

## Part 2: Refund Journal

Upon determining an account is eligible for a refund, use the refund journal to assist in processing customer deposit refunds.

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

Enter the **Batch ID** name.

The **Cutoff Date** defaults to today's date. Do not change.

At **Apply To**, select **AR** (Accounts Receivable) to apply refunds to the customer's account balance.

All three (3) of the following fields must be checked.

- **Calculate Interest**
- **Refund Deposit**
- **Refund On Account**

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

Click **OK** to save the batch header.

Journals > Refund Journal

Refund Journal (BROWSE)

Batch More

Journal Info

Batch I.D.: TEST REFUND Apply to: AR Cutoff date: 2019-02-06 Calculate Interest:  Refund Deposit:  Refund On Account:  Batch Number: 1204 Created by: aenfelt

Credit Load Deposit/Interest Load Edit Verification Listing Letter Print Re-assess CR Journal Print Post Customer Cross Apply

Refund Journal Credit Load (BROWSE)

Credit Load Filters

Cycle:

Click the **Deposit/Interest Load** tab.

Click **Edit** icon.

Enter **Deposit Type** 'V'. This pulls in all the accounts that were flagged during the posting from Part 1 (Review Process).

Click **OK** to initiate processing.

Refund Journal (BROWSE)

1 of 1

OK Cancel

Batch More

Journal Info

Batch I.D.: TEST REFUND

Apply to: AR

Cutoff date: 2019-02-06

Calculate Interest:

Refund Deposit:

Refund On Account:

Batch Number: 1204

Created by: aenfelt

Credit Load **Deposit/Interest Load** Edit Verification Listing Letter Print Re-assess CR Journal Print Post Customer Cross Apply

Refund Journal Deposit Load (FIND)

Cycle:

Route:

Account:

Class Code:

Service:

Credit Rate:

Deposit Date:

Deposit Month: 0 All

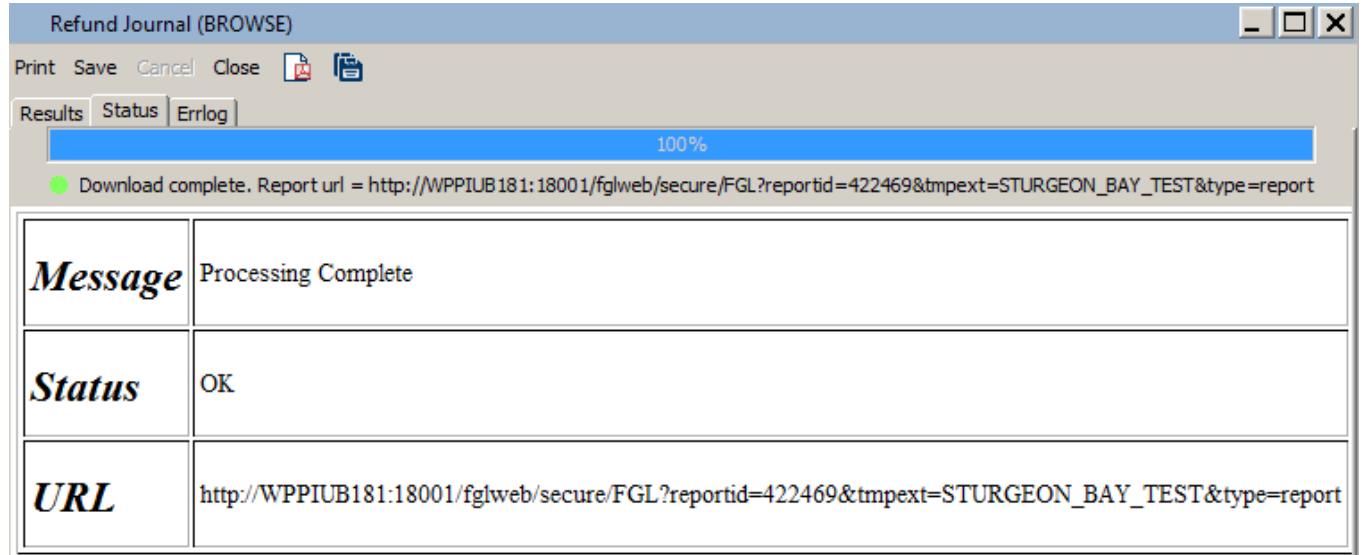
**Deposit Type: V**

SSN:

OK Cancel

The processing screen appears.

Click **Close** when the processing completes.



Refund Journal (BROWSE)

Print Save Cancel Close

Results Status Errlog

100%

Download complete. Report url = [http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422469&tmpext=STURGEON\\_BAY\\_TEST&type=report](http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422469&tmpext=STURGEON_BAY_TEST&type=report)

<b>Message</b>	Processing Complete
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422469&amp;tmpext=STURGEON_BAY_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422469&amp;tmpext=STURGEON_BAY_TEST&amp;type=report</a>



Move to the **Journal Print** tab.

Click the **Edit** icon.

The **Order By** field can be set to '1' (cycle, account) or to '2' (account).

Click **OK**

Refund Journal (BROWSE)

Batch | More

Journal Info

Batch I.D.: TEST REFUND    Apply to: AR    Calculate Interest:     Batch Number: 1204

Cutoff date: 2019-02-06    Refund Deposit:     Created by: aenfelt

Refund On Account:

Credit Load | Deposit/Interest Load | Edit | Verification Listing | Letter Print | Re-assess CR | **Journal Print** | Post | Customer Cross Apply

Refund Journal - Journal Print (FIND)

Journal Print Filter

Batch Number: 1204

Order By: 1

1: Cycle,Account; 2: Account

OK Cancel

Review the Journal listing report.

The **RefAmount** is the total refund. This includes the **original deposit**, the **interest on the account**, and the **interest calculated** up to the refund date.

Click **Close**.

Refund Journal (BROWSE)

Print Save Cancel Close

Results Status Erlog

'AR' DEPOSIT/INTEREST REFUND 00001748 aenfelt 02/06/2019 12:59 Page:21  
Batch Created On: 02/06/2019 Cutoff Date : 02/06/2019

Entry	Cycle	Account Name	Mailing Address	City	State	ZipCode	Utility	Statistic Code	DepNumber	RefAmount	DepOnAcc	OnAccInt	IntCalc	OnProb	ProbInt
37880	3														
STACY	MARTH														
E	ELECTRIC	E-DINT DEPOSIT INTEREST							1195236	5.94	0.00	5.28	0.66	N	0.00
E	ELECTRIC	E-DREF DEPOSIT REFUND							1195236	260.80	260.80	0.00	0.00	N	0.00
Account Total										266.74	260.80	5.28	0.66		0.00

Navigate to the **Post** tab.

Click **Edit** at the bottom of the screen.

Click **OK**.

A **Valid Months Posting** window will open.

Click **OK**.

Batch | More

**Journal Info**

Batch I.D: TEST REFUND    Apply to: AR    Calculate Interest:     Batch Number: 1204

Cutoff date: 2019-02-06    Refund Deposit:     Created by: aenfelt

Refund On Account:

Credit Load | Deposit/Interest Load | Edit | Verification Listing | Letter Print | Re-assess CR | Journal Print | **Post** | Customer Cross Apply

**Refund Journal - Post (FIND)**



Refund Journal Posting F...  
Batch Number: 1204

Ready       **OK**    Cancel

The processing screen appears.

Click **Close** when the posting process completes.

Refund Journal (BROWSE)

Print Save Cancel Close  

Results Status Errlog

100%

Download complete. Report url = [http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422478&tmpext=STURGEON\\_BAY\\_TEST&type=report](http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422478&tmpext=STURGEON_BAY_TEST&type=report)

<b>Message</b>	Posting Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422478&amp;tmpext=STURGEON_BAY_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=422478&amp;tmpext=STURGEON_BAY_TEST&amp;type=report</a>



In **Account Gateway**, review multiple accounts in the **Service Details** table for the newly refunded deposits.

*Account Gateway > Main Selections > Deposits*

Deposits Information (BROWSE) | 1 of 1 | OK Cancel ?

Service type: E ELECTRIC  
Occupant code: 11

**Deposit**  
Date: 2012-10-08  
Type: C Cash  
Number / Jrn: 1195236 17392  
Refund type: R Refundable (Refund Journal)  
Amount: 0.00

**Interest**  
Last applied: 2019-02-06  
Earned YTD: 5.94  
In probation: 0.00  
On account: 0.00

Account Info. | Interest Earned History | Screen Audit

**Letter of Credit**  
Expiry date:  
Institution:  
Notes:

**Refund**  
Date: 2019-02-06  
Number: 1748  
Amount: 266.74

**Transferred**  
Account #:  
Transferred:  
Amount:  
Journal:

In the **Service Details** table, the Deposits section updates all fields to \$0.00.

Deposits Information (BROWSE) | Service Details (BROWSE)

**Billing Information**

	Total	Current	Overdue	Interest	Late Charge
ELECTRIC	-4.17	-4.17	0.00	0.00	0.00
	115.82	55.86	59.37	0.00	0.59

Main | Additional

**Service Information**

Service:	E	ELECTRIC	No units:	1	Disconnect Code:	N
Location:	I	In City	Start:	2012-09-14	Reason:	No
Category:	40	URBAN RESIDENTIAL	Final:		Date:	
Bill code:	RES	RG-1 RURAL RESIDENTIAL	Final pend:		Reconnect:	
Bill period:	1	MONTHLY	Inactive from:			
NAIC code:	1	default	Inactive to:			

**Exemptions**

Late pay:	N
Interest:	N
Estimate:	N
Disconnect:	<input type="checkbox"/>
Reason:	
Taxes:	N
Reason:	

**Notices:**

	1	2	3
Current:	N	N	N
Prior:	N	N	N

**Deposits:**

On file:	0.00
Required:	0.00
To collect:	0.00

**Readings**

Last read:	2018-09-01
Last billed:	2018-09-06
Amount:	125.85
Last payment:	2019-02-06
Amount:	-260.80
Due date:	2018-10-03