Utility Billing | Refunds

Last Modified on 15/08/2025 4:39 pm AEST

This article covers the process of refunding an overpayment on a current account in the Utility Sub-Group, or a credit on an account after a final bill has been issued (Second Debtor Account). The payment will be drawn for the amount of the overpayment or credit balance on the account.

Refund Clearing Account Set Up

- 1. From the Utility Sub-Group, search or select Utility Billing.
- 2. Click *File > Configure*.
- 3. Ensure the *Refund Clearing Account* has been set.
- 4. Close.

Configure Electricity						
Cents Adjustment	Always show last active global message (Bill)					
Auto Debit Security Deposit	Always show last active global message (Arrears)					
☑ Tariff and Meter Number on Same Line	Global Default Security Deposit Amount 50.00					
Include Security Deposit in Aged Balance,	Refund Clearing Account 0601					
and Ledger Card as Notation	Group Bank Account					
Show 1st Tariff Rate with Name	(Numbers only. No hyphen or spaces)					
Allow Invoice Entry	Print Bills in Duplex Printing Caution					
Output Meter Number Only (Excluding Tariff Description)						
Output Tariff Description	Close					
Set No Delete Sundry Charges for Finalising Accounts						

Setting Debtor with BSB and Account Details for Refund

Depending on where the credit sits with the debtor, which area is used to add the BSB, and account details for the contact will be determined. If the contact has been issued a final bill and moved into the *Debtor (Second Debtor)* with the credit, then use this icon to edit the contact information, or if the credit remains on a contact that is still being billed for utilities, use this *Debtor Maintenance* icon to access the contact information.

- 1. Search or select *Debtor Maintenance* OR *Debtor (Second Debtor)* from the Sub-Group.
- 2. Search for the required contact from the list of existing debtors.

- 3. Click the blue i icon and click the edit button to add the BSB and Account details.
- 4. Click *Save* and and *Close*.

🗿 Contact Detail	s		_		×	Y CIRCLE	_		\times
Name								Q	0
Туре	Company				V		8	/ X	\cap
Reference Name									1
Address Title (1)								U	
Address Title (2)	as Trustee					.com			
Letter Title									
Australian Busines	ss Number								J
Australian Compa	ny Number							6	
					\wedge	@vaboo.co.uk		v	
Postal Addre	255				-	wyanoo.co.uk			
			Residential/Busines	55					
CHIRNSIDE	PARK VIC 3116								IJ
								/ x	ר
C Phone									1
🔁 Email Addre	55							0	
email@gma	ail.com		MII AII			otmail.com			
Bank Accou	nt								
BSB	Branch	Account Numb	er	_					
184-446	Brisbane	9876541							5
Website							8	/ X	
Delivery Preference	-or				- 1	e		0	
Correspond	lence Send by post 🗸 Send by	email				-		÷	
Levy Notice	e Send by post 🕑 Send by	email							
Utility Bill	Send by post 🖌 Send by	email			\sim			_	\ \
		View History	Edit	Clos	e	Data Links	Add New	Close	

Creating a Utility Refund

- 1. In the *Utility Billing* menu, click *GoTo* > *Refunds*.
- 2. Select the Setup Tab.
- 3. Review the setup for EFT templates, printers, and codes as required. Once these have been set the first time, they should be held for future refunds.
- 4. Tick the *Include Current Accounts* box. This will need to be done each time a refund is required.

Refunds Setup]		
Template Printer Paper Source	remiteft EFT Remittance Microsoft XPS Documen Automatically Select	e Advice nt Writer Copies	···· ···· 1
Refund Clearing Acc Group Bank Accour This Bank Account	count (Main) 061005 nt 184446271194235	 Print Copy of Cheque Auto Print Cheque After Include Current Account 	Processing

- 11. Select the *Refunds* tab.
- 12. Click the *EFT Setup* button, select the debtor who requires the refund, and click*EFT Active Switch* to flag it with a Y in the *EFT Active* column. Then *Close*.
- 13. Click Proceed > OK, then Close.
- 14. Search or select *EFT Manager*, and finalise this EFT payment.

Reversing a Refund

If, for any reason, the refund drawn needs to be reversed so it can be reapplied, for example, if it has drawn a cheque due to the EFT flag not being set, the steps below can be applied.

- 1. Search or select Payments Management.
- 2. Locate the debtor from the table of payments.
- 3. Click the orange reverse icon or the button at the bottom, Reverse.
- 4. Click *Reverse* from the Reverse Payment screen to confirm.
- 5. If needed, re-apply the refund referring to the *Creating Utility Refund* steps above.

