

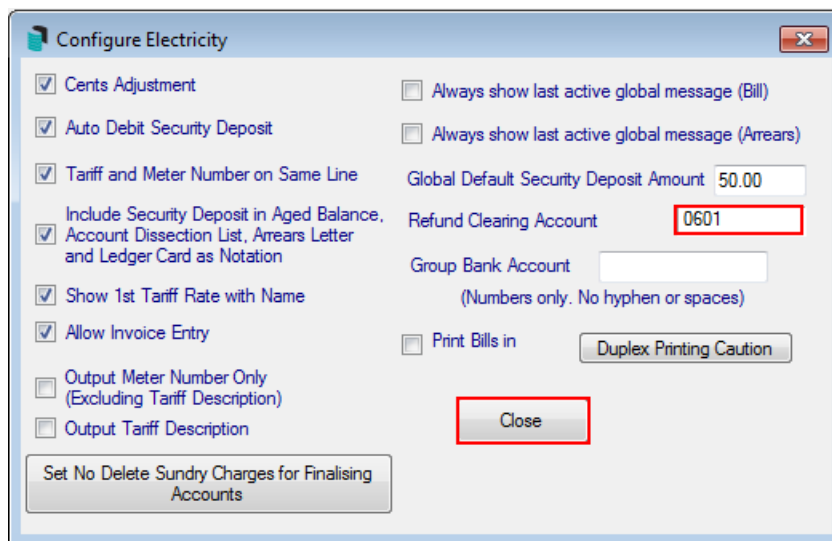
Utility Billing | Refunds

Last Modified on 21/05/2024 1:41 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*.



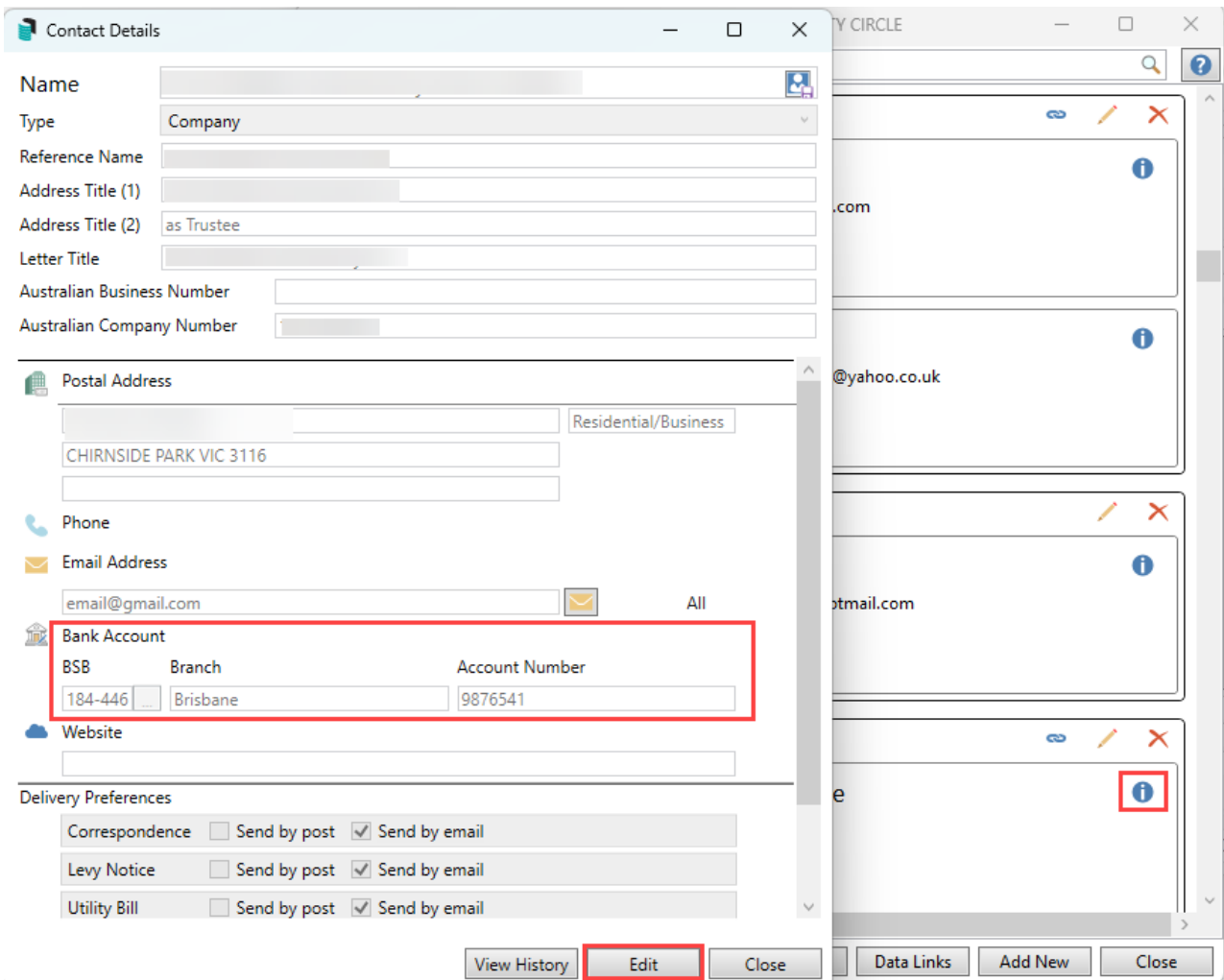
The screenshot shows the 'Configure Electricity' dialog box with the following settings:

- Cents Adjustment
- Auto Debit Security Deposit
- Tariff and Meter Number on Same Line
- Include Security Deposit in Aged Balance, Account Dissection List, Arrears Letter and Ledger Card as Notation
- Show 1st Tariff Rate with Name
- Allow Invoice Entry
- Output Meter Number Only (Excluding Tariff Description)
- Output Tariff Description
- Always show last active global message (Bill)
- Always show last active global message (Arrears)
- Global Default Security Deposit Amount: 50.00
- Refund Clearing Account: 0601
- Group Bank Account: (Empty)
- Print Bills in: Duplex Printing Caution
- Close button: (Highlighted)
- Set No Delete Sundry Charges for Finalising Accounts: (Button)

Setting Debtor with BSB and Account Details for Refund

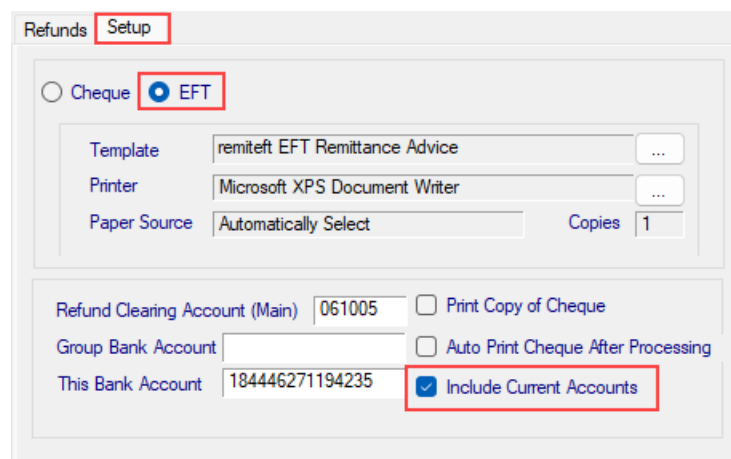
Depending on where the credit sits with the debtor, which area is used to add the BSB and account details for the contact will be determined. If the contact has been issued a final bill and moved into the **Debtor (Second Debtor)** with the credit, then use this icon to edit the contact information,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



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.



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.

The screenshot shows the 'Payments Management' window. At the top, there are filters for Building, Creditor, Date Range, and Amount. Below the filters is a table of payments with columns: Building, Name, Date, Creditor, Name, Amount, Reference, Status, and Payment. The second row is selected, showing a payment of 200.00 on 20/05/2024 to creditor 061005, with reference C0000004. An orange reverse icon is visible in the Payment column for this row. Below the table is a summary section for the selected payment, showing a total of \$200.00 and a table with columns: Invoice Number, Date, Amount, Paid Amount, Description, and Expense Account. The summary table shows one entry: Invoice Number, 20/05/2024, 200.00, 200.00, Refund Utilities, 061005 GST CLEARING I. At the bottom of the window, a 'Reverse' button is highlighted with a red box.

Building	Name	Date	Creditor	Name	Amount	Reference	Status	Payment
		20/05/2024	061005		150.00	F0000049	e	1
		20/05/2024	061005		200.00	C0000004	e	1
		20/05/2024	061005		1,759.50	C0000003	e	0
		23/04/2024	08200189		100.00	F0000047	e	0
		19/04/2024	02100004		15.00	F0000046	e	1
		19/04/2024	02100011		15.00	F0000045	e	1
		04/04/2024	08200545		5,247.00	F0000041	e	6
		03/04/2024	08286646		1,214.35	F0000040	e	1

Invoice Number	Date	Amount	Paid Amount	Description	Expense Account
	20/05/2024	200.00	200.00	Refund Utilities	061005 GST CLEARING I
		<u>200.00</u>			