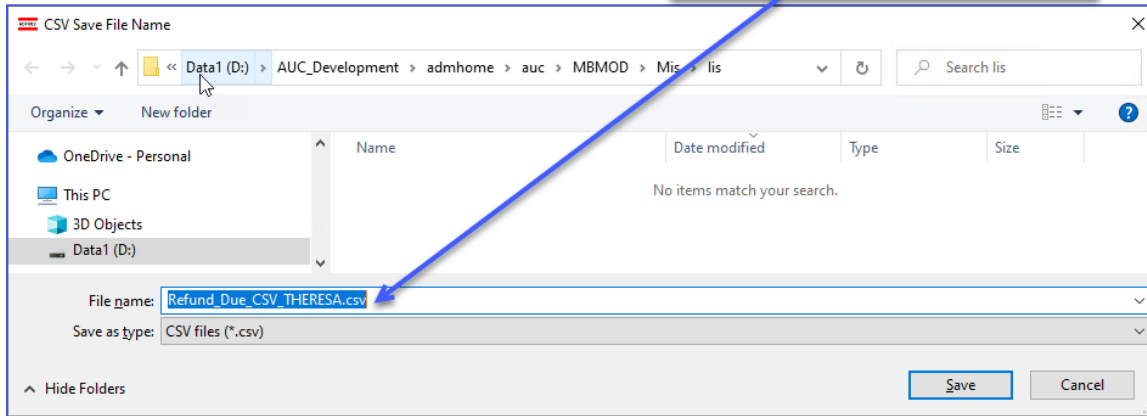
Refund Due Letters CSV

Optionally issue **Refund Due Letters**; if no letters will be issued, skip this step.

A site may wish to issue letters for refunds to customers a week or two prior to issuing the actual refund checks. This may be done to ask the customer if they want a refund or for an overpayment to be applied to an upcoming bill. Other sites ask for proof of payment such as a canceled check so that they can be sure to provide the refund to the correct payer.



Use the data in the CSV file in a mail merge document to create and send a notice of refunds



This does not create letters; rather, a .csv file is created with the pertinent information, suitable for use in a mail merge in MS Word. Below is a sample of such a letter:

DYER ENERGY LLC
572 EAST ST
WEYMOUTH, MA 02189

Dear DYER ENERGY LLC,

Our records indicate that there is a credit balance for Misc Billing issued in 2023. The original amount was 775.00 and the refund due is \$775.00.

The Issue Refund Due Letters step is optional and may be skipped.

4.7 Post Refunds Post Refunds (to A/R and A/P)

The last step in the refund process is to post the refunds to Accounts Receivable and Accounts Payable. This process does **not** issue the vendor checks. Rather, it **creates a batch of vouchers** that are sent to the Accounts Payable office for processing. This process does update the receivable records and outstanding balance due on the bills.

To begin, click the button labeled **“Post Refunds (to A/R and A/P)”**. The system will prompt for:

- An effective date to assign to the refund transactions which must be within 30 days of the current date, and
- The name of the user who will receive the Batch of Accounts Payable Vouchers to be processed. If the username is not known, click the LOOKUP button to select from a list of usernames.



Task 10440: Post Refunds (to A/R and A/P)

Post Refunds (to A/R and A/P)

Required: Enter Refund Date (mmdyyyyy)

Required: Assign Voucher Batch to Theresa

Run as Preview Print PDF

If Printing use Duplex Yes No

4.7.1 Post Refund Date

The Refund Date must be within thirty (30) days of the current date. If the date entered does not meet the criteria, this message is displayed; return to the date field to enter a date within 30 days.

Task 10440: Post Refunds (to A/R and A/P)

Post Refunds (to A/R and A/P)

Required: Enter Refund Date (mmdy)

Required: Assign Voucher Batch to Theresa

Run as Preview Print PDF

If Printing use Duplex Yes No

Task 10440: Post Refunds (to A/R and A/P)

Refund Date must be Today +/- 30 Days

This posting process will:

- Create and post the records to the Misc Billing receivables,
- Create and post the records to the Accountant's General Ledger,
- Create and transmit the batch of vouchers to the Accounts Payable department, and
- Create One-Time vendors in the Vendor Master file with newly assigned numbers to the vendors. When the checks are physically issued from the A/P module, the one-time vendors will be canceled.

During the posting process three separate reports are generated:

4.7.2 List of Vouchers Created

10443-MBREPPSTVOU.REP Printed 09-May-2023 at 16:15:58 Page 1

Town of Admins
Vouchers created during Refund Posting

UserBatch	Vouch#	Vendor	Department	Vouch Date	Amount	Bill#	Service Address
REF17923	506013	Georgie Porgie	HIGHSCHOOL	09-May-2023	101.00	001665-00	338 HARTFORD AVENUE
REF17923	506014	TO THE PARENTS OF: NOLAN CLAP	HIGHSCHOOL	09-May-2023	130.00	000261-00	338 HARTFORD AVENUE
REF17923	506015	WOONSOCKET PUBLIC SCHOOLS	HIGHSCHOOL	09-May-2023	461.00	001660-00	60 HARPIN STREET
REF17923	506016	HOCKAMOCK AREA YMCA	HIGHSCHOOL	09-May-2023	3550.00	000284-00	2 MECHANIC STREET
Batch REF17923 Total					4,242.00		
*** Grand Total ***					4,242.00		

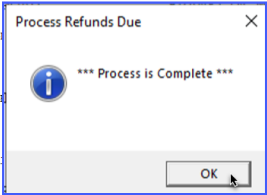


4.7.3 A/R Posting Report

10440-MBREFDUEPST.REP Printed 09-May-2023 at 16:16:03 by THERESA Page 1

Town of Admins
Post Refunds (to A/R and A/P)

Type	Year	Bill#	Service Address	Name	Mailing Address	City/State/Zip	Category	Refund Due	Voucher#
Voucher Batch : REF17923									
MB	2023	000261-00	338 HARTFORD AVENUE TO THE PARENTS OF:	NOLAN CLAF 3	CORIN CIRCLE	BELLINGHAM MA 02019-0000	1-BBEP FY23 Tuition	130.00	506014
								130.00	
MB	2023	000284-00	2 MECHANIC STREET	HOCKAMOCK AREA YMCA	45 PORGIE	00000	2-BASE Program Rental	3550.00	506016
								3550.00	
MB	2023	001660-00	60 HARPIN STREET	MOONSOCKET PUBLIC SCHOOLS	108 HIGH	95-0000	1-HOA Fees	461.00	506015
								461.00	
MB	2023	001665-00	338 HARTFORD AVENUE	Georgie Porgie	1275 MA	0000	1-HOA Fees	101.00	506013
								101.00	
							REF17923 Batch Totals	4242.00	
								*** Grand Total ***	#Txns: 4
								4242.00	



4.7.4 G/L Posting Report

10444-MBREPPSTGL.REP Printed 09-May-2023 at 16:16:03 Page 1

Town of Admins
Refund Posting

GL Posting#: 8895832
MB Batch#: REF41
AP Batch#: REF17923

FY	Date	Account# & Description	Transaction Description	Debit	Credit	
2023	09-May-2023	0300-000-00000-000-00-00-13200 SEWER CHARGES A/R	Refund MB Bill# 001665-00 Yr 2023 Trx 21	101.00		
2023	09-May-2023	0300-000-00000-000-00-00-13200 SEWER CHARGES A/R	Refund MB Bill# 001660-00 Yr 2023 Trx 21	461.00		
2023	09-May-2023	0300-000-00000-000-00-00-26500 DEP REVENUE-SEWER CHARGES	Refund MB Bill# 001665-00 Yr 2023 Trx 21		101.00	
2023	09-May-2023	0300-000-00000-000-00-00-26500 DEP REVENUE-SEWER CHARGES	Refund MB Bill# 001660-00 Yr 2023 Trx 21		461.00	
2023	09-May-2023	2310-000-00000-000-00-00-13490 ACCTS REC-SCHOOL DEPARTMENTAL CHGS, EARL	Refund MB Bill# 000261-00 Yr 2023 Trx 21	130.00		
2023	09-May-2023	2310-000-00000-000-00-00-26930 DEP REV-SCHOOL DEPARTMENTAL CHGS, EARLY	Refund MB Bill# 000261-00 Yr 2023 Trx 21		130.00	
2023	09-May-2023	5120-000-00000-000-00-00-13490 ACCTS REC-SCHOOL DEPARTMENTAL CHGS, RENT	Refund MB Bill# 000284-00 Yr 2023 Trx 21	3550.00		
2023	09-May-2023	5120-000-00000-000-00-00-26930 DEP REV-SCHOOL DEPARTMENTAL CHGS, RENTAL	Refund MB Bill# 000284-00 Yr 2023 Trx 21		3550.00	
				BALANCE SHEET	4242.00	4242.00
				*** GRAND TOTAL ***		
				Balance Sheet	4242.00	4242.00
				Subsidiary Ledger		

A detailed transaction posting report indicating the General Ledger accounts updated in the Finance module. This posting will affect:

- DR Accounts Receivable
- CR Deferred Revenue

When the vouchers are processed in Accounts Payable, Revenue and Cash accounts will be affected.



4.7.5 Email Notification to Accounts Payable

Shown below is the email notification sent to the username selected when this step was run. The user running this step will receive a copy of the email notification.

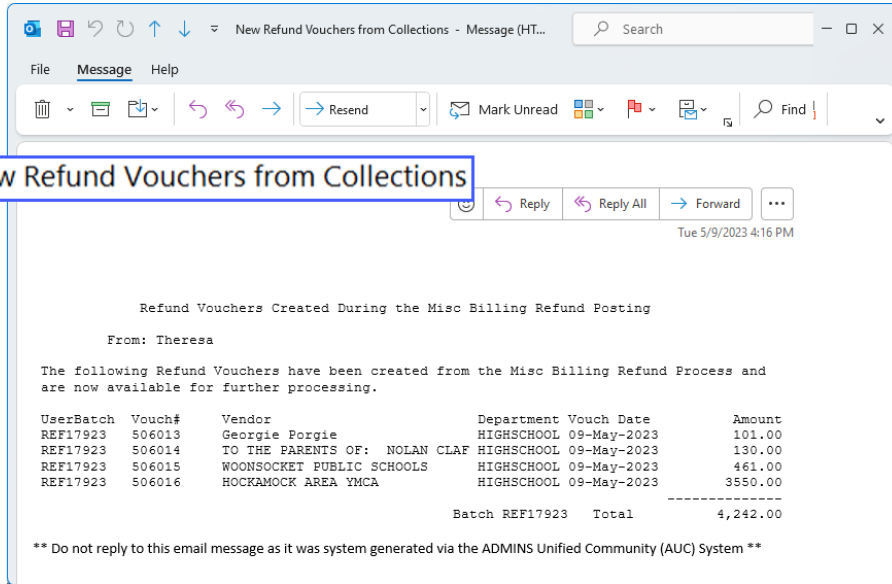


Figure 10 Email sent to the Accounts Payable username

At this point, the receivables part of the process is complete. The Accounts Payable office will need to review, post, and pay the batch to complete the issuing of the refund to the customer.

4.8 Where Do I See The Refund Issued?

The Misc Bill Payment bill payment tab will show the refund in the Refund column.

2023 Misc Billing		Bill Payment		Inquiry																	
2 Bill#	Year	Tendered	Cash Back	Applied	Total																
000284-00	2023																				
<table border="1"> <tr> <td>3 Owner</td> <td>HOCKAMOCK AREA YMCA</td> <td>Cash</td> <td></td> </tr> <tr> <td>4 Srv Adr</td> <td>2 MECHANIC STREET</td> <td>Check</td> <td></td> </tr> <tr> <td>5 Cust#</td> <td>00000108</td> <td>Other</td> <td></td> </tr> <tr> <td>6 Parcel</td> <td></td> <td></td> <td></td> </tr> </table>						3 Owner	HOCKAMOCK AREA YMCA	Cash		4 Srv Adr	2 MECHANIC STREET	Check		5 Cust#	00000108	Other		6 Parcel			
3 Owner	HOCKAMOCK AREA YMCA	Cash																			
4 Srv Adr	2 MECHANIC STREET	Check																			
5 Cust#	00000108	Other																			
6 Parcel																					
<table border="1"> <tr> <td>Bill Payment</td> <td>Detail Payment</td> <td>Transactions</td> <td>Q Trx Summary</td> <td>0 Attachment (1)</td> <td>Spc Inv Text</td> </tr> </table>						Bill Payment	Detail Payment	Transactions	Q Trx Summary	0 Attachment (1)	Spc Inv Text										
Bill Payment	Detail Payment	Transactions	Q Trx Summary	0 Attachment (1)	Spc Inv Text																
Run	Charges	Net Bill	Pa	Refund	Adjustments	Balance	Pending														
SCHOOL BUILDING RENTALS	35500,00	35500,00	3550,00	3550,00		35500,00															
Bill Totals							Bal														
	35500,00	35500,00	3550,00	3550,00		35500,00	35500,00														

The Misc Bill Payment screen transactions tab will reflect the refund issued.



2023 Misc Billing Transactions

Bill# 000284-00 Year 2023 X Search... Balance as of 12-May-2023 \$ 35500.00

Owner HOCKAMOCK AREA YMCA
Service Add
Account 00000108
Parcel

Bill Payment Detail Payment Transactions Q Trx Summary 0 Attachment (1) Spc Inv Text

Description	Trx Date	Charges	Payments	Other	Display - Tran Code Desc.
BASE Program Rental	08-Aug-2022	35500.00			Billing
BASE Program Rental	15-Sep-2022		3550.00		Counter receipt
BASE Program Rental	09-May-2023				Refund

In the example above in Figure 6 Bill # 000293 has two lines with payments, this bill showed two lines of payment. A single line was refunded for the 2nd quarter tuition.

2023 Misc Billing Transactions

Bill# 000293-00 Year 2023 X Search... Balance as of 12-May-2023 \$ 38425.53

Owner MENDON-UPTON REGIONAL SCHOOLS
Service Add
Account 00000023
Parcel

Bill Payment Detail Payment Transactions Q Trx Summary 0 Attachment (1) Spc Inv Text

Description	Trx Date	Charges	Payments	Other	Display - Tran Code Desc.
1st Quarter Tuition	01-Sep-2022	5075.07			Billing
1st Quarter Tuition	23-Sep-2022		5075.07		Counter receipt
2nd Quarter Tuition	23-Sep-2022		6924.93		Counter receipt
2nd Quarter Tuition	01-Dec-2022	13291.85			Billing
3rd Quarter Tuition	01-Mar-2023	13775.19			Billing
2nd Quarter Tuition	12-May-2023				Refund
4th Quarter Tuition	01-Jun-2023	11358.49			Billing

5 Accounts Payable

This document will not cover the processing of voucher batches. However, the following screen shots are presented to illustrate the data transmitted to the Accounts Payable module.

5.1 Batch

The A/P department will retrieve the batch and process it just like any other batch of vouchers. The batch default type for vouchers will be "R" for Refund Vouchers.



Voucher Batch Entry Entry Began

Batch: REF17923 Default Bank: EAST BANK OF AMERICA
 Default Dept: HIGH SCHOOL HIGH SCHOOL
 Voucher Date: 09-May-2023
 Default Type: Refund Voucher Check/Wire/ACH No Check Manual Check

	Expected	Entered	Balance
Price	4242,0000	4242,0000	
Freight			
Other			
Totals	4242,00	4242,00	

Submit Batch for Processing Yes No

Entry Began: 4
 Error Status:
 Ready for Release
 Disapproved
 Ready for Posting
 Awaiting Approval
 Change Orders
 Open
 Closed

Voucher#	Vendor	Type	Total	Status	
506016	031798-01 HOCKAMOCK AREA YMCA	Refund Vouche	3550,00	Entry Began	Edit Voucher Lines
506015	031797-01 WOODSCKET PUBLIC SCHOOLS	Refund Vouche	461,00	Entry Began	Edit Voucher Lines
506014	031796-01 TO THE PARENTS OF: NOLAN	Refund Vouche	130,00	Entry Began	Edit Voucher Lines
506013	031795-01 Georgie Porgie	Refund Vouche	101,00	Entry Began	Edit Voucher Lines

5.1.1 Vouchers

The vouchers will be stamped with descriptors indicating that this is a voucher created via a Refund.

Batch # REF17923 Voucher# 506016 Entry Began

Vendor: 031798 01 HOCKAMOCK AREA YMCA
 ATTN: ERIN BRENNOCK
 45 FORGE HILL ROAD
 FRANKLIN MA 02038-0000

Invoice# REF 000284-00 MB 2023 2158

Customer#
 Dept. Code: HIGH SCHOOL
 You Date: 09-May-2023 FY 2023
 Due Date: 10-May-2023 Terms: DUR

Check Date
 Separate Check
 Hold Check Certified Payroll

type R Refund Voucher

Bank: EAST

Amount to Pay Vendor: 3550,00

Line Item	Item Description	Qty	UOM	Price	Freight	Other	Ext Amount
1	2-BASE Program Rental Bill# 000284-00 Due to Overpayment			3550,0000			3550,00
	Service Address: 2 MECHANIC STREET						

Figure 11 Voucher containing descriptive details regarding the Refund being issued

5.2 Vendor Checks

The vendor check will contain descriptive information regarding the refund issued.

While the format of checks may vary, the invoice details printed on the stub will look like this:

ADMINS **Town of ADMINS, USA**
 219 Lewis Wharf
 Boston, MA 02110

0383440
 Warrant # 007148
 Date: 09-May-2023
 Total \$101.00

For questions regarding this payment, please contact: Accounts Payable 617.494.5100

Georgie Porgie
 Pudding and Pie
 1275 MAIN STREET
 BOSTON, MA 02110

How the Invoice # is constructed:
 REF - the type of voucher
 001665-00 - the bill number
 MB - the module issuing the refund
 2023 - the bill year
 2155 - Transaction number assigned in the refund process

Invoice #	Date	Description	PO # / Line	Amount
REF 001665-00 MB 2023 2155	09-May-2023	1-HOA Fees Bill# 001665-00 Due to Counter receipt Service Address: 338 HARTFORD AVENUE		\$101.00



5.3 Vendor File

The refund posting process will create a new vendor record for each refund to be issued beginning with the next available number in the vendor file. The vendors will be created with a Vendor Class of “REF” for Refund. They are also coded as **One-Time** vendors. The system will automatically assign the next available number.

When the A/P check is issued and posted, the system will automatically cancel the Vendor record. The disbursement posting process cancels all vendor records where the Class is set to “REF” and a payment has been issued in the current check run. Once the Vendor Check is posted, the system will automatically cancel the One-Time vendor record.

5.4 Vendor Name Changes

It may be that the refund should be issued to someone other than the customer of record in Miscellaneous Billing. In that case, there are options that will **not change** the customer’s name on the customer maintenance record.

1. Change the Mailing Address as shown in section 4.4.4 above.
2. Ask the Accounting office to change the name on the one-time vendor created by the process,

If the customer’s name should be permanently changed, make the change on the customer maintenance screen prior to processing the refunds due.

Voucher#	Vendor	Type	Status
506038	031811-01 GOOD CHEMISTRY	Refund Vouche	entry Began
506037	031810-01 KEARSARGE ENERGY LP	Refund Vouche	entry Began
506036	031809-01 MILLIS PUBLIC SCHOOLS	Refund Vouche	entry Began
506035	031808-01 MENDON-UPTON REGIONAL SCHO	Refund Vouche	entry Began

The **only** way to change the name physically printed on the check is to edit the Ventry Record before processing the Voucher and Check.

Ask the Accounting Department to change the name. Do not process the voucher batch until the accounting office changes the name.

Figure 12 The Voucher Batch screen shows the Vendor numbers created for the refunds



6 Accounting Transactions

When the Vouchers are posted by the A/P Department, the following transactions are created:

Transaction Code	Debit	Credit
When the Refunds are posted by the Tax Collector in the A/R module, the following transactions are created:		
	Accounts Receivable	
		Deferred Revenue
When the Vouchers are posted by the A/P Department, the following transactions are created:		
	Revenue subsidiary ledger	
	Revenue Control	
		Accounts Payable
When the Vendor Checks ("disbursements") are posted by the A/P Department, the following transactions are created:		
	Accounts Payable	
		Cash

7 Reversing a Refund

To cancel a refund after posting, enter an adjustment. If the voucher batch has not been posted and the check disbursed, the voucher can be deleted. If the voucher batch is posted and a check has been issued, void the check.

7.1 Refund Reversal Adjustment

To reverse a refund, create an **Adjustment**, using code **REF** and enter the refund amount as a **negative** number. For a complete discussion of how to process adjustments, see the document **Adjustment Processing** in the **Help Reference Library**.

The screenshot displays the 'Adjustment Entry' window in the ADMINS software. The main window shows the following details:

- Batch:** 42
- TrxNumber:** 2158
- Date:** 12-May-2023
- Note:** Reverse a refund done in error
- Type:** 95 Misc Billing
- Year:** 2023
- Code:** REF
- Owner Mailing Address:** HOCKMOCK AREA YMCA, 45 FORGE HILL ROAD, FRANKLIN, MA 020380000
- Program:** SCHRENTAL SCHOOL BUILDING RENTALS

The 'Transaction Codes' window is open, showing a list of codes. The code **REF Refund** is selected and highlighted with a blue circle labeled '2'.

The main window's '5 Add by Bill#' field contains '000284-00'. A blue circle labeled '1' is next to the '5 Add by Bill#' field, and a blue circle labeled '3' is next to the 'Reverse Refund' field in the table below.

	Net Billed	Refund	Cur Balance	Reverse Refund	Adjusted Balance
	35500,00	3550,00	35500,00	-3550,00	31950,00
Bill Total	35500,00	3550,00	35500,00	-3550,00	31950,00

A callout box with a blue border and text reads: "Reversing the refund re-applies the payment to the balance".

At the bottom of the window, it says: "-- Added 12-May-2023 by THERESA Changed 12-May-2023 by THERESA"



Check Error X

E4062-Refund reversal MUST be entered as a negative amount.

Enter the reversal as a negative number. If a positive number is entered, the system will display this reminder.

After posting the adjustment, the transactions on the bill will look like this:

2023 Misc Billing Transactions

Bill# Year

Owner

Service Addr

Account

Parcel

Balance as of \$ 31950.00

Description	Trx Date	Charges	Payments	Other	Display - Transaction Desc
BASE Program Rental	08-Aug-2022	35500.00			BASE Program Rental
BASE Program Rental	15-Sep-2022		3550.00		BASE Program Rental
BASE Program Rental	09-May-2023	-3550.00			Refund MB Bill# 000284-00 Yr 2023 Trx 2158
BASE Program Rental	12-May-2023	3550.00			Reverse a refund done in error



7.2 Void AP Check

If the refund check was issued, void it in Accounts Payable. For an explanation of how to void checks, see the document **AP-250 Voiding Checks** in the **Help Reference Library**.

To find the check number, from the menu select **Collections** ▶ **Queries** ▶ **Bill Locator**, find the bill that was the subject of the refund, and select the **Transactions** tab. By default, the screen will display the transaction description, which will indicate a refund.

Choose GI Ref#/Vou# from the flexible display column to find the voucher number

Click on the **Flexible Display** column button and choose **GL Ref#/Vou#**. The Accounts Payable voucher number will display opposite the refund transaction.

From the menu **Accounts Payable** ▶ **View All Vouchers**, locate the voucher number and select the **Check Hist** tab. This will display the bank, check number, check date and warrant. Use this information to void the check.

Bank	Check#	Check Date	nt	Clear Date	Void Date	Type	Total Check	Net Paid/View
EAST	0383441	09-May-2023	8			Printed	3550,00	3550,00 9 View Check

Add the void option "2" to Cancel check and vouchers.