

REFUND A DEPOSIT ON THE NEXT OCCUPANT

Refunding a deposit on the next occupant prior to the completion of the move in service order.

NorthStar Setup Requirements

Bank Group

Create a new bank group to allow a G/L transaction without affecting a cash account. It follows the same deposit refund transaction that occurs on an existing account.

From the **Cashiering** module, open the **Bank Group** table.

Click the **Add** icon.

Set the following fields as shown.

Bank Group = 3

Name = Refund Deposit

Click **OK** to save.

In the **Bank Group Details** section, click the **Add** icon and enter the fields as shown.

Service Type = E (Electric)

A/R = E-DEP

Bank = E-CRDU

Deposit Rev = E-DEP

Deposit Bank = E=CRDU

Repeat if required for the Water service.

Cashiering > Setups > Bank Group Setup

The screenshot shows two overlapping windows from a software application. The top window is titled "Bank Group Setup (BROWSE)" and contains a search bar, a toolbar with a red box around the "+" icon, and a "3 of 3" indicator. Below the toolbar, there are input fields for "Bank Group:" with the value "3" and "Name:" with the value "REFUND DEPOSIT". The bottom window is titled "Bank Group Details (BROWSE)" and also has a toolbar with a red box around the "+" icon and a "1 of 1" indicator. It features a "Comments Info" section and a list of fields with dropdown menus: "Service Type:" (E), "A/R:" (E-DEP), "Bank:" (E-CRDU), "Deposit Rev:" (E-DEP), and "Deposit Bank:" (E-CRDU). At the bottom of the window, there are two "Ready" status indicators.

Step-by-Step Procedure

From the **Cashiering** module, open the **Cashiering Entry** table.

Click the **Add** icon to create a new Cash Batch.

At **Batch ID**, enter Deposit Refund.

Update the **Bank Group** to '3' (Refund Deposit).

Click **OK** to save.

Cashiering > Cashiering Entry

The screenshot shows the 'Cash Processing (BROWSE)' window. At the top, there are tabs for 'Cash Receipts', 'Cash Maintenance', 'Verification Listing', 'Journal Print', and 'Post'. Below the tabs is a toolbar with icons for search, add, delete, and navigation, along with a status indicator '1 of 1' and buttons for 'OK', 'Cancel', and a help icon. The main area contains a table with the following data:

Batch Name	Batch ID	Station	Cashier
kjennin1	DEPOSIT REFUND	1	kjennin

To the right of the table is the 'Batch Information' panel, which includes the following fields:

- Batch Name: kjennin1
- Batch I.D.: DEPOSIT REFUND (highlighted with a red box)
- Process Date: 2020-11-12
- Station: 1
- Bank Group: 3 (highlighted with a red box)
- Print Receipt:
- Reverse LP:
- Cashier: kjennin
- Select Cash Drawer button

Below the 'Batch Information' panel is the 'More Information' panel, which includes the following fields:

- In Use: 1
- Journal: 0
- Journal By: [empty field]
- Journal Number: [empty field]
- Locked:

At the bottom left of the window, there is a status indicator: a green dot followed by the text 'Ready'.

Move to the **Cash Maintenance** table to make a payment.

Click the **Add** icon to insert a payment on the account.

Enter the **Old (Existing) Account Number**.

Follow the process as if making a payment on the existing account.

At **Amount to Apply**, enter the deposit amount to refund as a *negative* payment.

Click **Apply**.

Note: In the example, the Amount to Apply is set to -200.00.

Cashiering > Cashiering Entry > Deposit Refund Batch > Cash Maintenance

Add Account Payment Entries (FIND)

Account Search Entry

Account Info
Account: 4011
Name: _____
Customer: _____

Other
Alpha Code: _____

Service Address
House: _____ Mod: _____ Street: _____ Apt.: _____
City: _____ Home Phone: _____ Bus. Phone: _____ Search

Filter Zero Balance Select All Clear All

Acc#	Occ.	Debtor	Name	House#	Street	Apt	City	Active	Balance	Sel.	View
4011	10	5020	BACHMAN TOO...	1305	13TH ST NE	...	INDEPENDENC...	Y	0.00	<input checked="" type="checkbox"/>	>

Previous Bill
Balance Forward: 0.00 Balance Owing: 0.00 Cutoff Date: 2020-10-22

Current Bill
Bill Amount: 178.84 Balance Owing: 0.00 Cutoff Date: 2020-11-04

Summary
Balance Owing: 0.00
Deposit Owing: 0.00
Total Balance Owing: 0.00
Late Penalty: 0.00 Due Date: 2020-10-22

Payment
Amount to Apply: -200.00
Balance After Payment: 200.00
 Multiple Receipts
 Reverse Late Payment
Apply Cancel

The **Method of Payment** table opens.

Select the **Payment Code** for refunding the deposit.

Click **OK** to save.

Cashiering > Cashiering Entry > Deposit Refund Batch > Cash Maintenance > Method of Payment

Cash Processing (BROWSE)

Cash Receipts **Cash Maintenance** Verification Listing Journal Print Post

Cash Entry Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-11-12 Batch Name: kjennin1 Entry: 1 INCOMPLETE

Agency #: 0 Station: 1 Type: 1 Apply

Receipt #: 181357 Name on Receipt: BACHMAN TOOL & DIE Receipt Printed:

Account Payments Miscellaneous Transactions **Method of Payment**

Method of Payment (ADD)

None Selected

Browse Record Details

Method of Payment

Payment Code: 2 CHECK PAYMENT

Amount Tendered: -200.00

Bank No / Branch No: /

Reference:

Payments Total Tendered: 0.00

Receipt Totals Amount Owing: -200.00 Amount Tendered: 0.00 Change: 200.00

Ready

Return to **Account Payments** table.

The negative payment displays as a payment on the current amount.

Highlight the service to receive the deposit refund.

Click the **Edit** icon.

Cashiering > Cashiering Entry > Deposit Refund Batch > Cash Maintenance > Account Payments

Cash Processing (BROWSE)

Cash Receipts | **Cash Maintenance** | Verification Listing | Journal Print | Post

Cash Entry | Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-11-12 | Batch Name: kjennin1 | Entry: 1 | READY

Agency #: 0 | Station: 1 | Type: 1 | Apply

Receipt #: 181357 | Name on Receipt: BACHMAN TOOL & DIE | Receipt Printed:

Account Payments | Miscellaneous Transactions | Method of Payment

Payments on Account (BROWSE)

1 of 4

Ap	Account	Occ.	Name	Balance	Payment	Deposit	Next Deposit	NSF/CARe
E	4011	10	BACHMAN TOOL & DIE	0.00	-200.00	0.00	0.00	0.00
W	4011	10	BACHMAN TOOL & DIE	0.00	0.00	0.00	0.00	0.00
S	4011	10	BACHMAN TOOL & DIE	0.00	0.00	0.00	0.00	0.00
X	4011	10	BACHMAN TOOL & DIE	0.00	0.00	0.00	0.00	0.00

Account Payment Totals | Balance: 0.00 | Payment: -200.00 | Deposit Required: 0.00

Ready

Receipt Totals | Amount Owing: -200.00 | Amount Tendered: -200.00 | Change: 0.00

Ready

Remove the negative payment from the existing account.

Under **Payment Amounts**, update the **Payment** field to 0.00.

Move to the **Next Deposit** section.

In the **Next Deposit** field, enter the refund amount due to the new occupant.

Note: Enter the refund as a negative dollar amount.

At **Service Order**, select the Move In service order for the new account. The new occupant's name will appear in the Name field.

Click **OK** to save.

Cashiering > Cashiering Entry > Deposit Refund Batch > Cash Maintenance > Account Payments > Record Details

Cash Processing (BROWSE)

Cash Receipts **Cash Maintenance** Verification Listing Journal Print Post

Cash Entry Add Many

Receipt (BROWSE)

1 of 1

Date: 2020-11-12 Batch Name: kjennin1 Entry: 1 READY

Agency #: 0 Station: 1 Type: 1 Apply

Receipt #: 181357 Name on Receipt: DEPOSIT REFUND TEST Receipt Printed:

Account Payments Miscellaneous Transactions Method of Payment

Payments on Account (BROWSE)

1 of 4

Account Details ?

Browse **Record Details**

Account Information

Ap: E Account: 4011 Occupant: 10 Name: BACHMAN TOOL & DIE

Payment Amounts

Balance: 0.00

Payment: 0.00

Deposit: 0.00

CARe / NSF Charge

Charge: Default

Next Deposit

Next Deposit: -200.00

Service Order: 3969 Name: DEPOSIT REFUND TEST

Account Payment Totals

Balance: 0.00 Payment: 0.00 Deposit Required: 0.00

Ready

Receipt Totals

Amount Owing: -200.00 Amount Tendered: -200.00 Change: 0.00

Ready

At the end of the day, or week, complete the Cashiering Process.

Review the **Verification Listing** for the deposit refunds.

The top section of the report displays each service, account number, and deposit refund amount in the batch.

Cashiering > Deposit Refund Batch > Verification Listing

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Process-Date	Entry Name on Receipt	Receipt #	Login	Tendered	Required	Change
Ap Customer Account No.		Balance	Payment	Deposit	Next-Depos	Rev. Late NSF Charge

Batch Name : kjennin1 DEPOSIT REFUND		Cashier: kjennin		Bank Group: 3		
11/12/2020	1 DEPOSIT REFUND TEST	181357	kjennin1 Apply	-200.00	-200.00	0.00
E 5020	4011-10 DEPOSIT REFUND TEST	0.00	0.00	0.00	-200.00	
Payment By : 2 CHECK PAYMENT		-200.00				

Batch Summary		1 Entries in kjennin1 DEPOSIT REFUND		Cashier: kjennin		
Payment By : 2 CHECK PAYMENT		-200.00				
		Tendered :		-200.00		
		Change :		0.00		
				=====		
		Balance :		-200.00		

The bottom section of the report displays the G/L Account Numbers, Debit totals, and Credit totals.

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PSEUDO	G/L ACCOUNT	DEBIT	CREDIT
226	100.2320.00		
229	100.2350.00		
	ACCOUNTS PAYABLE		200.00
	CUSTOMER DEPOSITS PAYABLE	200.00	
		-----	-----
		200.00	200.00

After reviewing the Verification Listing, complete the remainder of the process including:

- **Journal Print**
- **Post**

After posting the batch, the **Deposit Information** table updates to reflect the refund.

The Deposit Paid and Deposit Refund are searchable through the account number.

The Occupant Code on the Deposit Information table indicates which occupant the deposit activity belongs.

Note:
The Deposit Paid displays as a *positive dollar amount*.

Account Gateway > Main Selections > Deposits (Information) – Deposit Paid

Service type:	E	ELECTRIC	
Occupant code:	11		
Deposit			
Date:	2020-11-12		
Type:	C	CASH	
Number / Jrnl:	181356	215	
Refund type:	F	Refund on final	
Amount:	200.00		
Interest			
Last applied:			
Earned YTD:	0.00		
In probation:	0.00		
On account:	0.00		
Account Info. Interest Earned History Screen Audit			
Letter of Credit		Refund	
Expiry date:		Date:	
Institution:		Number:	
Notes:		Amount:	0.00
Transferred			
Account #:			
Transferred:			
Amount:			
Journal:	215		

Note:
The Deposit Refund displays as a
negative dollar amount.

Account Gateway > Main Selections > Deposits (Information) – Deposit Refunded

Service type:	E	ELECTRIC		
Occupant code:	11			
Deposit		Interest		
Date:	2020-11-12	Last applied:		
Type:	C	CASH	Earned YTD:	0.00
Number / Jnl:	181357	216	In probation:	0.00
Refund type:	F	Refund on final	On account:	0.00
Amount:	-200.00			
Account Info. Interest Earned History Screen Audit				
Letter of Credit			Refund	
Expiry date:		Date:		
Institution:		Number:		
Notes:		Amount:	0.00	
Transferred				
Account #:		Transferred:		
Amount:		Journal:	216	