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.
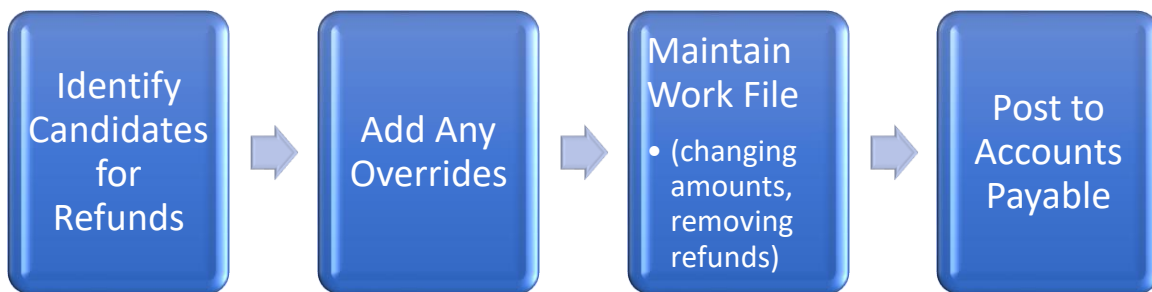
Identify Candidates for Refunds → Add Any Overrides → Maintain Work File
- (changing amounts, removing refunds) → Post to Accounts Payable

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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.

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 Fi	V	1 Edit	
	[Refunds] Generate [V]ouchers in AP or [E]xternal Download File			

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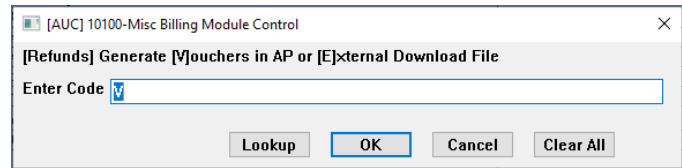
2.2 Check "Include in Refunds" on the Service Table [1 Service] tab

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]
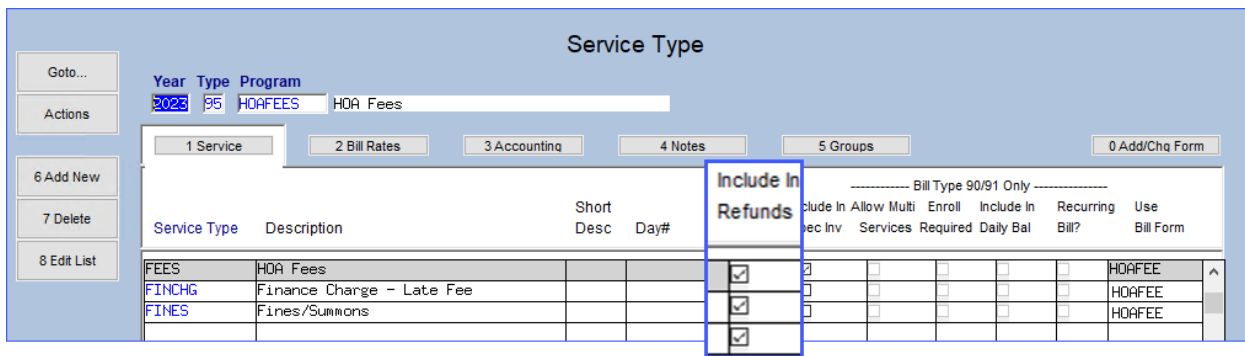
3 List Refunds Due
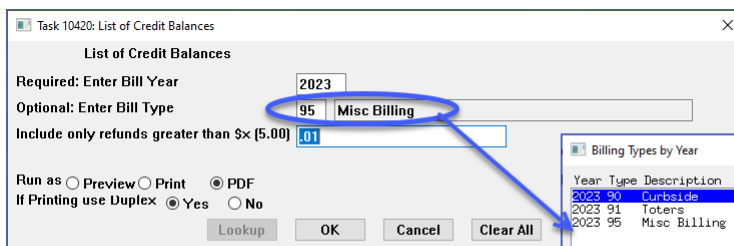
This is an optional step which may be skipped. The purpose of the step is to issue a report of potential refunds due.
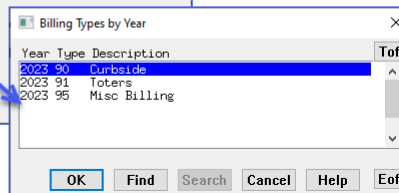
This creates a list for review of the status of credit balances at any time – without committing to building the work file.

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

==== ==== ========= ==================== ===================== ========================= ========================= ================== ============= =============== ================
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 BAST 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     NORTHBRIDGE 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]

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]

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.

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	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. When the report is issued again (after updating the work file), these columns may be different. The amount listed in the column called "Enter Amt to Refund" will be the amount that is transmitted to the Accounts Payable system.
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

Task 10433: 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 2023

Required: Enter Bill Type 95   Misc Billing

Required: Enter Bill#   [   ]

Set Refunds to: ● Issue ○ Not Issue

    [Lookup]   [OK]   [Cancel]   [Clear All]

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.

Bills   ×

Bill#	Service Address	Owner	Balance	Paid Tof
000252-00	572 EAST ST	DYER ENERGY LLC	-925.00	1925.00
000253-00	11 HARMONY DR	GIATAS LANDSCAPING INC		950.00
000254-00	572 EAST ST	DYER 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 SCHOO	-275.00	4550.00
000259-00	338 HARTFORD AVENUE	TO THE PARENTS OF: ALISE BASTIAO	-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	

    [OK]   [Find]   [Search]   [Cancel]   [Help]   [Eof]

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   ×

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

                                [OK]

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.

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.

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 ⊙	Set the button to ⊙ Issue if the refund should be issued when the process is complete; set the button to ⊙ 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.

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 "⊙ **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.

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.

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 ⊙ **Not Issue** at the bottom of the screen

If the radio button is set to ⊙ **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.

Figure 7 Refund set to "Not Issue"

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.

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.

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


==== ==== =========== ======================== ============================= ============================ ============= ============= =============
                                                                                                          Candidate     Refund Amount
Type Year Bill#       Service Address           Mailing Address               Category                    Refund Amt    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-MBREFDUEEDT.REP          Printed 09-May-2023 at 13:33:01 by THERESA                                                                          Page 3
                                                                    Town of Admins
                                                                      Edit List
                                                                                                          ============= =============
                                                                                                          Candidate     Refund Amount
==== ==== =========== ======================== ============================= ============================ Refund Amt    To Be Issued
Type Year Bill#       Service Address           Mailing Address               Category                    ============= =============  /Int by
==== ==== =========== ======================== ============================= ============================

                                               *** Grand Total ***  # New Vouchers 10        #Txns: 11    -------------  -------------
                                                                                                               8531.00         9942.00
                                                                                                          ============= =============
```

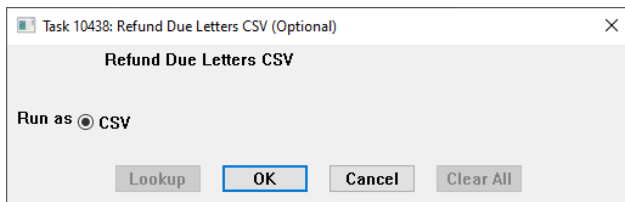**Figure 9 Edit List (after changes have been made to the work file)**

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.

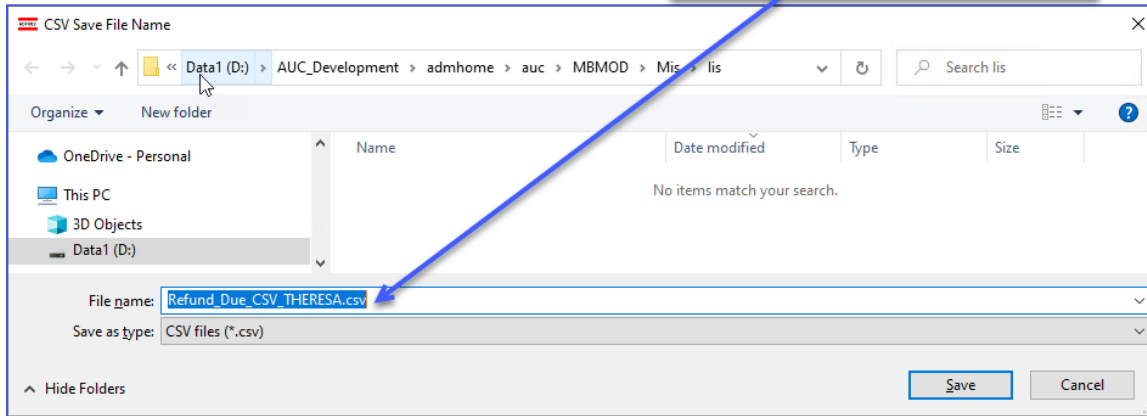# 4.6 Issue Refund Due Letters (Optional) `Refund Due Letters CSV`

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.

Task 10438: Refund Due Letters CSV (Optional)

Refund Due Letters CSV

Run as ● CSV

Lookup   OK   Cancel   Clear All

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

CSV Save File Name

Data1 (D:) › AUC_Development › admhome › auc › MBMOD › Mis › lis   Search lis

Organize ▾   New folder

OneDrive - Personal   Name   Date modified   Type   Size
This PC
3D Objects   No items match your search.
Data1 (D:)

File name: Refund_Due_CSV_THERESA.csv

Save as type: CSV files (*.csv)

Hide Folders   Save   Cancel

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.

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.

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-MBREFPSTVOU.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 CLAF 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 CORYN CIRCLE       BELLINGHAM MA 02019-0000      1-BECP FY23 Tuition    130.00     506014
                                                                                                                            ------------
                                                                                                                                130.00
MB   2023 000284-00    2 MECHANIC STREET    HOCKAMOCK AREA YMCA   45 FORG                  -0000           2-BASE Program Rental  3550.00    506016
                                                                                                                            ------------
                                                                                                                               3550.00
MB   2023 001660-00    60 HARPIN STREET     WOONSOCKET PUBLIC SCHOOLS   108 HIG            95-0000                  1-HOA Fees     461.00     506015
                                                                                                                            ------------
                                                                                                                                461.00
MB   2023 001665-00    338 HARTFORD AVENUE Georgie Porgie         1275 MA               000                        1-HOA Fees     101.00     506013
                                                                                                                            ------------
                                                                                                                                101.00

                                                                                                                            ------------
                                                                        REF17923   Batch Totals    4242.00
                                                                                                   ============

                                                                                                   ------------
                               *** Grand Total ***            #Txns: 4              4242.00
                                                                                    ============
```
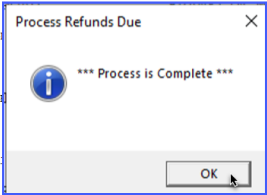
Process Refunds Due

ⓘ *** Process is Complete ***

OK

4.7.4 G/L Posting Report

```
10444-MBREFPSTGL.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 0300-000-0000-000-00-00-13200 SEWER CHARGES A/R           Refund MB Bill# 001665-00 Yr 2023 Trx 21   101.00
2023 09-May-2023 0300-000-0000-000-00-00-13200 SEWER CHARGES A/R           Refund MB Bill# 001660-00 Yr 2023 Trx 21   461.00
2023 09-May-2023 0300-000-0000-000-00-00-26500 DEF REVENUE-SEWER CHARGES   Refund MB Bill# 001665-00 Yr 2023 Trx 21                 101.00
2023 09-May-2023 0300-000-0000-000-00-00-26500 DEF REVENUE-SEWER CHARGES   Refund MB Bill# 001660-00 Yr 2023 Trx 21                 461.00
2023 09-May-2023 2310-000-0000-000-00-00-13490 ACCTS REC-SCHOOL DEPARTMENTAL CHGS, EARL Refund MB Bill# 000261-00 Yr 2023 Trx 21   130.00
2023 09-May-2023 2310-000-0000-000-00-00-26930 DEF REV-SCHOOL DEPARTMENTAL CHGS, EARLY  Refund MB Bill# 000261-00 Yr 2023 Trx 21                 130.00
2023 09-May-2023 5120-000-0000-000-00-00-13490 ACCTS REC-SCHOOL DEPARTMENTAL CHGS, RENT Refund MB Bill# 000284-00 Yr 2023 Trx 21  3550.00
2023 09-May-2023 5120-000-0000-000-00-00-26930 DEF 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.
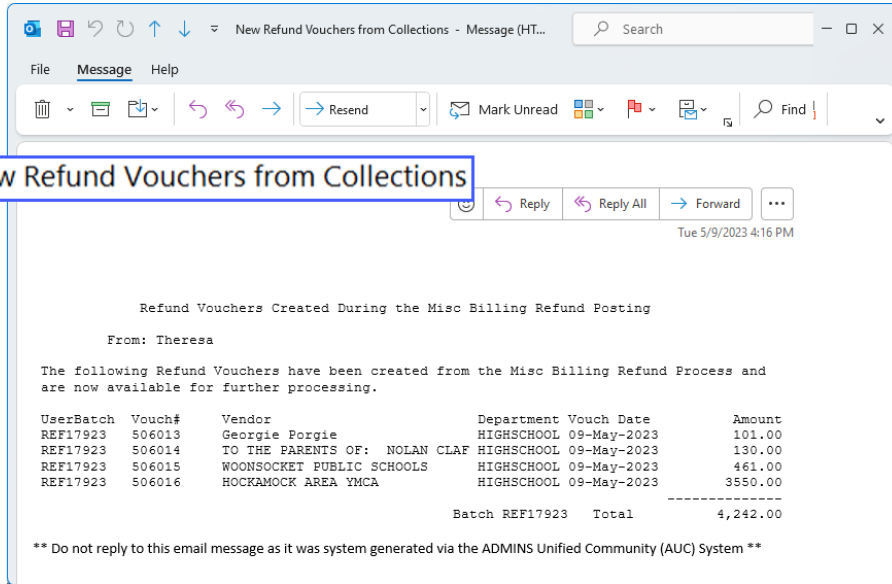

Figure 10 Email sent to the Accounts Payable username

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.

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

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.

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.

5.1.1 Vouchers

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

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:

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.

The **only** way to change the name physically printed on the check is to edit the Vendor 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**.

Check Error   ×

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

                                                      OK

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# 000284-00   Year 2023   X Search...
Owner HOCKAMOCK AREA YMCA   Balance as of 12-May-2023 $ 31950.00
Service Adr
Account 00000108
Parcel   –   –

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

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	MB Rev Bill# 000284-00	
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.

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