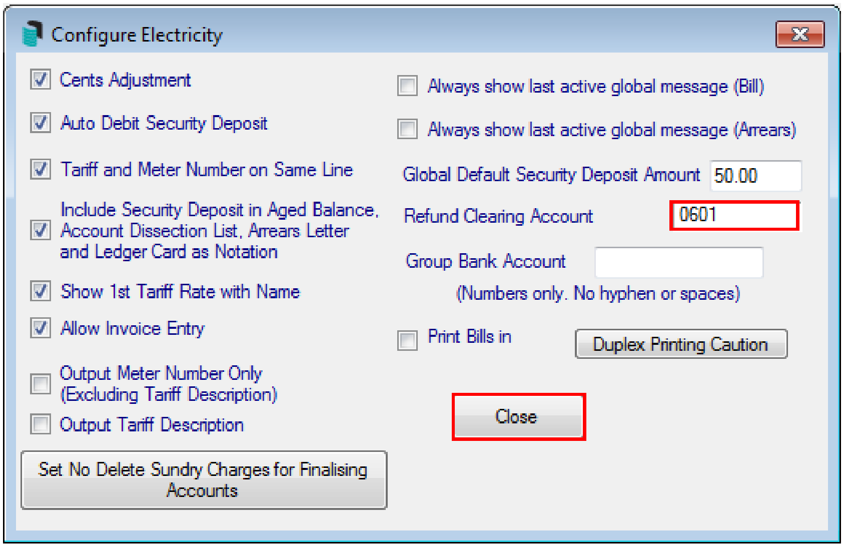
Utility Billing | Refunds

Last Modified on 03/02/2026 12:51 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*.

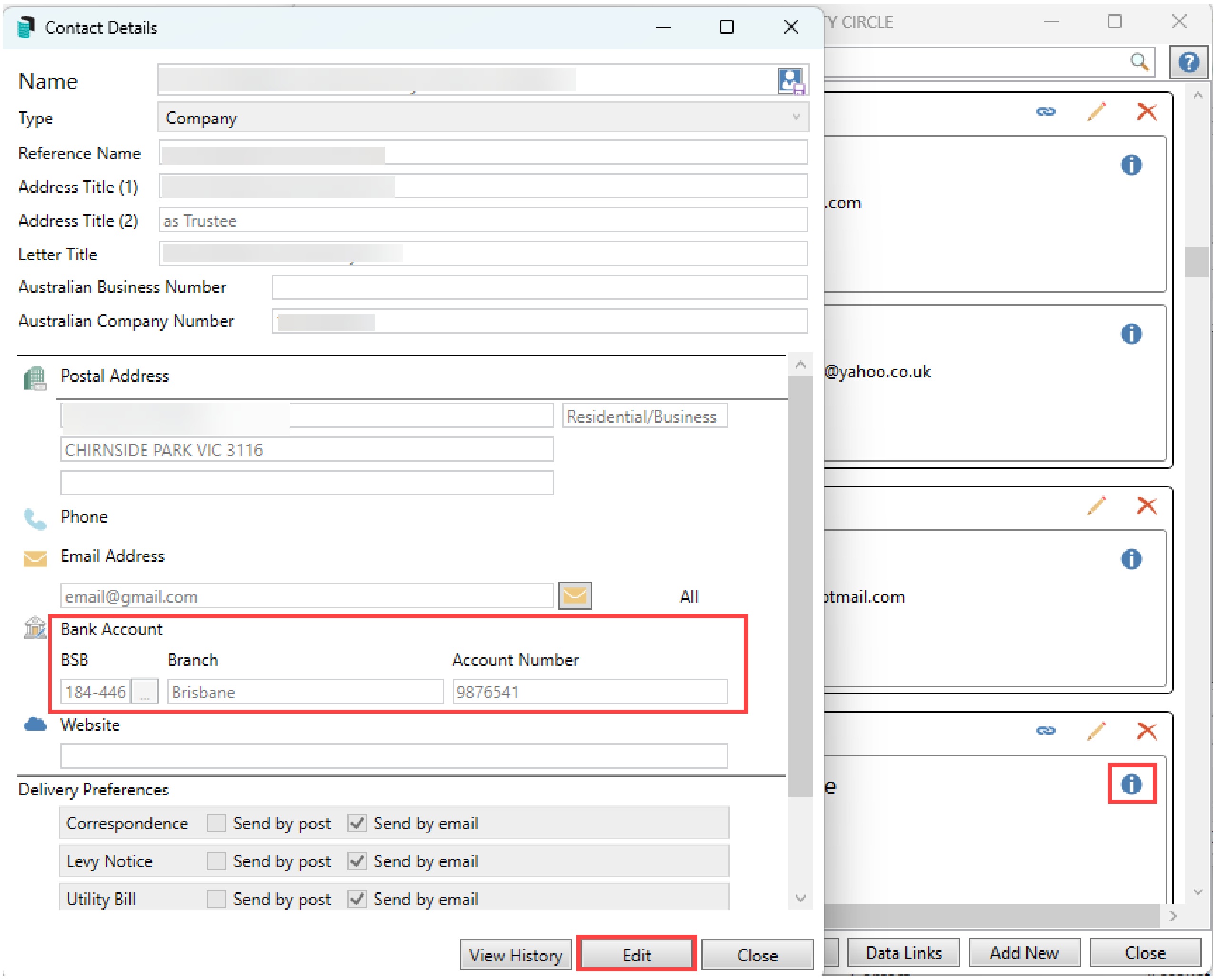


Setting Debtor with BSB and Account Details for Refund

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.

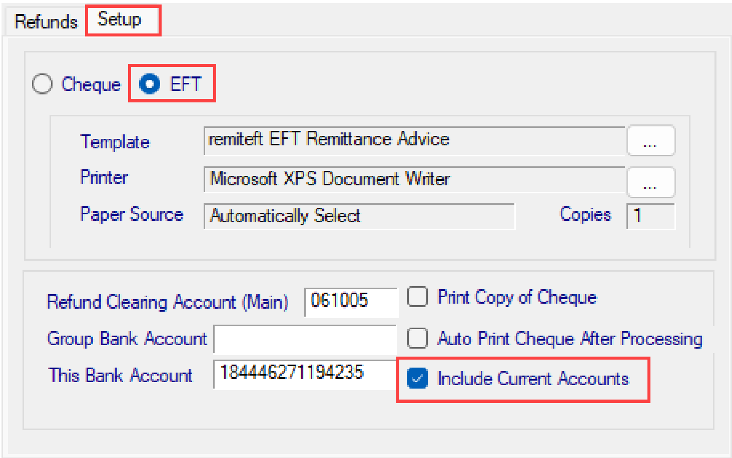
1. Search or select ***Debtor Maintenance*** OR ***Debtor (Second Debtor)*** from the Sub-Group.
2. Search for the required contact from the list of existing debtors.

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

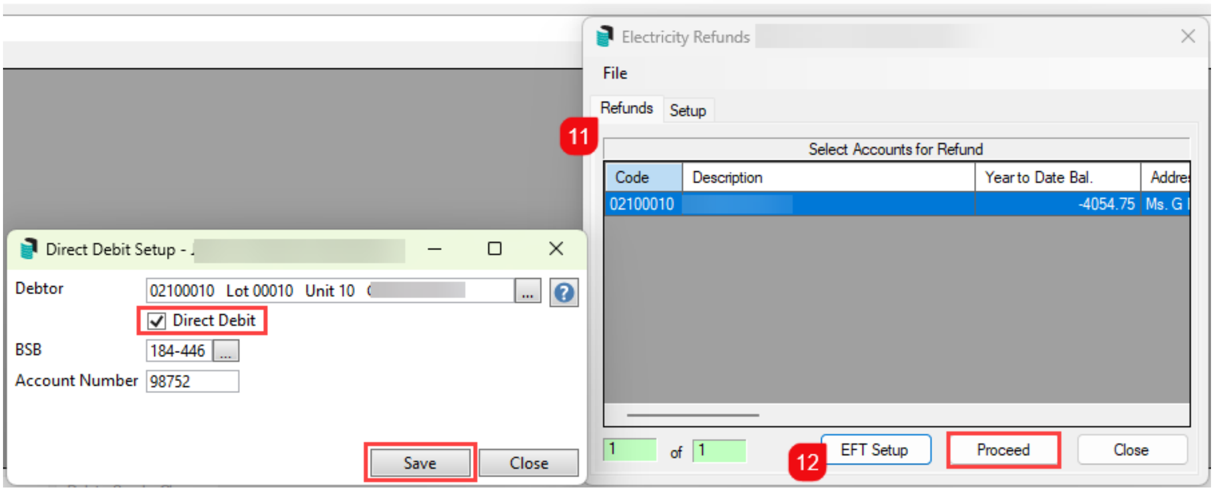


Creating a Utility Refund

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. Select the debtor who requires the refund, and click *EFT Setup* button, and tick *Direct Debit*. Click *Save / Close*.

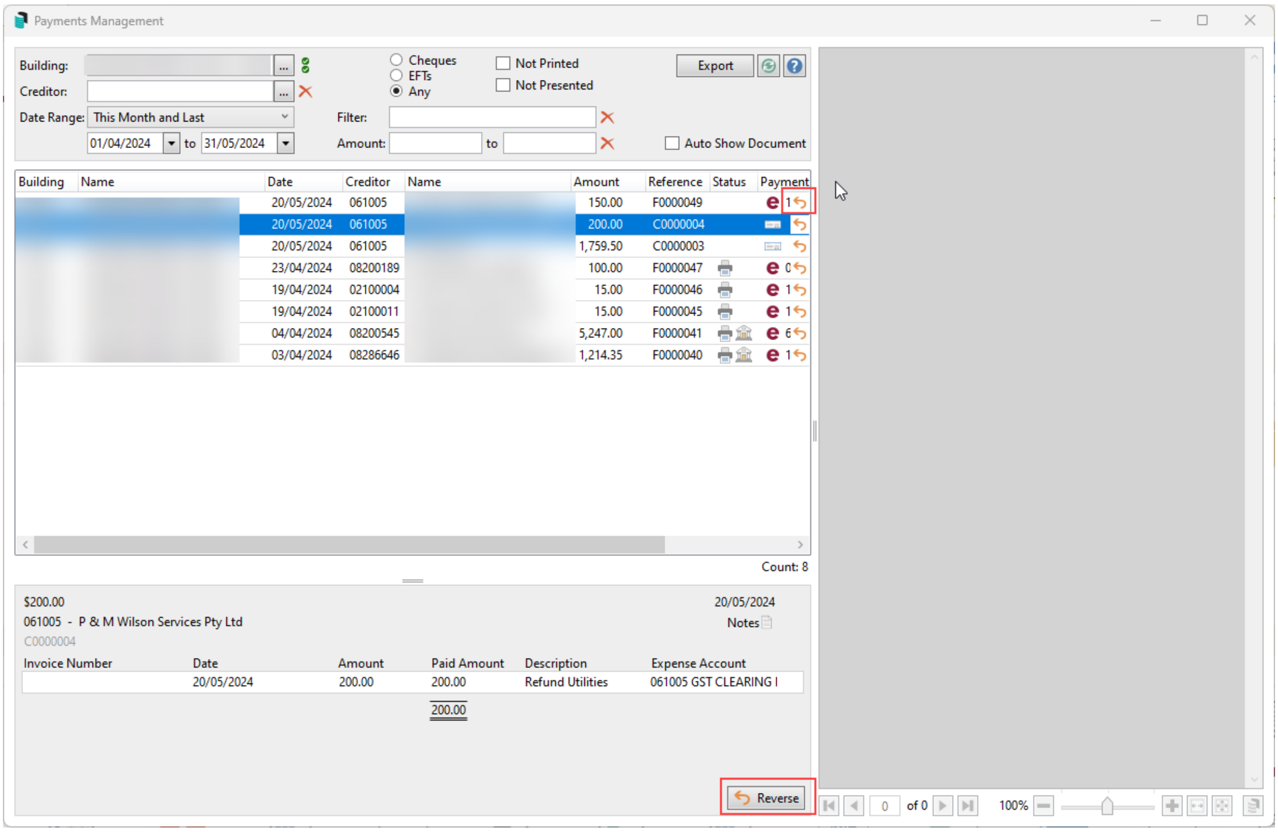


13. Click *Proceed > OK,* then *Close.*
14. Search or select ***EFT Manager***, and finalise this EFT payment.

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.


Payments Management
Building:
Creditor:
Date Range: This Month and Last
01/04/2024 to 31/05/2024
Cheques
EFTs
Any
Not Printed
Not Presented
Filter:
Amount: to
Export
Auto Show Document
Building Name Date Creditor Name Amount Reference Status Payment
20/05/2024 061005 150.00 F0000049
20/05/2024 061005 200.00 C0000004
20/05/2024 061005 1,759.50 C0000003
23/04/2024 08200189 100.00 F0000047
19/04/2024 02100004 15.00 F0000046
19/04/2024 02100011 15.00 F0000045
04/04/2024 08200545 5,247.00 F0000041
03/04/2024 08286646 1,214.35 F0000040
Count: 8
$200.00
061005 - P & M Wilson Services Pty Ltd
C0000004
20/05/2024
Notes
Invoice Number Date Amount Paid Amount Description Expense Account
20/05/2024 200.00 200.00 Refund Utilities 061005 GST CLEARING I
200.00
Reverse
of 0
100%