Accounts Receivable: Receivable Refund and Credit to a Customer

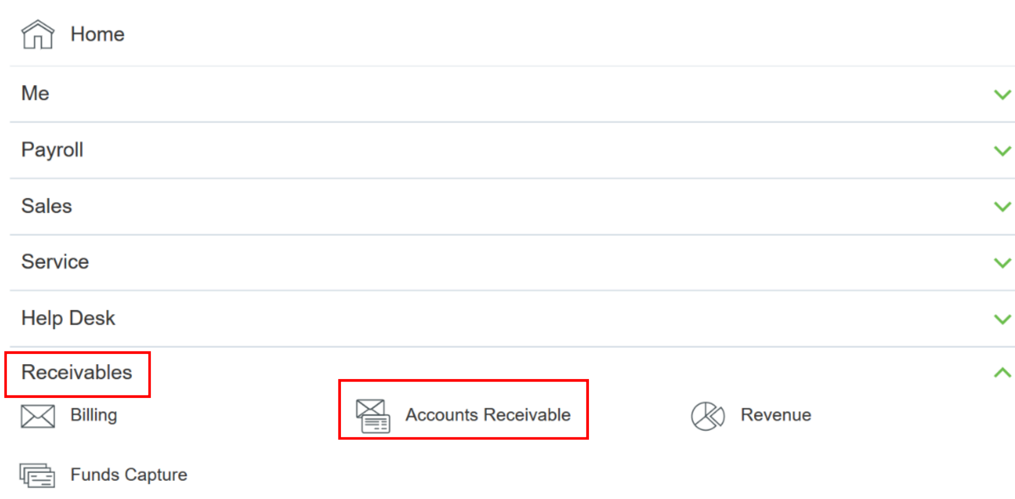
Overview

- 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.*

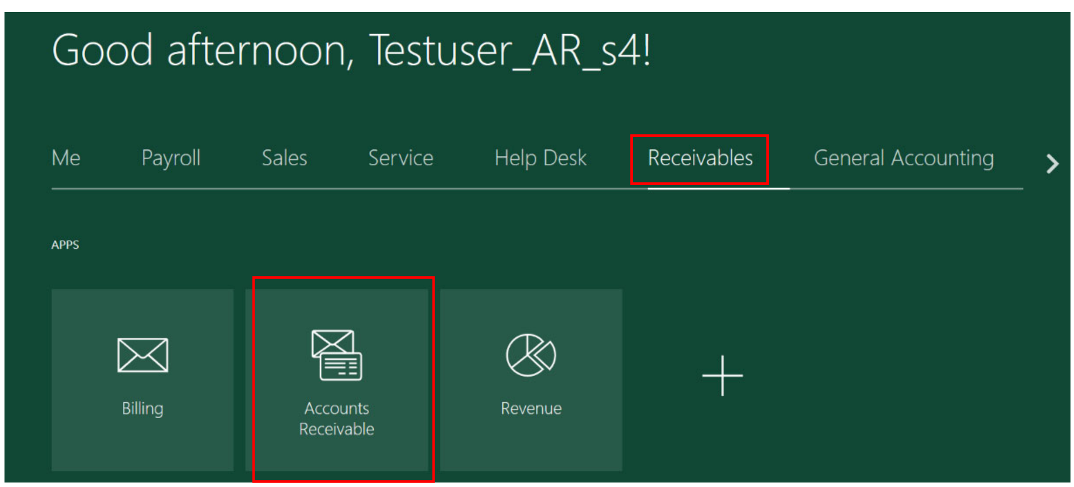
1. Navigating to the Manage Receipts Page

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.

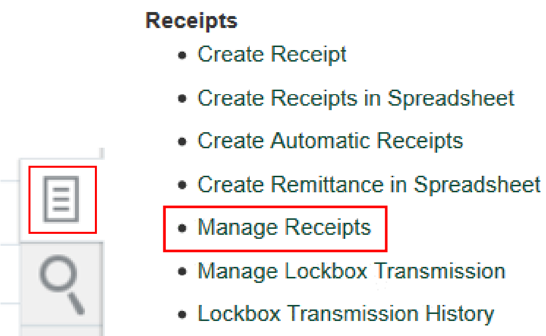
   b. Under the **Receivables** section, select **Accounts Receivable.**



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



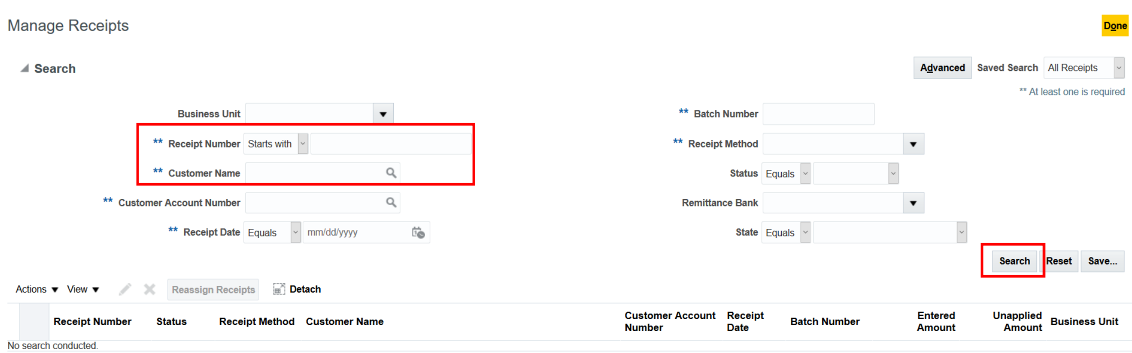
2. Click on the **Task bar icon** on the top right side of the screen, then select **Manage Receipts.**



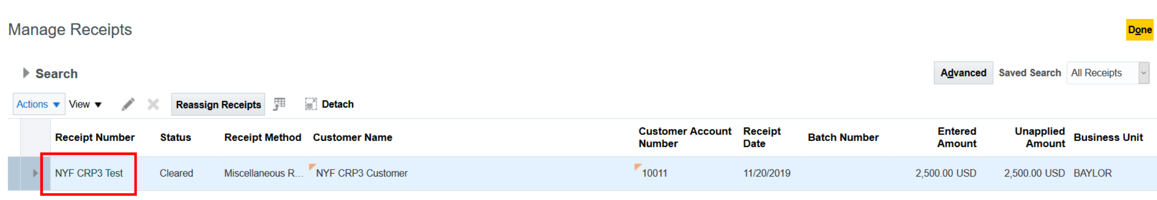
2. Creating a Refund

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.

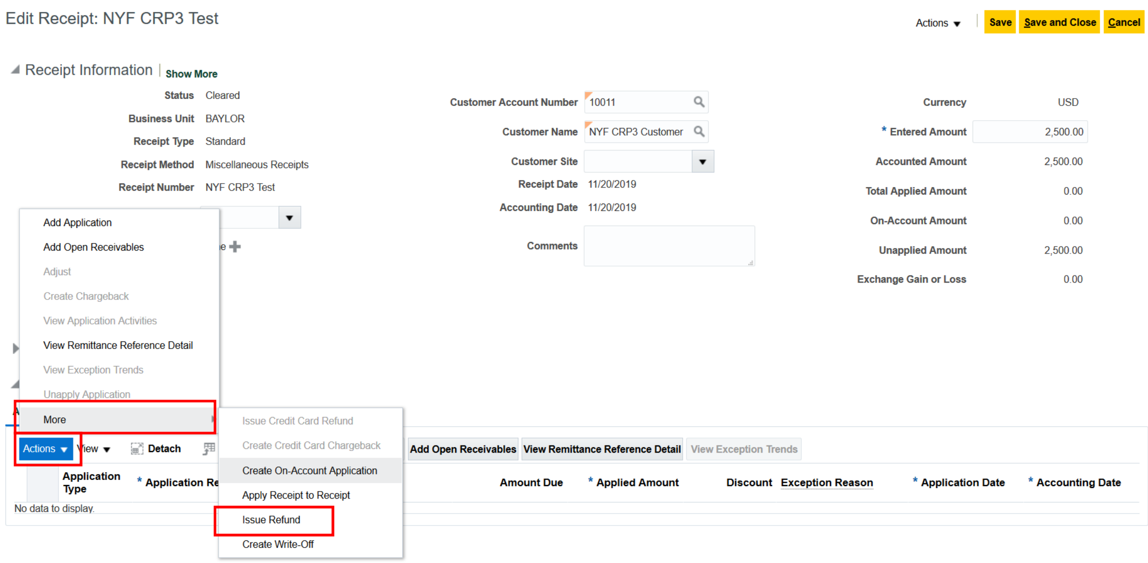
1. From the **Manage Receipt** search window, enter the **Customer Name** and /or **Receipt Number**, then click **Search**.



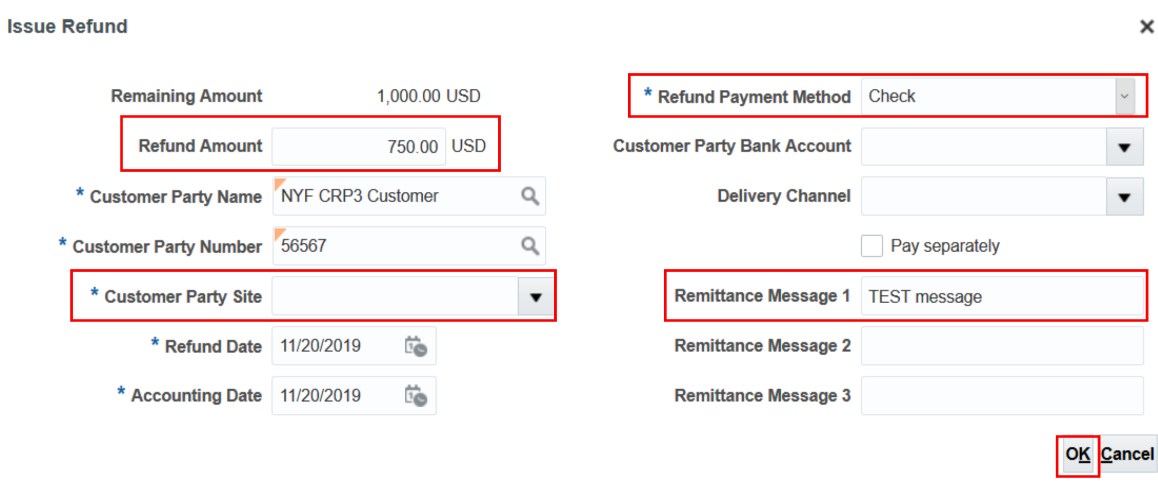
2. Click the **Receipt number hyperlink** for the receipt that needs to be refunded.



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**:



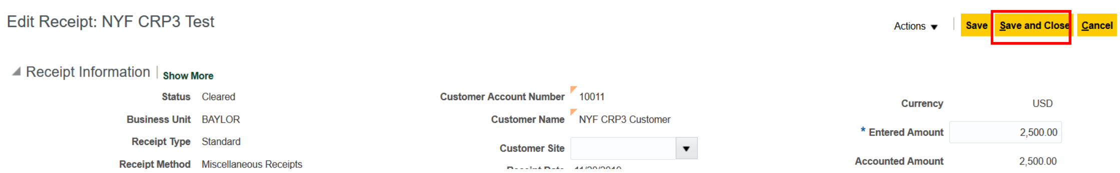
a. **Refund Amount** – The refund amount.

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.

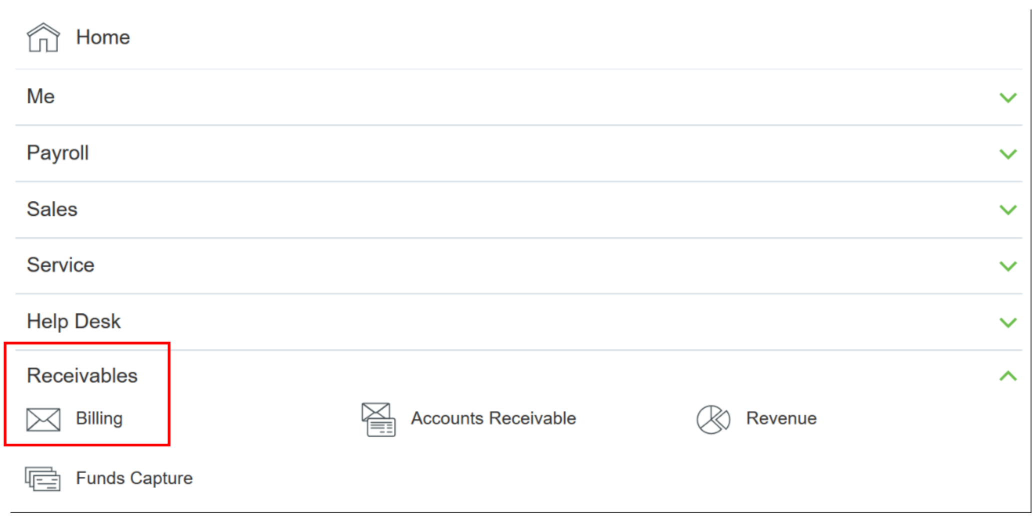
5. Select **Save and Close** to complete the refund action.



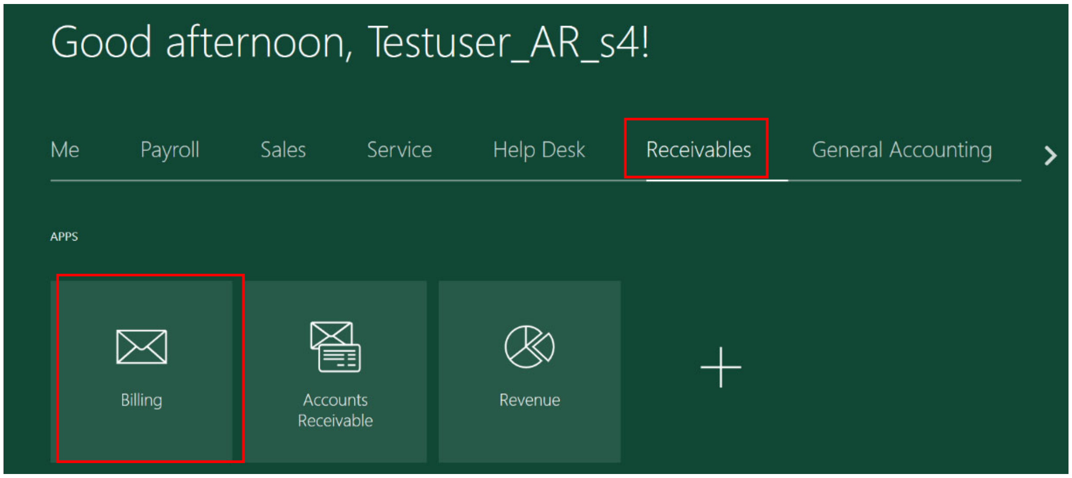
3. Navigating to the Credit Transaction Page

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.

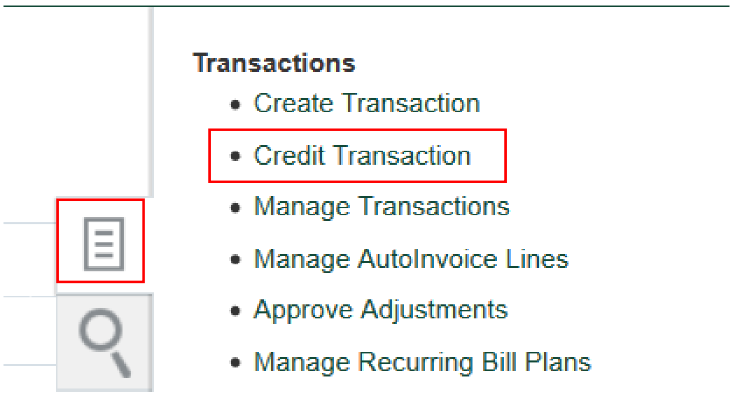
   b. Under the **Receivables** section, select **Billing**.



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

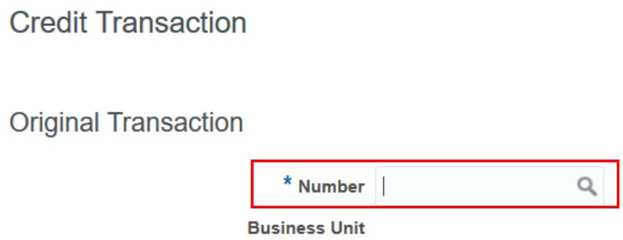


2. Click on the **Task bar icon** on the top right side of the screen, then select **Credit Transaction.**

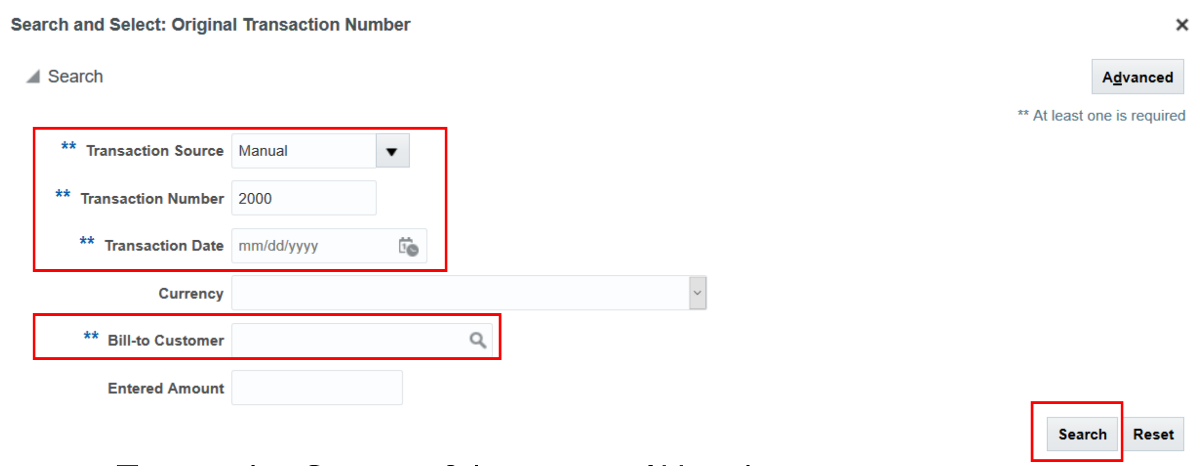


4. Crediting a Transaction

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

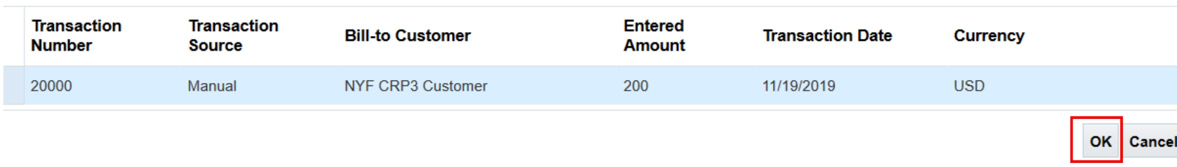


   a. If the **Original Transaction Number** is known, enter it.
   b. If it is unknown, click the **Search Icon.**
      i. Enter information into any field marked with a double asterisk (**), click **Search**.

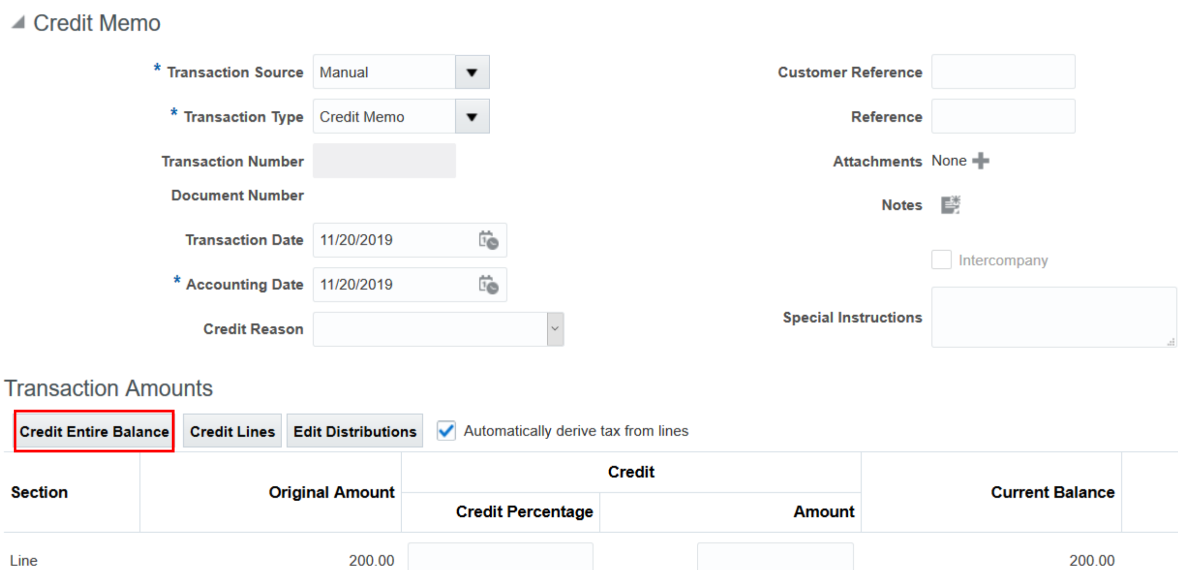


      ii. **Transaction Source** – Select source of Manual.
      iii. **Transaction Number** – The number referencing the original transaction number, an auto assigned field.
      iv. **Transaction Date** – The date of the original transaction.
      v. **Bill-to Customer** – The name of the customer the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

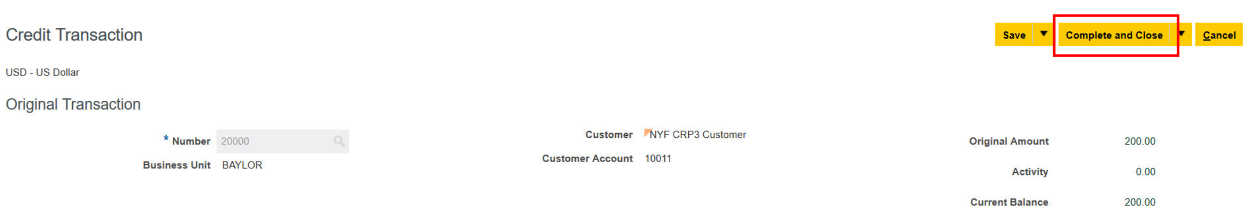
2. From the search results, click the row to **highlight** the transaction selected for the credit. Click **OK**.



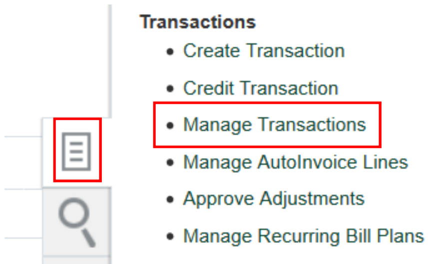
3. Leave the default values in the **Credit Memo** section. Scroll down to the **Transaction Amounts** section, then click the **Credit Entire Balance** tab.



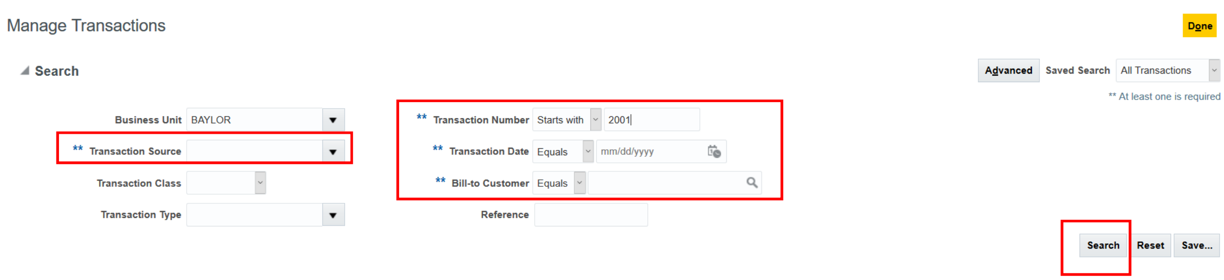
4. Return to the top of the page and click **Complete and Close**.



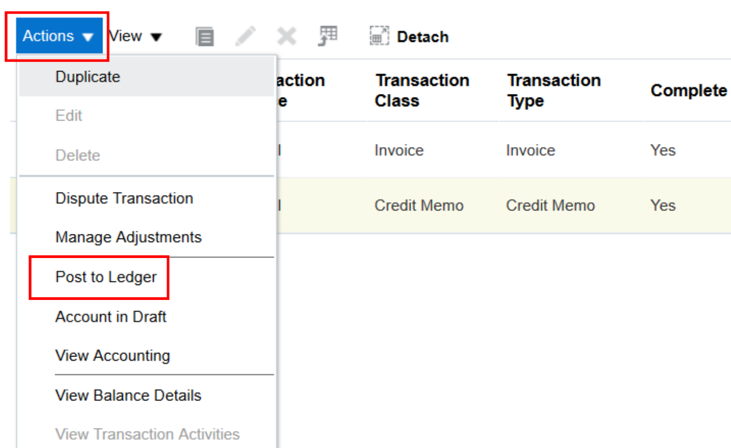
5. Navigate to the **Receivables – Billing** page. Click on the **Task bar icon** and select **Manage Transactions**.



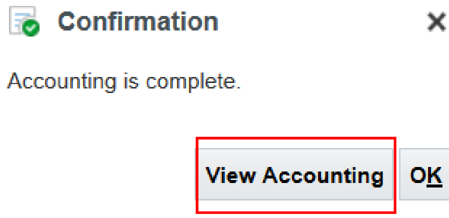
6. Search for the credit memo created in the above steps using the **Transaction Number**, **Transaction Date**, or **Bill-to Customer** and click **Search**.



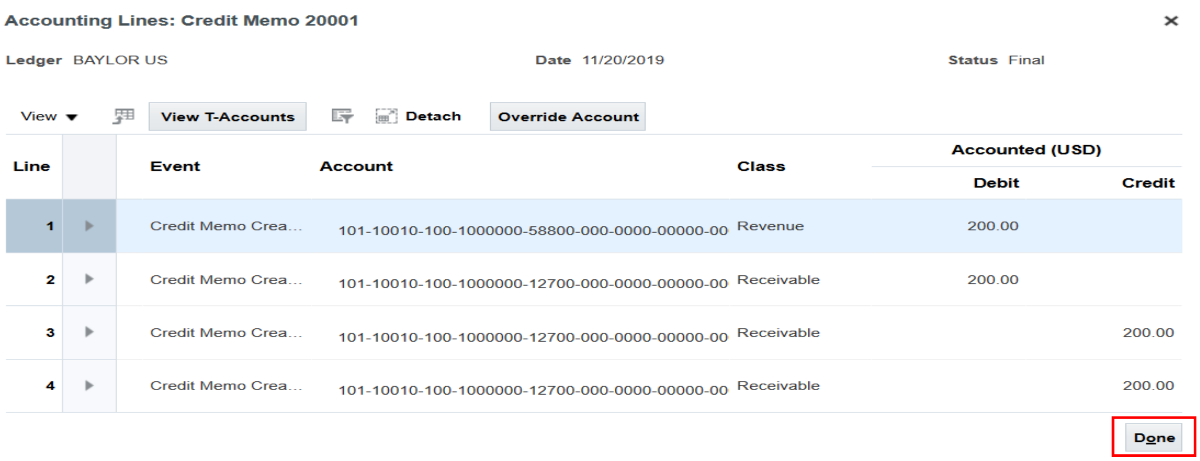
7. Highlight the Credit Memo line and click the **Actions** menu, then select **Post to Ledger**.



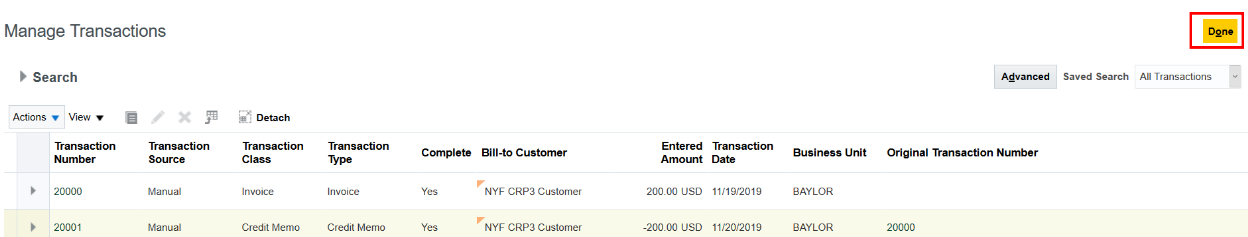
8. A confirmation popup will appear. Click **View Accounting**.



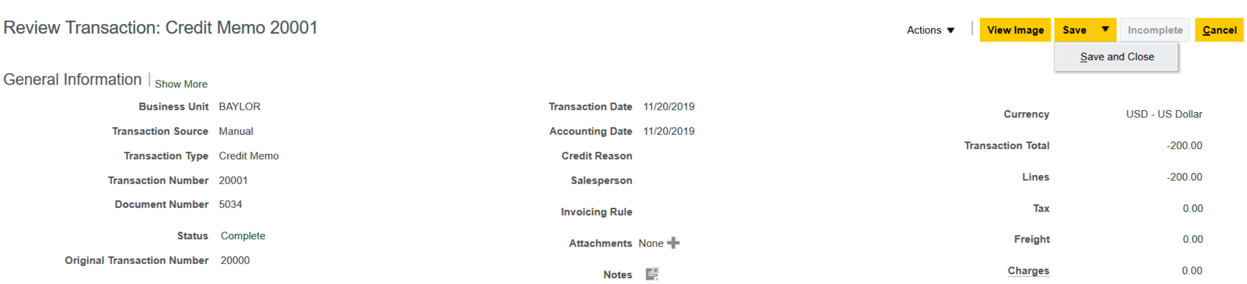
9. Review the accounting. Once finished, click **Done**.



10. Select **Done** again.



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

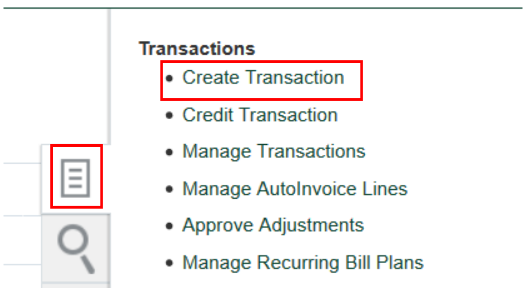


Accounts Receivable: Receivable Refund and Credit to a Customer

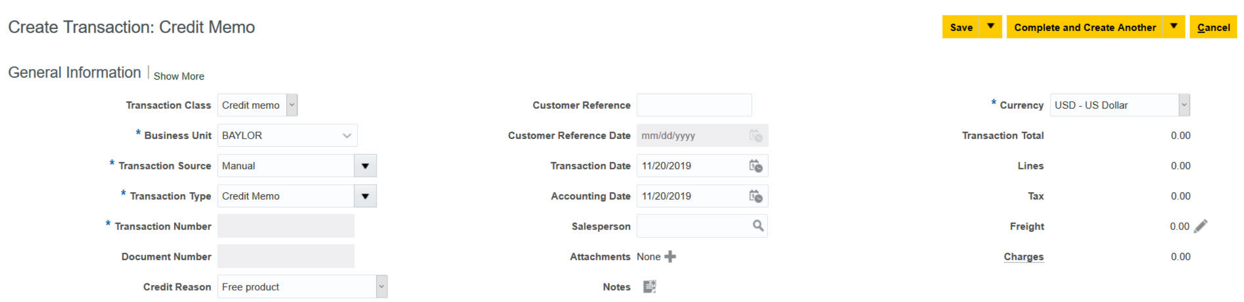
The following are the directions for an Accounts Receivable Specialist to credit a transaction by creating an On Account Credit Memo.

5. Navigate to the Create Transaction Page

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

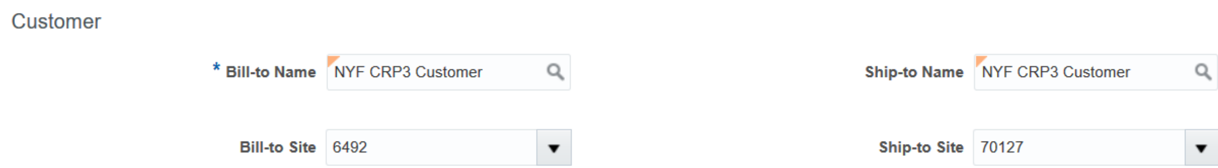


2. Populate the following fields under **General Information**.



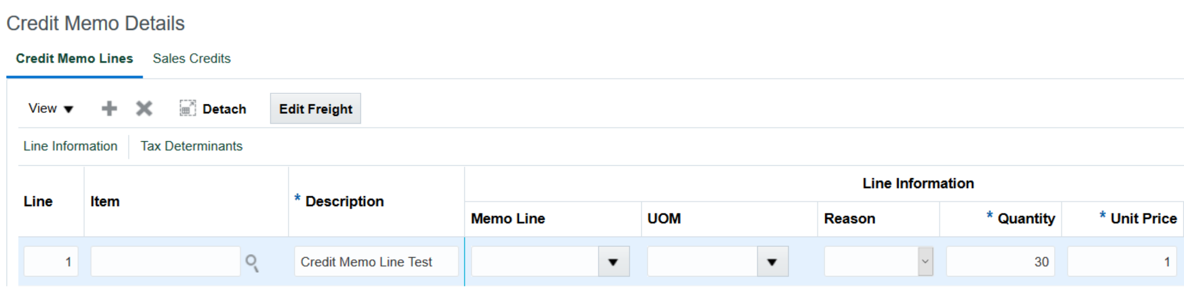
   a. **Transaction Class** – Select **Credit Memo** from the options.
   b. ***Business Unit** – Select BAYLOR.
   c. ***Transaction Source** – Select **Manual**, unless otherwise indicated.
   d. ***Transaction Type** – Select **Credit Memo**.
   e. **Credit Reason** – Choose a reason applicable to the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

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



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

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



   a. **Description** – Relevant descrition of choice.
   b. **Quantity** – The number of units needed.
   c. **Unit Price** – The cost of the item per unit.

5. Select **Save**.