

## Deposit Refunds

Deposit Reviews are used to assess deposits on existing accounts, re-assess additional deposits on accounts with poor payment history, and identify accounts eligible for refund.

**Recommended Practice:** Create a separate batch for Residential and Commercial customers.

### Part 1: Review Process

The review process finds accounts eligible for refunds based on payment history rules.

Click **Add** to create a new batch.

Enter the **Batch ID** name.

Click **OK**.

**Batch Number** and **Created By** will auto-populate.

Journals > Deposit Review Process

Deposit Review Process (BROWSE)

1 of 1

OK Cancel Clear Batch

Batch More

Batch I.D.: REF REVIEW Batch Number: 19 Created By: aenfelt

Click the **Auto Load** tab.

Set **Category** to include all residential or commercial accounts depending on the batch.

Clear the **Start Date and End Date**.

Set the **Type** to 'C' (cash).

Set **Refund Type** to 'R' (refundable).

Check the **Refund** box.

Uncheck the **Required** box.

Click **OK** to initiate the loading process.

Deposit Review Process (BROWSE)

Batch ID.: REF REVIEW Batch Number: 19 Created By: aenfelt

Auto Load Exceptions Edit Letter Print Register Post

**Deposit Review Load (FIND)**

Cycle: Amount: Type: C Date: Refund Type: R Expire Date:

Route: Category: 40 Start Date: End Date: Final Pending: Deposit Required: Advance Find Advance Find

Forced Only: Refund: Required: % Diff Only 0.00

Load accounts requiring a deposit? OK Cancel

Go to **Exceptions Edit** tab.

Review the accounts here.

Verify the accounts meet the eligibility requirements for the deposit refund.

Letters may be printed from the **Letter Print** tab at this time.

Deposit Review Process (BROWSE)

Batch I.D.: REF REVIEW Batch Number: 19 Created By: aenfelt

Auto Load **Exceptions Edit** Letter Print Register Post

Deposit Review (BROWSE)

Account: 11 12 S

Action: 1 Refund

Reason: Refund, good payment history

Detail (BROWSE)

Total Calc Deposit: 0.00 Total Refundable: 260.80

Service	Description	On File Deposit	On File required	Action Required	Action Refundable
E	ELECTRIC	260.80	0.00		260.80

Ready

Move to the **Register** tab.

Click **Edit**

No criteria needs to be selected.

Click **OK** to print the register listing.

Deposit Review Process (BROWSE)

Batch I.D.: REF REVIEW Batch Number: 19 Created By: jaenfelt

Auto Load Exceptions Edit Letter Print **Register** Post

Deposit Review Register (FIND)

Account:

Action:

Calc Required Deposit:

Refundable Deposit:

Ready OK Cancel

The deposit to be refunded is listed under the Refundable column.

Deposit Review Process (BROWSE)

Print Save Cancel Close

Results Status Erlog

DEPOSIT REVIEW REGISTER 4 02/06/2019 12:01 aenfelt Page:1

Batchnumber : 19

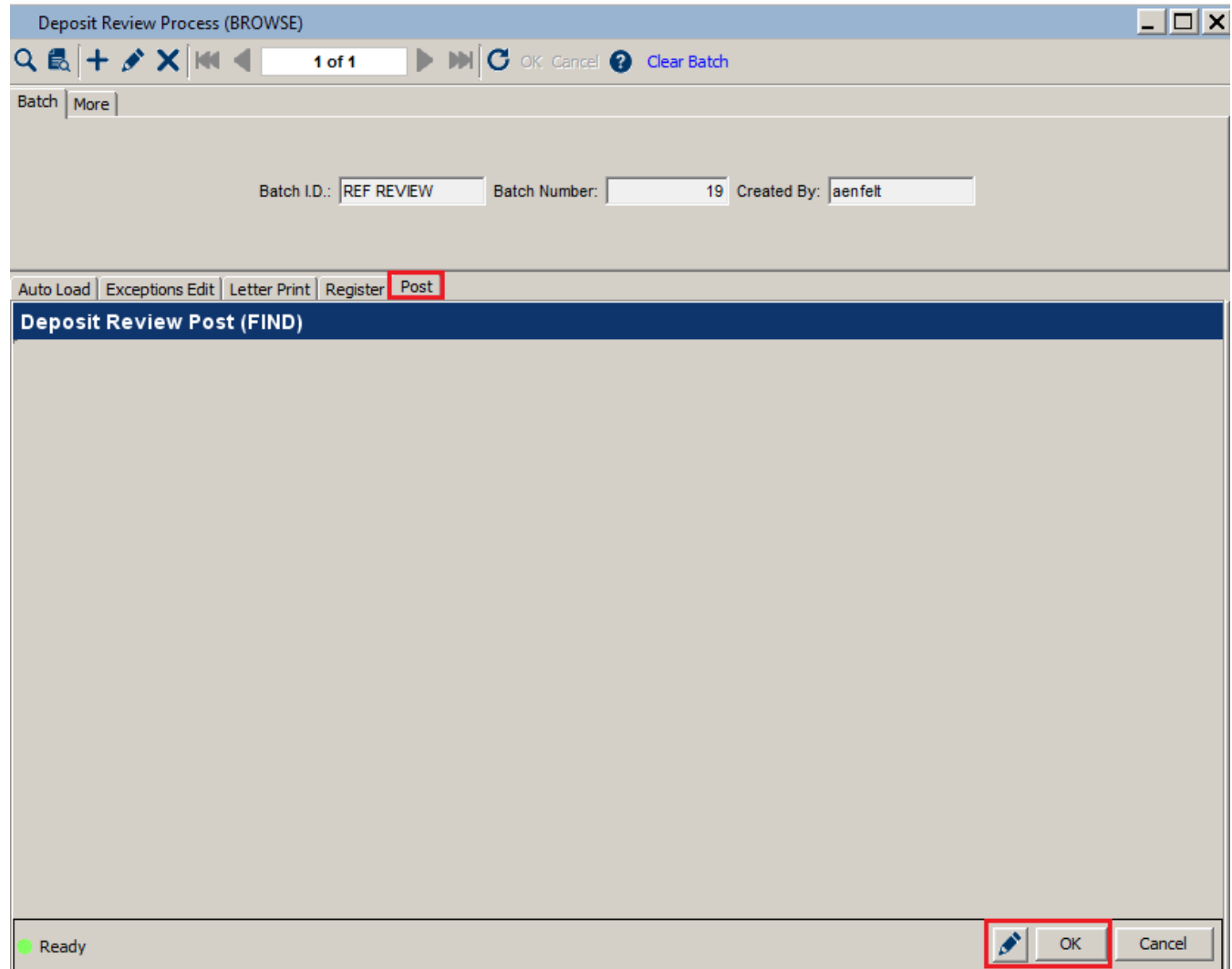
		*----- A C T I O N -----*		*----- O N H A N D -----*	
		Required	Refundable	Deposit	Required
1	Refund, good payment history	0.00	260.80		
	E	0.00	260.80	260.80	0.00
Batch Totals		0.00	260.80		

Move to the **Post** tab.

Click **Edit**.

Click **OK** to 'mark' the accounts for the Refund Journal. The deposit type at the account level will change to 'V'.

Click **Close** when processing completes.



From **Account Gateway**, open the **Deposits** table to view the updated account.

Under the **Deposit** section, the **Type** field is set to 'V' to indicate the account has been reviewed and ready to be refunded.

Deposits Information (BROWSE)

1 of 1

Service type: E ELECTRIC

Occupant code: 11

**Deposit**

Date: 2012-10-08

Type: V Review Refund

Number / Jmt: 1195236 17392

Refund type: R Refundable (Refund Journal)

Amount: 260.80

**Interest**

Last applied: 2018-12-11

Earned YTD: 5.28

In probation: 0.00

On account: 5.28

Account Info. Interest Earned History Screen Audit

**Letter of Credit**

Expiry date:

Institution:

Notes:

**Refund**

Date: 2019-02-06

Number: 4

Amount: 260.80

**Transferred**

Account #:

Transferred:

Amount:

Journal: