

What - Refund Journal is used to refund accounts that have credit balances or refund deposits. This journal is also used to apply interest to accounts.

Why/Considerations/Benefits – Allows the Utility to produce a refund for accounts that meet the specified criteria due to a credit balance or refunding deposits/deposit interest.

NS Set Up

Review your deposit stat code and verify the G/L number is appropriate.

The image shows two screenshots from a software application. The top screenshot is titled "Statistic Codes (BROWSE)" and shows a list of codes. The selected code is "E-DREF" with a description of "DEPOSIT REFUND" and a short description of "DEP REFUND". The service type is "E" (ELECTRIC), the group code is "E-DREF" (DEPOSIT REFUND), and the tax code is "1" (ELECTRIC - NO TAX). The bottom screenshot is titled "Category Information (EDIT)" and shows the "G / L account" field highlighted in yellow with the value "4630.235.00.0.0039". The category is "01" (URBAN GS 1PH <120000) and the description is "E-Customer Deposits".

Go to the Journals tab -> Refund Journal to pull up the Refund Journal Screen

The image shows a screenshot of the "Refund Journal (EDIT)" window. The "Journal Info" section is visible, showing the "Batch I.D." field, the "Apply to" dropdown set to "AR", the "Cutoff date" set to "2018-10-24", and the "Batch Number" set to "1196". The "Created by" field is "jprine". The "Calculate Interest", "Refund Deposit", and "Refund On Account" checkboxes are all checked.

Create your batch header by selecting one of the following Apply Code options. The Apply to drop down allows you to perform the following:

Apply Code	Description
AP	Account's Payable
AR	Account's Receivable
OA	On Account
BA	Banking Accounts

AP – Accounts Payable. Used when you are issuing a check to the customer. Select the “Refund Deposit” and “Refund On Account” flags if the journal you are creating is to refund deposits and deposit interest. Not needed if refunding a credit balance.

AR – Accounts Receivable. Used to apply the refund amount directly to an account. Select the “Refund Deposit” and “Refund On Account” flags when refunding deposit interest that is on the accounts.

OA – On Account. Used to calculate and apply deposit interest to an account’s existing deposit. The “Calculate interest” Flag needs to be checked when running an OA interest calculation. Best practice is to run an OA Journal by 12/31, then check for next year’s Deposit Interest Rate on the PSC website. The current interest rate in NorthStar can be adjusted under Setups Tab -> Setups -> Standard -> Service -> Service Types. Please refer to the following website to verify your current deposit interest rate: <https://psc.wi.gov/Documents/InterestRates2018.pdf>

The screenshot shows the 'Service Types (BROWSE)' window with the following configuration for 'ELECTRIC' service:

- Service:** Service type: E, Description: ELECTRIC
- Billing:**
 - Short description: ELECTRIC
 - Priority to apply cash: 1
 - Method to apply cash: 1 (dropdown), Penalty, Interest, Balance
- Charges:**
 - Occupancy charge: 0.00
 - Collection charge: 0.00
 - NSF check charge: 13.00
 - Budget increase %: 2.50
- Deposits:**
 - Deposit required:
 - Deposit interest rate: 1.60
- Overdue:**
 - Overdue interest %: 1.000000
- Processing:**
 - Process in billing:
 - Voluntary Service: N (dropdown)
- Calculation Ordering:**
 - Calculation order: 1
 - Alternate order: 1

BA – Banking Accounts. Used to apply refund to a banking account. There is setup required with your bank to verify a credit being applied to customer accounts. This function works similar to your ACH process.

Example of a Credit Balance Refund:

The screenshot shows the 'Refund Journal (BROWSE)' application window. The 'Journal Info' section includes fields for 'Batch I.D.' (Credit Bal Refund), 'Apply to' (AP), 'Cutoff date' (2018-12-11), 'Batch Number' (1198), and 'Created by' (dedwards). Below this is a menu bar with options like 'Credit Load', 'Deposit/Interest Load', 'Edit', 'Verification Listing', 'Letter Print', 'Re-assess CR', 'Journal Print', 'Post', and 'Customer Cross Apply'. The main area is titled 'Refund Journal Credit Load (FIND)' and contains a 'Credit Load Filters' dialog box. This dialog box has several input fields: 'Cycle', 'Route', 'Account', 'Class Code', 'Service', 'Category', 'Bill Code', 'Credit Rate', 'SSN', and 'Date Finalled'. Below these are checkboxes and input fields for 'Active(1) or Final(2) or All(3)' (set to 2), 'Budget Accounts only' (set to N), 'Minimum Refund Amount' (set to -5.00), 'GT or LT (< or >)', 'Override Exclude A/R Setup', and 'NEP Enrolled Accounts Only'.

Use the Credit Load Filters to specify what accounts you want loaded into this journal. In this example, we are asking for final accounts with a minimum credit balance of \$5 (need to enter in as a negative value).

Note: GT or LT (< or >) – this field allows you to return more granular results (i.e. customers over \$5). You would enter GT in this field. Normally not used on a regular basis.

Override Exclude A/R Setup: Exclude Refund A/R Setup codes (Setups tab -> Setups -> Standard -> Exclude Refund A/R Setup) may be in use to prevent write off accounts from loading into the Refund Journal. You can override this restriction by checking this flag.

NEP Enrolled Accounts Only: This flag is not used.

Once the load is completed, click on the Edit tab to view the accounts that were loaded into your journal

Journal Info

Batch I.D.: Credit Bal Refund Apply to: AP Calculate Interest: Batch Number: 1198
 Cutoff date: 2018-12-11 Refund Deposit: Created by: dedwards
 Refund On Account:

Refund Journal (BROWSE)

10 of 14 Load Customer Transfer

Account Info

Account No: 2016096 11 Name: OAKWOOD APARTMENTS Apply to: AP
 216 18TH AVE 5J 000104 Total Refund: -5.34

Refund Journal Service Details Info (BROWSE)

1 of 1

Service	Deposit D...	Stat Code	Deposit	In proba...	Prob. Intrest	On Acct	Calc Intrest	Credit Refund	Total Refund
E		E-CRDU						-5.34	-5.34

Run your Verification Listing

Refund Journal (BROWSE)

Print Save Cancel Close Results Status Erlog

STURGEON BAY UTILITIES 'AP' CREDIT REFUND VERIFICATION dedwards 12/11/2018 10:33 Page:1
 Batch Created On: 12/11/2018 Cutoff Date : 12/11/2018

Entry	Cycle	Account Name	Mailing Address	City	State	ZipCode	
Utility	Statistic Code	DepNumber	RefAmount	DepOnAcc	OnAccInt	IntCalc OnProb	ProbInt
Batch: 1198							
37631	2	2016096-11 OAKWOOD APARTMENTS	145 NORTH AVE SUITE A	HARTLAND	WI	53029	
%CARNAHAN CORP							
E ELECTRIC	E-CRDU	CREDIT DUE	-5.34				

If you have a letter you want to send to customers regarding a credit balance refund, you can do that from the Letter Print tab:

Batch | More |

Journal Info

Batch I.D.: Apply to: Calculate Interest: Batch Number:
Cutoff date: Refund Deposit: Created by:
Refund On Account:

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

Create Letter | Print |

Generate Letters (FIND)

Selection Criteria

Letter:

Ready

Use the Re-assess CR tab to process any updates to the account balance AFTER the credit balance load was completed. This function may be needed if you are leaving this refund journal open for a period of time.

Batch | More

Journal Info

Batch I.D: Apply to: AP Calculate Interest: Batch Number:
Cutoff date: Refund Deposit: Created by:
Refund On Account:

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

Refund Journal - Credit Reassessment (BROWSE)

Credit Reassessment Filter

Batch Number:

Update Refund Amount:

● Ready OK Cancel

Complete the Journal Print and Post functions to finish the process and apply credit balances to accounts payable.

Refunding Deposits w/ Deposit Interest – Will need to load accounts individually or perform a blank criteria load for all accounts with deposits, then remove accounts you don't want. To best utilize this option, the credit rating function should be setup.

Refund Journal (BROWSE)

1 of 1

Batch More

Journal Info

Batch I.D.: Deposit Refund Apply to: AR Calculate Interest: Batch Number: 1301

Cutoff date: 2018-12-11 Refund Deposit: Created by: dedwards

Refund On Account:

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:

SSN:

Ready OK Cancel

Once the load is completed, click on the Edit tab to view the accounts that were loaded into your journal

Refund Journal (BROWSE)

1 of 1

Batch More

Journal Info

Batch I.D.: Deposit Refund Apply to: AR Calculate Interest: Batch Number: 1301
 Cutoff date: 2018-12-11 Refund Deposit: Created by: dedwards
 Refund On Account:

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

Refund Journal (BROWSE)

1 of 279 Load Customer Transfer

Account Info

Account No: 1029 11 Name: [REDACTED] Apply to: AR
 [REDACTED] [REDACTED] Total Refund: 720.67

Refund Journal Service Details Info (BROWSE)

1 of 2

Browse Record Details

Service	Deposit D...	Stat Code	Deposit	In proba...	Prob. Intrest	On Acct	Calc Intrest	Credit Refund	Total Refund
E	2016-01-27	E-DINT	0.00	N	0.00	8.99	10.86	0.00	10.86
E	2016-01-27	E-DREF	709.81	N	0.00	0.00	0.00	0.00	709.81

***Please check in the control table for the 'month before refundable' field. This field will indicate how old the deposit has to be in order to load into the refund journal.

Control Table Setup (EDIT)

OK Cancel ?

Main Deposit/Discount/Water Refunds/Overdue Name/Address Credit/Letter

Deposit / Interest

Probation period (months): 0

Refund interest in probation:

Calculation method: S

Refund method: OA

Interest during probation:

Months before refundable: 12

Refund if no refund code:

Water

Charge minimum 0 consumption:

No. of blocks to adjust: 0

No. of blocks to adjust sewage: 0

Adjust service charge:

Discount / Penalty

Discount or penalty: P

Calculate penalty before taxes:

Flat Constants

W / H flat kWh constant: 0.00

S / L flat kWh constant: 0.00

Registration

Tax registration number: NN-NNNNNNN

***doesn't matter what database you use for this screenshot

After completing the remaining steps; Verification Listing, Letter Print, Journal Print, and Post, you should see the following results:

BEFORE:

Deposits Information (BROWSE) |

◀ 1 of 1 ▶ | ⏪ ⏩ | ⏴ ⏵ | ⌂ ⏴ ⏵ | OK Cancel | ?

Service type: E ELECTRIC

Occupant code: 11

Deposit

Date: 2016-01-27

Type: C Cash

Number / Jmt: 1357180 24273

Refund type: R Refundable (Refund Journal)

Amount: 709.81

Interest

Last applied: 2017-12-31

Earned YTD: 8.99

In probation: 0.00

On account: 8.99

Account Info | Interest Earned History | Screen Audit |

Deposits Interest History (BROWSE)

🔍 | ⏪ ⏩ | 1 of 2 | ⏴ ⏵ | ⌂ OK Cancel

Browse | Record Details

Date	Source code	Source number	Description	Amount
2016-12-31	RJ	921	Recurring Journ	3.29
2017-12-31	RJ	1019	Recurring Journ	5.70

AFTER:

Deposits Information (BROWSE) |

1 of 1 | OK Cancel | ?

Service type: E ELECTRIC
Occupant code: 11

Deposit
Date: 2016-01-27
Type: C Cash
Number / Jrn: 1357180 24273
Refund type: R Refundable (Refund Journal)
Amount: 0.00

Interest
Last applied: 2018-12-11
Earned YTD: 19.85
In probation: 0.00
On account: 0.00

Account Info. | Interest Earned History | Screen Audit

Letter of Credit
Expiry date:
Institution:
Notes:

Refund
Date: 2018-12-11
Number: 1094
Amount: 729.66

Transferred
Account #:
Transferred:
Amount:
Journal:

Account Info. | Interest Earned History | Screen Audit

Deposits Interest History (BROWSE)

1 of 3 | OK Cancel

Browse | Record Details

Date	Source code	Source number	Description	Amount
2016-12-31	RJ	921	Recurring Journ	3.29
2017-12-31	RJ	1019	Recurring Journ	5.70
2018-12-11	RJ	1094	Recurring Journ	10.86

On Account – To apply yearly Deposit Interest. In the Deposit/Interest load criteria, leave fields blank to have the system look at ALL accounts with deposits.

Refund Journal (BROWSE)

Batch | More

Journal Info

Batch I.D.: Yearly Deposit Int Apply to: OA Calculate Interest: Batch Number: 1200

Cutoff date: 2018-12-11 Refund Deposit: Created by: dedwards

Refund On Account:

Click the Edit tab to review the accounts loaded into your journal:

Refund Journal (BROWSE)

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

Journal Info

Batch I.D.: Yearly Deposit Int Apply to: OA Calculate Interest: Batch Number: 1200

Cutoff date: 2018-12-11 Refund Deposit: Created by: dedwards

Refund On Account:

Refund Journal (BROWSE)

Account Info

Account No: 1001771 0 Name: [REDACTED] Apply to: OA

[REDACTED] [REDACTED] 00301 Total Refund: 0.00

Refund Journal Service Details Info (BROWSE)

Service	Deposit D...	Stat Code	Deposit	In proba...	Prob. Intrest	On Acct	Calc Intrest	Credit Refund	Total Refund
E	2006-07-13	E-DINT	185.00	N	0.00	24.33	0.83	0.00	0.00

After completing the remaining steps; Verification Listing, Letter Print, Journal Print, and Post, you should see the following results:

BEFORE:

Deposits Information (BROWSE) | Account Balance History (BROWSE)

◀ 1 of 5 ▶▶ ⏪ ⏩ ⏴ ⏵ ⏴ ⏵ OK Cancel ?

Service type: E ELECTRIC

Occupant code: 0

Deposit

Date: 1973-09-11

Type: V Review Refund

Number / Jrn: Manual

Refund type: R Refundable (Refund Journal)

Amount: 15.00

Interest

Last applied: 2018-08-31

Earned YTD: 30.53

In probation: 0.00

On account: 30.53

Account Info. | Interest Earned History | Screen Audit

Letter of Credit

Expiry date:

Institution:

Notes:

Refund

Date: 2018-10-24

Number: 1

Amount: 15.00

AFTER:

Deposits Information (BROWSE) | Account Balance History (BROWSE)

1 of 5

Service type: E ELECTRIC
Occupant code: 0

Deposit
Date: 1973-09-11
Type: V Review Refund
Number / Jmt: Manual
Refund type: R Refundable (Refund Journal)
Amount: 15.00

Interest
Last applied: 2018-08-31
Earned YTD: 30.53
In probation: 0.00
On account: 30.53

Account Info. | Interest Earned History | Screen Audit

Deposits Interest History (BROWSE)

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Browse | Record Details

Date	Source code	Source number	Description	Amount
2017-10-31	RJ	1664	Recurring Journ	0.07
2017-11-30	RJ	1669	Recurring Journ	0.04
2017-12-31	RJ	1679	Recurring Journ	0.05
2018-01-31	RJ	1687	Recurring Journ	0.91
2018-02-28	RJ	1697	Recurring Journ	0.84
2018-04-30	RJ	1715	Recurring Journ	1.79
2018-05-31	RJ	1722	Recurring Journ	0.91
2018-06-30	RJ	1729	Recurring Journ	0.88
2018-07-31	RJ	1737	Recurring Journ	0.91
2018-08-31	RJ	1744	Recurring Journ	0.91
2018-12-11	RJ	1746	Recurring Journ	0.83

Q&A/Considerations/Best Practice

Refund journal will not over write when doing 2nd load. If you do a load and find that its missing accounts you will need to clear out the journal and another load.

In the service type screen, deposit interest field can be updated. (Yearly update)

Difference between AP, AR, and OA in the apply to drop down in Refund journal header.

Do Balance Transfer journal first, Refund journal second, write off journal last.

Refunding deposit to account will apply the dollars towards the service to which the deposit was setup on so a cross apply will need to be done after the refund journal has been posted.

