

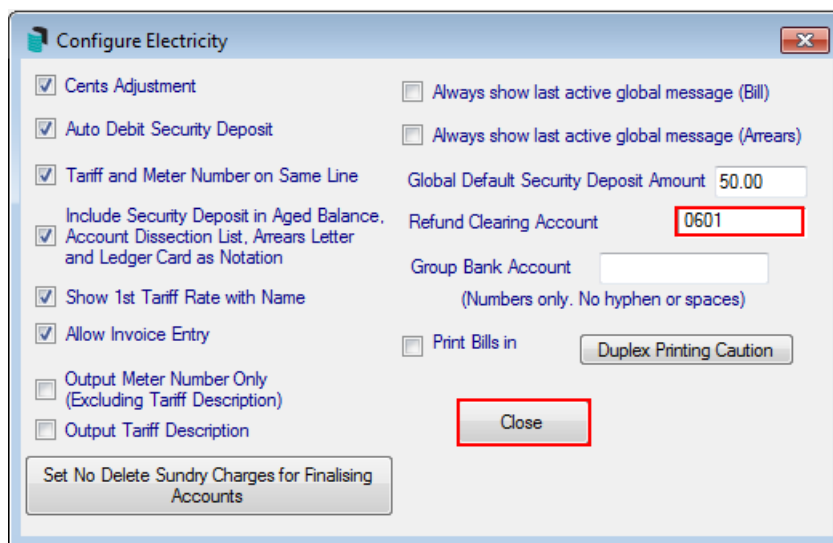
Utility Billing | Refunds

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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. It contains various settings for electricity billing. The 'Refund Clearing Account' field is highlighted with a red box and contains the value '0601'. The 'Close' button is also highlighted with a red box. Other visible fields include 'Global Default Security Deposit Amount' set to 50.00, 'Group Bank Account' (empty), and 'Print Bills in' set to 'Duplex Printing Caution'. There are several checkboxes for options like 'Cents Adjustment', 'Auto Debit Security Deposit', 'Tariff and Meter Number on Same Line', etc.

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 *Close*.

The screenshot shows a 'Contact Details' window with the following sections:

- Name:** [Redacted]
- Type:** Company
- Reference Name:** [Redacted]
- Address Title (1):** [Redacted]
- Address Title (2):** as Trustee
- Letter Title:** [Redacted]
- Australian Business Number:** [Redacted]
- Australian Company Number:** [Redacted]
- Postal Address:** [Redacted] Residential/Business
CHIRNSIDE PARK VIC 3116
- Phone:** [Redacted]
- Email Address:** email@gmail.com
- Bank Account:** (Highlighted with a red box)

BSB	Branch	Account Number
184-446	Brisbane	9876541
- Website:** [Redacted]
- Delivery Preferences:**
 - Correspondence: ☐ Send by post, ☒ Send by email
 - Levy Notice: ☐ Send by post, ☒ Send by email
 - Utility Bill: ☐ Send by post, ☒ Send by email

At the bottom are buttons: View History, Edit (highlighted with a red box), and Close.

On the right, a 'DATA LINKS' panel shows a list of links with blue 'i' icons. The bottom-most link's icon is highlighted with a red box.

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.

Refunds **Setup**

☐ Cheque ☒ **EFT**

Template remiteft EFT Remittance Advice ...

Printer Microsoft XPS Document Writer ...

Paper Source Automatically Select Copies 1

Refund Clearing Account (Main) 061005 ☐ Print Copy of Cheque

Group Bank Account ☐ Auto Print Cheque After Processing

This Bank Account 184446271194235 ☒ **Include Current Accounts**

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*.

Electricity Refunds

File Refunds Setup

11

Select Accounts for Refund

Code	Description	Year to Date Bal.	Address
02100010		-4054.75	Ms. G

1 of 1

12 **EFT Setup** **Proceed** **Close**

Direct Debit Setup -

Debtor 02100010 Lot 00010 Unit 10 ... ?

☒ **Direct Debit**

BSB 184-446 ...

Account Number 98752

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

Export

Filter:
Amount: to ☐ Auto Show Document

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 1	
		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	

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

0 of 0 100%