

Accounts Receivable: Receivable Refund and Credit to a Customer

Overview

- This document will show a Departmental Approver how to refund or credit a customer.
- At any time, if they want or need to, the Department Approver can initiate and complete the following accounts receivable tasks: submit a refund, credit a transaction, create an On-Account Credit Memo.
 - *Example: Department submits a refund.*
 - *Example: Department credits a transaction by creating a credit memo.*
 - *Example: Department creates an On-Account Credit Memo.*

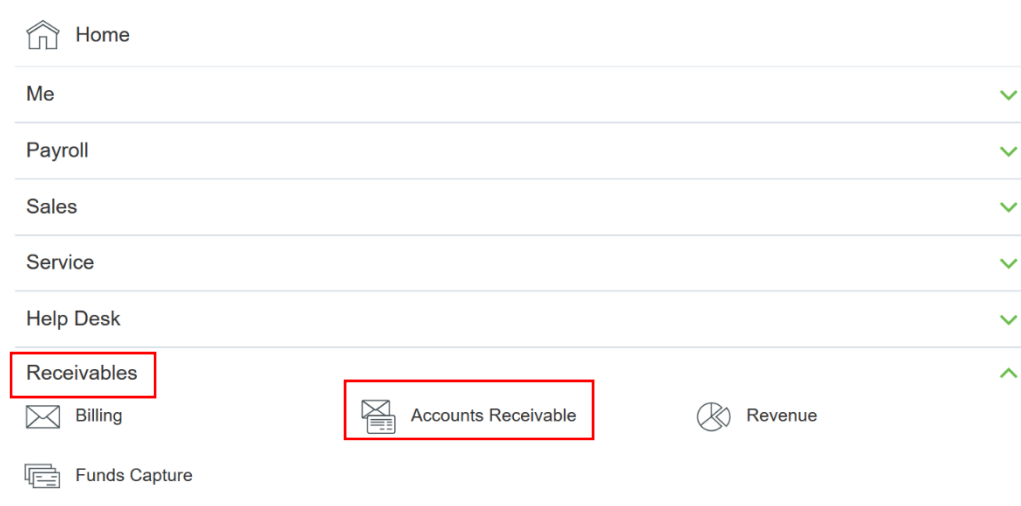
Accounts Receivable: Receivable Refund and Credit to a Customer

I. Navigating to the Manage Receipts Page

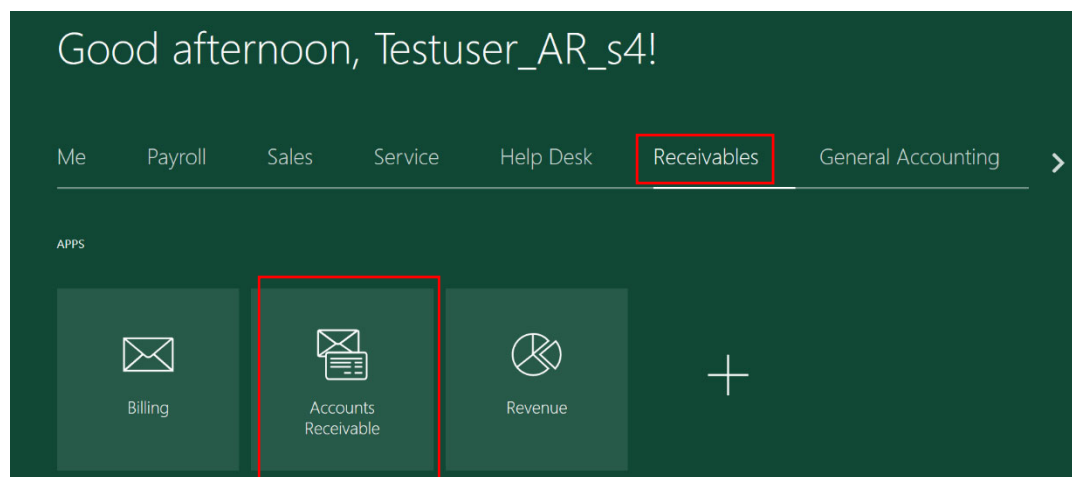
- I. You can access the **Accounts Receivable** section in two ways:
 - a. (Option 1) Click the **Navigator icon** in upper left-hand corner of the Ignite landing page.



- b. Under the **Receivables** section, select **Accounts Receivable**.

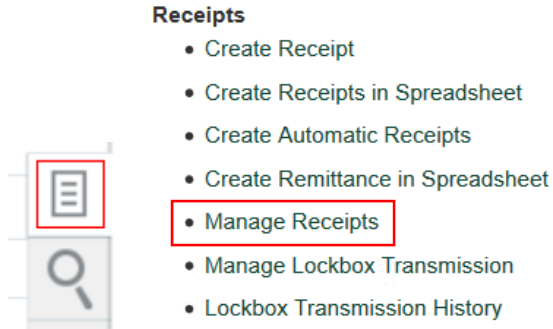


- c. (Option 2) Under the **Receivables** heading on the home page ribbon, click on the **Accounts Receivable** tile.



Accounts Receivable: Receivable Refund and Credit to a Customer

2. Click on the **Task bar icon** on the top right side of the screen, then select **Manage Receipts**.



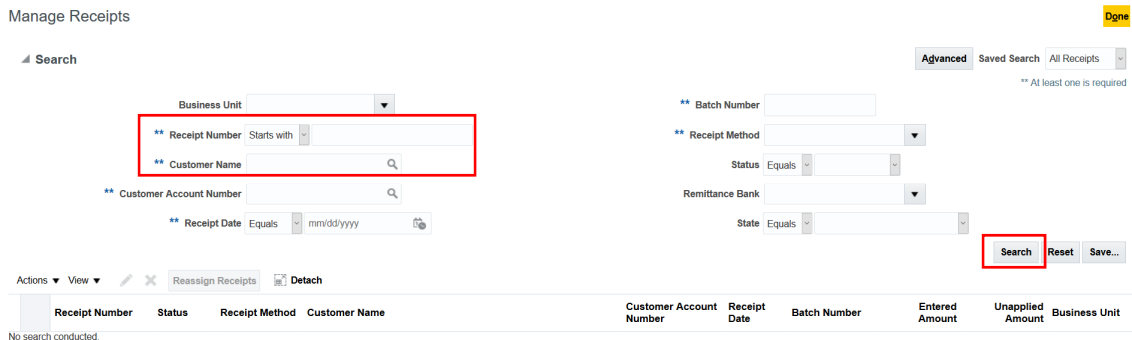
Receipts

- Create Receipt
- Create Receipts in Spreadsheet
- Create Automatic Receipts
- Create Remittance in Spreadsheet
- **Manage Receipts**
- Manage Lockbox Transmission
- Lockbox Transmission History

2. Creating a Refund

The Customer Name and/or Receipt Number are required to process a refund. The receipt being reference for the refund must have a remitted status.

1. From the **Manage Receipt** search window, enter the **Customer Name** and /or **Receipt Number**, then click **Search**.



Manage Receipts Done

Search Advanced Saved Search All Receipts

Business Unit

**** Receipt Number** Starts with

**** Customer Name**

**** Customer Account Number**

**** Receipt Date** Equals

**** Batch Number**

**** Receipt Method**

Status Equals

Remittance Bank

State Equals

Search **Reset** **Save...**

Actions View Reassign Receipts Detach

Receipt Number	Status	Receipt Method	Customer Name	Customer Account Number	Receipt Date	Batch Number	Entered Amount	Unapplied Amount	Business Unit
No search conducted.									

2. Click the **Receipt number hyperlink** for the receipt that needs to be refunded.



Manage Receipts Done

Search Advanced Saved Search All Receipts

Actions View Reassign Receipts Detach

Receipt Number	Status	Receipt Method	Customer Name	Customer Account Number	Receipt Date	Batch Number	Entered Amount	Unapplied Amount	Business Unit
NYF CRP3 Test	Cleared	Miscellaneous R...	NYF CRP3 Customer	10011	11/20/2019		2,500.00 USD	2,500.00 USD	BAYLOR

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3. Click on the **Application** tab in the **Receipt Details** section. Click the **Actions** menu, select **More** and **Issue Refund**.

Edit Receipt: NYF CRP3 Test

Actions ▾ | Save Save and Close Cancel

Receipt Information | Show More

Status Cleared
Business Unit BAYLOR
Receipt Type Standard
Receipt Method Miscellaneous Receipts
Receipt Number NYF CRP3 Test

Customer Account Number 10011
Customer Name NYF CRP3 Customer
Customer Site
Receipt Date 11/20/2019
Accounting Date 11/20/2019
Comments

Currency USD
* Entered Amount 2,500.00
Accounted Amount 2,500.00
Total Applied Amount 0.00
On-Account Amount 0.00
Unapplied Amount 2,500.00
Exchange Gain or Loss 0.00

Add Application
Add Open Receivables
Adjust
Create Chargeback
View Application Activities
View Remittance Reference Detail
View Exception Trends
Unapply Application
More
Actions ▾ New ▾ Detach
Application Type * Application Re
No data to display.

Issue Credit Card Refund
Create Credit Card Chargeback
Create On-Account Application
Apply Receipt to Receipt
Issue Refund
Create Write-Off

Add Open Receivables View Remittance Reference Detail View Exception Trends

Amount Due	Applied Amount	Discount	Exception Reason	Application Date	Accounting Date
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4. Enter the refund details in the following fields, then click **OK**:

Issue Refund

Remaining Amount 1,000.00 USD

Refund Amount 750.00 USD

* Customer Party Name NYF CRP3 Customer

* Customer Party Number 56567

* Customer Party Site

* Refund Date 11/20/2019

* Accounting Date 11/20/2019

* Refund Payment Method Check

Customer Party Bank Account

Delivery Channel

Pay separately

Remittance Message 1 TEST message

Remittance Message 2

Remittance Message 3

OK Cancel

- a. **Refund Amount** – The refund amount.
- b. **Customer Party Site** – Often referred to as the customer account address, the address of the customer receiving the refund.
- c. **Refund Payment Method** – Select the method of the refund payment.
- d. **Remittance Message 1** – This is an open optional field that allows for description of the refund.

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5. Select **Save and Close** to complete the refund action.

Edit Receipt: NYF CRP3 Test

Actions Save Save and Close Cancel

Receipt Information | Show More

Status	Cleared	Customer Account Number	10011	Currency	USD
Business Unit	BAYLOR	Customer Name	NYF CRP3 Customer	* Entered Amount	2,500.00
Receipt Type	Standard	Customer Site		Accounted Amount	2,500.00
Receipt Method	Miscellaneous Receipts				

3. Navigating to the Credit Transaction Page

- I. You can access the **Billing** section in two ways:
 - a. (Option 1) Click the **Navigator icon** in upper left-hand corner of the Ignite landing page.

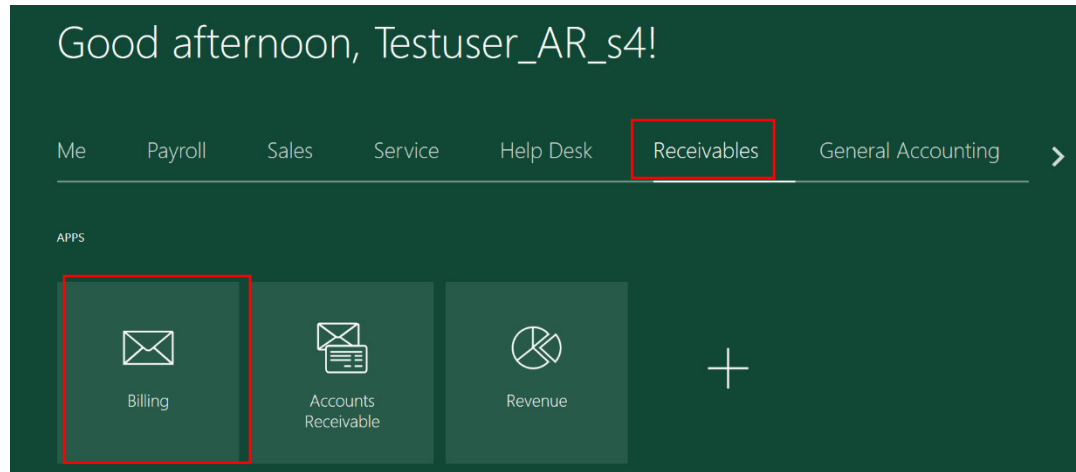


- b. Under the **Receivables** section, select **Billing**.

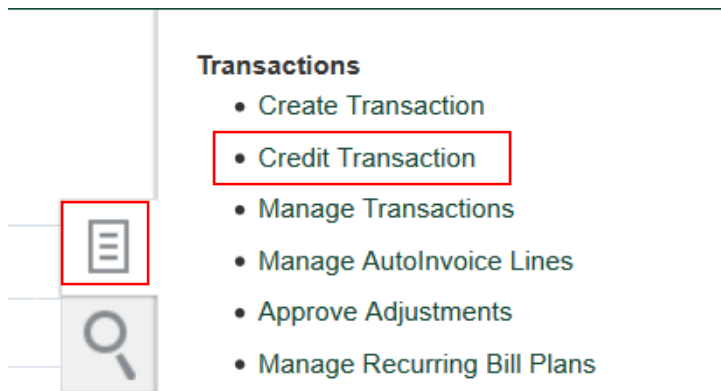
Home		
Me		✓
Payroll		✓
Sales		✓
Service		✓
Help Desk		✓
Receivables		^
Billing	Accounts Receivable	Revenue
Funds Capture		

Accounts Receivable: Receivable Refund and Credit to a Customer

- c. (Option 2) Select the **Receivables** heading on the home page ribbon, then click on the **Billing**.



2. Click on the **Task bar icon** on the top right side of the screen, then select **Credit Transaction**.



Accounts Receivable: Receivable Refund and Credit to a Customer

4. Crediting a Transaction

I. Click the **Search Icon** for the **Number** field.

Credit Transaction

Original Transaction



A search field with a red border. The text '* Number' is inside the field, followed by a vertical line and a search icon. Below the field is the label 'Business Unit'.

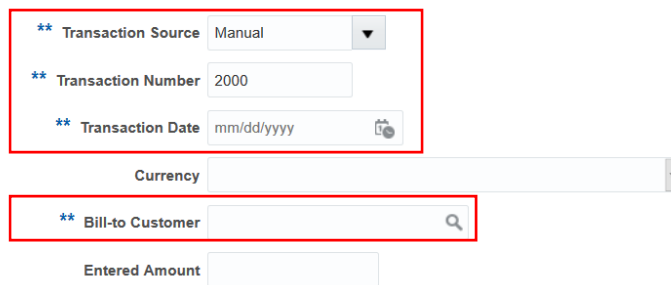
- a. If the **Original Transaction Number** is known, enter it.
- b. If it is unknown, click the **Search Icon**.
 - i. Enter information into any field marked with a double asterisk (**), click **Search**.

Search and Select: Original Transaction Number

Search

Advanced

** At least one is required



A search and select form with a red border. It contains the following fields: Transaction Source (Manual), Transaction Number (2000), Transaction Date (mm/dd/yyyy), Currency (dropdown), Bill-to Customer (with search icon), and Entered Amount.

Search

Reset

- ii. **Transaction Source** – Select source of Manual.
- iii. **Transaction Number** – The number referencing the original transaction number, an auto assigned field.
- iv. **Transaction Date** – The date of the original transaction.
- v. **Bill-to Customer** – The name of the customer the transaction was billed to.

Accounts Receivable: Receivable Refund and Credit to a Customer

- From the search results, click the row to **highlight** the transaction selected for the credit. Click **OK**.

Transaction Number	Transaction Source	Bill-to Customer	Entered Amount	Transaction Date	Currency
20000	Manual	NYF CRP3 Customer	200	11/19/2019	USD

- Leave the default values in the **Credit Memo** section. Scroll down to the **Transaction Amounts** section, then click the **Credit Entire Balance** tab.

▲ Credit Memo

* Transaction Source	Manual	Customer Reference	
* Transaction Type	Credit Memo	Reference	
Transaction Number		Attachments	None +
Document Number		Notes	
Transaction Date	11/20/2019	<input type="checkbox"/> Intercompany	
* Accounting Date	11/20/2019	Special Instructions	
Credit Reason			

Transaction Amounts

Automatically derive tax from lines

Section	Original Amount	Credit		Current Balance
		Credit Percentage	Amount	
Line	200.00			200.00

- Return to the top of the page and click **Complete and Close**.

Credit Transaction

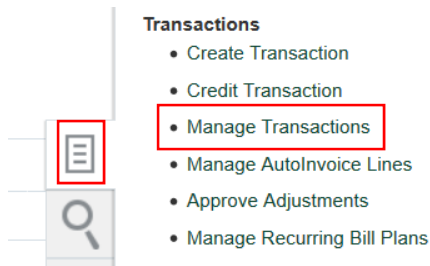
USD - US Dollar

Original Transaction

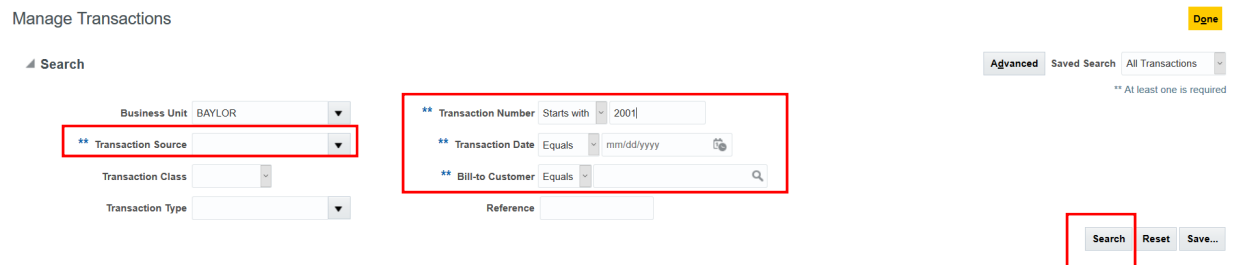
* Number	20000	Customer	NYF CRP3 Customer	Original Amount	200.00
Business Unit	BAYLOR	Customer Account	10011	Activity	0.00
				Current Balance	200.00

Accounts Receivable: Receivable Refund and Credit to a Customer

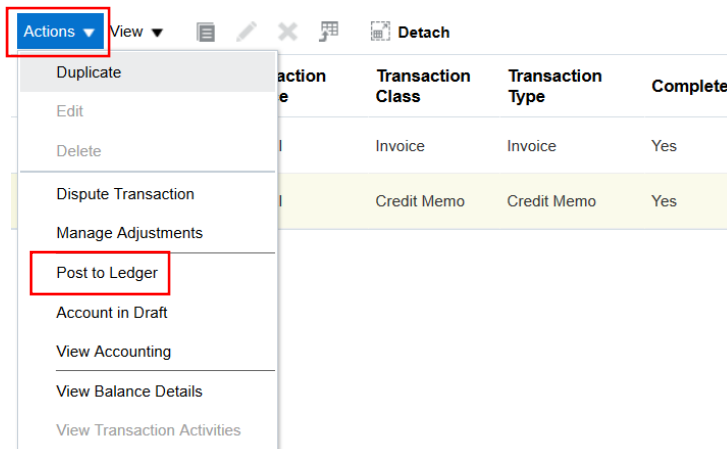
5. Navigate to the **Receivables – Billing** page. Click on the **Task bar icon** and select **Manage Transactions**.



6. Search for the credit memo created in the above steps using the **Transaction Number**, **Transaction Date**, or **Bill-to Customer** and click **Search**.

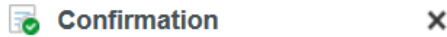


7. Highlight the Credit Memo line and click the **Actions** menu, then select **Post to Ledger**.

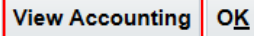


Accounts Receivable: Receivable Refund and Credit to a Customer

8. A confirmation popup will appear. Click **View Accounting**.



Accounting is complete.



9. Review the accounting. Once finished, click **Done**.

Accounting Lines: Credit Memo 20001 X

Ledger BAYLOR US Date 11/20/2019 Status Final

View View T-Accounts Detach Override Account

Line	Event	Account	Class	Accounted (USD)	
				Debit	Credit
1	Credit Memo Crea...	101-10010-100-1000000-58800-000-0000-00000-00	Revenue	200.00	
2	Credit Memo Crea...	101-10010-100-1000000-12700-000-0000-00000-00	Receivable	200.00	
3	Credit Memo Crea...	101-10010-100-1000000-12700-000-0000-00000-00	Receivable		200.00
4	Credit Memo Crea...	101-10010-100-1000000-12700-000-0000-00000-00	Receivable		200.00

Done

10. Select **Done** again.

Manage Transactions **Done**

Search Advanced Saved Search All Transactions

Transaction Number	Transaction Source	Transaction Class	Transaction Type	Complete	Bill-to Customer	Entered Amount	Transaction Date	Business Unit	Original Transaction Number
20000	Manual	Invoice	Invoice	Yes	NYF CRP3 Customer	200.00 USD	11/19/2019	BAYLOR	
20001	Manual	Credit Memo	Credit Memo	Yes	NYF CRP3 Customer	-200.00 USD	11/20/2019	BAYLOR	20000

11. From the **Save** menu, click **Save and Close**.

Review Transaction: Credit Memo 20001 Actions View Image Save Incomplete Cancel

Save and Close

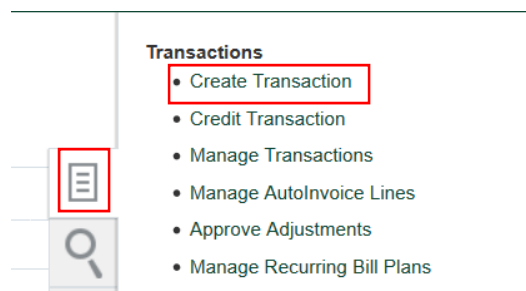
General Information Show More		Transaction Date 11/20/2019		Currency USD - US Dollar	
Business Unit BAYLOR	Transaction Source Manual	Accounting Date 11/20/2019	Credit Reason	Transaction Total	-200.00
Transaction Type Credit Memo	Transaction Number 20001	Salesperson	Lines		-200.00
Document Number 5034	Status Complete	Invoicing Rule	Tax		0.00
Original Transaction Number 20000	Attachments None +	Notes	Freight		0.00
			Charges		0.00

Accounts Receivable: Receivable Refund and Credit to a Customer

The following are the directions for an Accounts Receivable Specialist to credit a transaction by creating an On Account Credit Memo.

5. Navigate to the Create Transaction Page

1. Navigate to the **Receivables – Billing** page. Click on the **Task bar icon** and select **Create Transactions**.



2. Populate the following fields under **General Information**.

Create Transaction: Credit Memo Save Complete and Create Another Cancel

General Information Show More

Transaction Class	Credit memo	Customer Reference		* Currency	USD - US Dollar
* Business Unit	BAYLOR	Customer Reference Date	mm/dd/yyyy	Transaction Total	0.00
* Transaction Source	Manual	Transaction Date	11/20/2019	Lines	0.00
* Transaction Type	Credit Memo	Accounting Date	11/20/2019	Tax	0.00
* Transaction Number		Salesperson		Freight	0.00
Document Number		Attachments	None +	Charges	0.00
Credit Reason	Free product	Notes			

- a. **Transaction Class** – Select **Credit Memo** from the options.
- b. ***Business Unit** – Select **BAYLOR**.
- c. ***Transaction Source** – Select **Manual**, unless otherwise indicated.
- d. ***Transaction Type** – Select **Credit Memo**.
- e. **Credit Reason** – Choose a reason applicable to the situation.
- f. **Transaction Date** – Select today's date.
- g. **Accounting Date** – Select today's date.

Accounts Receivable: Receivable Refund and Credit to a Customer

3. Populate the following fields under **Customer Information**.

Customer

* Bill-to Name NYF CRP3 Customer

Ship-to Name NYF CRP3 Customer

Bill-to Site 6492

Ship-to Site 70127

- *Bill-to-Name** – Enter the name of the customer that you created.
- Bill-to-Site** – Site number, automatically populates if linked to **Bill-to-Name**.
- Ship-to-Name** – Same as **Bill-to-Name** field.
- Ship-to Site** – This field should automatically populate.

4. Populate a line under **Credit Memo Details** by entering the following fields:

Credit Memo Details

Credit Memo Lines Sales Credits

View

Line Information Tax Determinants

Line	Item	* Description	Line Information				
			Memo Line	UOM	Reason	* Quantity	* Unit Price
1	<input type="text"/>	Credit Memo Line Test	<input type="text"/>	<input type="text"/>	<input type="text"/>	30	1

- Description** – Relevant description of choice.
- Quantity** – The number of units needed.
- Unit Price** – The cost of the item per unit.

5. Select **Save**.

Create Transaction: Credit Memo

General Information

Transaction Class <input type="text" value="Credit memo"/>	Customer Reference <input type="text"/>	* Currency <input type="text" value="USD - US Dollar"/>
* Business Unit <input type="text" value="BAYLOR"/>	Customer Reference Date <input type="text" value="mm/dd/yyyy"/>	Transaction Total 0.00
* Transaction Source <input type="text" value="Manual"/>	Transaction Date <input type="text" value="11/20/2019"/>	Lines 0.00
* Transaction Type <input type="text" value="Credit Memo"/>	Accounting Date <input type="text" value="11/20/2019"/>	Tax 0.00
* Transaction Number <input type="text"/>	Salesperson <input type="text"/>	Freight 0.00 <input type="text"/>
Document Number <input type="text"/>	Attachments <input type="text" value="None"/>	Charges 0.00
Credit Reason <input type="text" value="Free product"/>	Notes <input type="text"/>	