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.
I. Navigating to the Manage Receipts Page

1. 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.

   ![Navigator Icon]

   b. Under the Receivables section, select Accounts Receivable.

   ![Receivables Section]

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

   ![Accounts Receivable Tile]
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

### 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**.

2. Click the **Receipt number hyperlink** for the receipt that needs to be refunded.
3. Click on the **Application tab** in the **Receipt Details** section. Click the **Actions** menu, select **More** and **Issue Refund**.

4. Enter the refund details in the following fields, then click **OK**:

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

### 3. Navigating to the Credit Transaction Page

1. 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.

   ![Navigator Icon]

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

   ![Receivables Section]
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.
4. **Crediting a Transaction**

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

   Credit Transaction

   **Original Transaction**

   ![Image of search interface]

   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**.

      ![Image of search interface with highlighted fields]

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

<table>
<thead>
<tr>
<th>Transaction Number</th>
<th>Transaction Source</th>
<th>Bill-to Customer</th>
<th>Entered Amount</th>
<th>Transaction Date</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>20000</td>
<td>Manual</td>
<td>NYF CRP3 Customer</td>
<td>200</td>
<td>11/19/2019</td>
<td>USD</td>
</tr>
</tbody>
</table>

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

4. Return to the top of the page and click **Complete and Close**.
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**.
8. A confirmation popup will appear. Click **View Accounting**.

![View Accounting](image)

Accounting is complete.

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

![Done](image)

10. Select **Done** again.

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

![Save and Close](image)
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.

   ![Create Transaction Page]

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

   ![Create Transaction: Credit Memo]

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

**Customer**

- **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**

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

5. **Select Save.**