

Revoking a Rebate

From **Account Gateway**, locate the account the rebate was applied to.

Open the **Rebates** table.

Select the rebate that should be revoked.

Click the **Revoke** button.

If rebate information was entered incorrectly, this may be fixed using the Revoke functionality under the Customer Rebate tab.

Account Gateway > Other Billing Items > Rebates

The screenshot shows the 'Customer Rebate (BROWSE)' interface. At the top right, there is a 'Revoke' button highlighted with a red box. Below it, the 'Rebate Details' section shows the following information:

- Rebate Id: 302
- Rebate Policy: 1
- Quantity: 2
- Amount: 50.00
- Rebate Name: TREE REBATE
- Max allowed: (blank)
- Max amount: 150.00
- Per Account: (blank)

Below the details is a 'Rebate History (BROWSE)' table with the following data:

Rebate Id	Rebate Policy Id	Date	Amount	Revoked Rebate Id	Customer	Created By
302	1	2019-06-05 15:30	50.00		6212	aenfelt
301	1	2019-06-05 15:30	50.00		6212	aenfelt

A Revoke Rebates pop-up window appears.

Select the rebate to be revoked from the listing under Current Active Rebates box on the left.

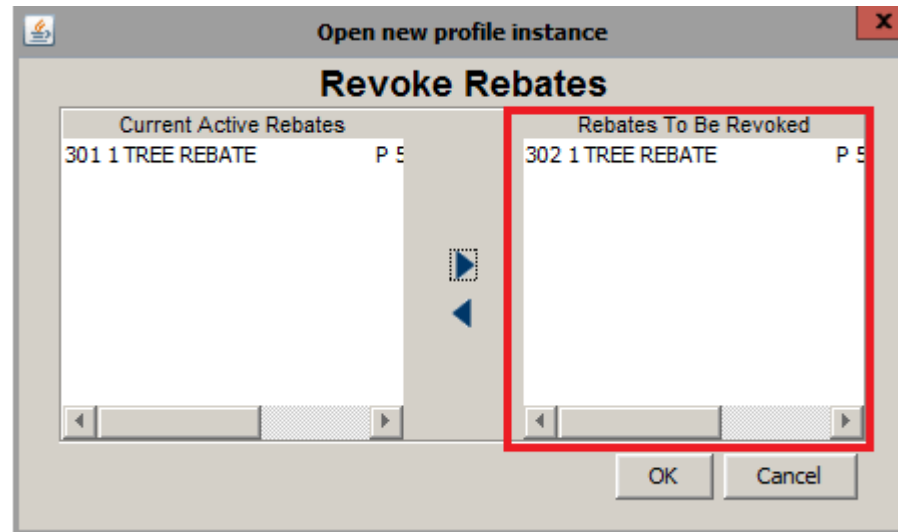
The screenshot shows a pop-up window titled 'Revoke Rebates'. It has two main sections: 'Current Active Rebates' on the left and 'Rebates To Be Revoked' on the right. The 'Current Active Rebates' section contains a list of rebates:

Rebate Id	Rebate Policy Id	Rebate Name	Status
301	1	TREE REBATE	P 5
302	1	TREE REBATE	P 5

The row for Rebate Id 302 is highlighted in blue. Below the list are navigation arrows and a scroll bar. At the bottom of the window are 'OK' and 'Cancel' buttons.

Move the selected rebate to the Rebates To Be Revoked box on the right.

Click **OK** to save.



The **Current/Active Rebates** updates to reflect the new total number of rebates, thus removing the revoked rebate.

The **Rebate History** table updates with a new Rebate ID showing the Revoked Rebate ID within the transaction.

Rebate Id	Rebate Policy Id	Date	Revoke	Amount	Revoked Rebate Id	Customer	Created By
303	1	2019-06-05 15:30	Revoke	50.00	302	6212	aenfelt
302	1	2019-06-05 15:30	Apply	50.00		6212	aenfelt
301	1	2019-06-05 15:30	Apply	50.00		6212	aenfelt

After the rebate is applied to the account, it will display on the next Billing Journal.

Waunakee Utilities CYCLE: ROUTE: BILLING JOURNAL VERIFICATION aenfelt 06/06/2019 14:05 Page: 1
 BATCH: 2728 CONSUMPTION YEAR-MONTH: 2019-05

SERVICE	BILL TYPE	BILL CODE	CAT	LAST READ	READ DATE	BILL DATE	DUE DATE	DAYS	ELAP DAYS	BALANCE FORWARD	CURRENT	LATE CHARGE	NET			
----- READ -----																
METER	POS.	PREV READ	CURR READ	TYPE	UNITS	DAYS	MULT	USAGE	USAGE BILLED	DEMAND BILLED	POWER FACTOR					
Cust :																
ELECTRIC	1	REGLR	RG1	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	46.70	0.47	46.70		
FIRE PROT	1	REGLR	FUO.75	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	8.88	0.09	8.88		
COMTOCOM	1	REGLR	CTCRES	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	-48.96	0.00	-48.96		
REFUSE	1	REGLR	REF-RL	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	12.21	0.12	12.21		
SEWER	1	REGLR	SO.75	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	26.99	0.27	26.99		
WATER	1	REGLR	WO.75	10	05/01/2019	06/01/2019	06/06/2019	06/26/2019	30	31	0.00	14.70	0.15	14.70		
	1	RG1			39718		40105	MR	1	kWh	31	1.0	387.00	387.00		
	1	WO.75			0408		0411	MR	H	High	G	31	1.0	3.00	3.00G	3.00
E-KWH CHG :	40.60	E-CUST CHG :	7.50	PCAC CHG :	-3.83	E-TAX :	2.43	NET :	60.52							
F-PUBLIC :	8.88	CTC CONSRV :	0.52	CTC LOWINC :	0.52	W-BLOCK1 :	7.95	LATE CHRG :	1.10							
R-CHRG :	12.21	S-CUST CHG :	14.72	S-USAGE :	12.27			GROSS :	61.62							
W-CUST CHG :	6.75															

The Billing Journal will only display the current active rebates on the account.

Note: In the example used, only one rebate is displayed (Rebate ID 301) on the Billing Journal. The revoked rebate (Rebate ID 302) will never display.

Note: If a rebate is revoked after the credit is applied on a previous bill, the Stat Code associated to the rebate will appear in the billing journal as a 'charge'. The customer will be charged this amount. This will negate the original rebate given and reconcile with the G/L.

SERVICE		BILL TYPE	BILL CODE	CAT	LAST READ	READ DATE	BILL DATE	DUE DATE	BILL ELAP DAYS	ELAP DAYS	BALANCE FORWARD	CURRENT	LATE CHARGE	NET
METER	POS.	PREV READ	CURR READ	TYPE	UNITS	DAYS	MULT	USAGE	USAGE BILLED	DEMAND BILLED	POWER FACTOR			
----- READ -----														
ELECTRIC	1	REGLR	RG1	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	99.32	0.99	99.32
FIRE PROT	1	REGLR	FU0.75	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	8.88	0.09	8.88
COMTOCOM	1	REGLR	CTCRES	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	51.04	0.00	51.04
REFUSE	1	REGLR	REF-RL	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	12.21	0.12	12.21
SEWER	1	REGLR	SO.75	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	31.08	0.31	31.08
WATER	1	REGLR	WO.75	10	05/01/2019	06/03/2019	06/07/2019	06/27/2019	30	33	0.00	17.35	0.17	17.35
	1	RG1			04450		05362 MR 1 kWh		33	1.0	912.00	912.00		
	1	WO.75			0143		0147 MR H High G		33	1.0	4.00	4.00G	4.00	
E-KWH CHG :	95.67	E-CUST CHG:	7.50	PCAC CHG :	-9.03	E-TAX :	5.18	NET :	219.88					
F-PUBLIC :	8.88	CTC CONSRV:	0.52	CTC LOWINC:	0.52	E REBATES :	50.00	LATE CHRGE:	1.68					
R-CHRG :	12.21	S-CUST CHG:	14.72	S-USAGE :	16.36	W-BLOCK1 :	10.60	GROSS :	221.56					
W-CUST CHG:	6.75													