

QUICK REFERENCE GUIDE

November 1, 2019

Refund an AR Item

This guide covers how to generate a refund in the Accounts Receivable (AR) module and send the refund to the Accounts Payable (AP) module for payment to the Customer/Supplier. You can process refunds whenever a credit exists on the customer's account. A credit is created for a customer by entering a credit bill in the Billing Module or by applying a payment "On Account" in the AR module. You may issue a full or partial refund of a credit item.

Refunds are created with a maintenance worksheet and they require more set-up than other maintenance transactions. Before processing the refund, you'll need to enter the Customer's Supplier ID on the Customer record. The Customer and Supplier must be linked together for this process to work. The steps to do this are included in this guide.

All refund maintenance transactions must go through the approval process. After they are approved, the ARUpdate process prepares the refund for processing, and then the Receivables Refund process picks up the refund request and creates the necessary records in AP. Both processes run in the nightly batch processing or they can be run manually by following the steps included in this guide.

Next, AP staff must process the voucher to pay the customer refund. AR staff are responsible for coordinating with AP staff to ensure these steps are completed.

Note: If you do not want tax to be calculated on the AP voucher refund, you must notify AP staff that this transaction should be tax exempt. AP staff will need to check the tax-exempt box on the **Invoice Information** tab of the voucher or the tax will be calculated based on the tax code used.

Steps to complete:

- Step 1: Enter the Customer's Supplier ID on the Customer Record
- Step 2: Complete the Maintenance Worksheet Selection page
- Step 3: Complete the Maintenance Worksheet Application page
- Step 4: Submit the Refund for Approval on the Worksheet Action page
- Step 5: Run the ARUpdate Process Manually or Wait for the Batch
- Step 6: Run the Receivable Refund Process Manually or Wait for the Nightly Batch
- Step 7: Communicate with the Accounts Payable

Step 1: Enter the Customer's Supplier ID on the Customer Record

The customer you are refunding must have a *Supplier ID* number associated to its Billing Customer record. Without a supplier number, the voucher cannot be generated in Accounts Payable. If you are

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certain the customer already has a Supplier ID entered on the Customer record, you may skip this step and begin the refund worksheet.

If you do not know the Customer’s Supplier ID, you must do some research to see if a supplier number exists for the customer. You may need assistance from procurement or accounts payable staff to do this research. If a supplier number does not exist, you must obtain a *Supplier ID* for this customer before processing a refund. Follow your agency’s business process for requesting a *Supplier ID*. There are two types of *Supplier IDs*:

- Regular – use this if you expect to be processing additional refunds for this customer sometime in the future or if the receivable coming from AR contains multiple lines which are considered additional refunds.
- One-time – use this if you will not be processing any other refunds for this customer and the receivable does not contain multiple lines.

You may need to provide the customer’s Tax Identification Number (TIN) when you request the Supplier ID.

Once you know the Supplier ID, follow the below steps to enter the Customer’s Supplier ID on the Customer record.

1. Navigate to the *General Information* page for the customer you will refund.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Customer Interactions. The General Information page opens by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Customer and Contacts, General Information.

2. At the *General Information* page, click the **Find an Existing Value** tab.
3. Enter the *SetID* (usually the same as your Business Unit).
4. Enter the *Customer ID*.

General Information
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

▼ Search Criteria

SetID = G1001

Customer ID begins with TRN000001

Name 1 begins with

Name 2 begins with

Telephone begins with

City begins with

State begins with

Postal Code begins with

Include History Case Sensitive

Search | Clear | Basic Search | Save Search Criteria

5. Click on the **Search** button.
6. If there are multiple entries in the **Search Results** section, click on the link for the customer you want to refund.
7. At the *General Information* page for the customer, click the **Miscellaneous General Info** tab.

General Info | Bill To Options | Ship To Options | Sgld To Options | **Miscellaneous General Info**

SetID G1001 Customer ID TRN000001 TRAINING CUSTOMER1

Miscellaneous General Info

*Name 1 TRAINING CUSTOMER1
 Name 2
 Name 3
 Tax ID
 Supplier SetID **SHARE** Supplier ID **0000198390** [Supplier Information](#)
 Workflow User
 Customer Web Site [Go To Website URL](#)
 Stock Symbol [Go To Stock Symbol](#)

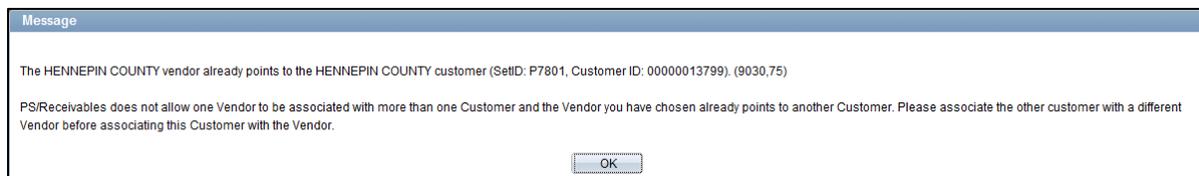
Sub Customer Information

SubCustomer
 SubCustomer 1 SubCustomer 2

Last Maintained 09/11/2018 Last Maintained By User ID 01159534

General Info General Info Links ...More

8. Enter "SHARE" for the *Supplier SetID*.
9. Enter the Customer's *Supplier ID*. **Note:** You can verify the details associated with the *Supplier ID* by clicking the *Supplier Information* Link.
 - You may receive the below error message that the supplier already points to a customer in a different *SetID* (agency Business Unit). The message will also display the *SetID*, and *Customer ID* that the supplier is currently pointed to.



- You will not be able to enter the *Supplier ID* on your Customer record until the other agency has removed the *Supplier ID* on their customer record. You will need to contact the SWIFT Helpdesk or the other agency and request that the *Supplier ID* be removed from the other agency's customer after their refund has processed.
- You should also remove the *Supplier ID* from your customer after your refund is processed so that another agency will not experience the same error.

Step 2: Complete the Maintenance Worksheet Selection page

Next, you'll create a maintenance worksheet. Most often the credit to be refunded is an "On Account" (OA) payment that the customer would like returned. Occasionally, a refund is processed against a credit invoice with an entry type "CR". This guide uses the OA credit example.

Note: As of the printing of this manual, there is a budget-related issue regarding refunds of credit invoices which does not impact the issuance of the payment check but may require a correcting journal entry. Agency Assistance is able to identify the transactions at issue and will contact you with any additional steps that may be required.

1. Navigate to the *Create Worksheet* page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Maintain Items. The Create Worksheet page will display by default.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Links section, Maintain Items, Create Worksheet.

2. Select the **Add a New Value** tab.
3. Accept the default *Worksheet Business Unit* or enter a *Business Unit*.
4. Accept the default "NEXT" for the *Worksheet ID* and the system will automatically assign the next number available when the worksheet is saved.
5. Click on the **Add** button. The *Worksheet Selection* page displays.

Create Worksheet

Worksheet Business Unit

Worksheet ID

6. Use the *Worksheet Selection* page to select the item(s) that you want to work with on the *Worksheet Application* page in the next step.

You can select the credit to be refunded by entering customer information and searching for any open credits. You can also enter one or more reference numbers to identify the credits to be refunded. This is the more common method and is used as an example in this guide.

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- To bring in all open items for the customer, complete the **Customer Criteria** section. (In this example, no Customer Criteria is used. We know the Item ID for the Item we want to refund.)

Field Name	Field Description
Customer Criteria	The default is "None". Accept the default to allow the broadest search. Other options available in the drop-down list allow you to restrict the type of items searched to "Corporate Items," "Customer Items," or "Remit From Items".
Customer ID	Enter the <i>Cust ID</i> or click on the Lookup to search for and select a Customer.
Business Unit	Accept the <i>Business Unit</i> default or enter a <i>Business Unit</i> . Note: once you select the <i>Business Unit</i> , SWIFT populates the other fields in the Customer Reference section.
Accounting Date	Defaults to current date. Generally, you would not change.

- To bring in only specific items, complete the **Reference Criteria** section. In this example, **Reference Criteria** is entered on the worksheet since we know the *Item ID* for the item we want to refund.

Field Name	Field Description
Reference Criteria	Must = "Specific Value".
Qual Code	Select "I - Item".
Reference	Enter the Item for the Write Off or click on the Lookup to search for the Item.
Anchor BU	Enter the <i>Business Unit</i> , if not already supplied in the Customer Criteria section.
Currency	Accept the default "USD".

Accounts Receivable | Maintain Items

Worksheet Selection | Worksheet Matches

Unit: G1001 | Worksheet ID: NEXT

Customer Criteria

*Customer Criteria: None

Customer Reference: 1 of 1 | View All

Cust ID: [] | Business Unit: []

Name: [] | Remit SetID: [] | Remit From ID: []

Corporate SetID: [] | Corporate ID: []

MICR ID: [] | Link MICR

Rate Type: CRRNT | Acctg Date: 09/11/2018

Reference Criteria

*Reference Criteria: Specific Value

*Restrict to: All Customers

*Match Rule: Exact Match

Anchor BU: [] | Currency: USD

Item Reference

Qual Code	Reference	To Reference
I	OA-158657	

Item Inclusion Options

All Items
 Deduction Items Only
 Items in Dispute Only
 [Advanced Inclusion Options](#)

Exclude Collection Items
 Exclude Deduction Items
 Exclude Dispute Items

Worksheet Action

 Created Date/Time:
 Number of items in worksheet: 0

Worksheet Selection | Worksheet Application | Worksheet Action

Worksheet Selection | Worksheet Matches

- Optionally, use the **Item Inclusion Options** section to indicate whether certain types of items will be included or excluded from the worksheet. The default is to include all items.
- After setting your criteria, click the **Build** button to create the new refund worksheet.

Step 3: Complete the Worksheet Application page

Next, complete the *Worksheet Application* page to specify the action that should be taken for the selected items.

1. Default *Entry Types* have been applied to the item(s) that you will need to change for the refund. For each item that you want to refund, complete the **Item List** entry as follows:

Field Name	Field Description
Sel	If necessary, click the Sel checkbox.
Type	Select "RC" (Refund a Credit) for the <i>Type</i> field. The <i>Type</i> field indicates the action that will be taken when the worksheet is posted.
Reason	Select "REFND" (Refund). <i>Reason</i> codes in combination with the <i>Entry Type</i> help determine what accounting entries will be created as the result of a transaction.

The screenshot shows the 'Worksheet Application' interface. At the top, there are fields for Unit (G1001), Worksheet ID (21156), Currency (USD), Accounting Date (09/11/2018), and Reason Code. Below these are three main sections: 'Item Action' with 'Entry Type' set to 'Offset an Item' and a 'Reason' search field; 'Row Selection' with 'Choice' set to 'Select Range' and a 'Range' field; and 'Display Control' with 'Display' set to 'All Items' and a 'Go' button. An 'Absolute Value Sort' button is also present.

The 'Item List' table is displayed with columns: View Detail, Seq Nbr, Sel, Item Balance, Currency, Item ID, Line, Type, Reason, Unit, Customer, and Amount selected. The first row is highlighted with a red box around the 'Type' (RC) and 'Reason' (REFND) fields. Below the table is an 'Add Item' button and a 'Group View' button. A 'Revenue Distribution' section shows a 'Balance' table with columns: Dr, Cr, Adj, Net, WO, and Ref. The 'Ref' value is -375.00, highlighted with a red box.

At the bottom, there are links for 'Worksheet Selection', 'Worksheet Application', 'Worksheet Action', 'Attachments (0)', and 'View Audit Logs'. A footer bar contains 'Save', 'Return to Search', 'Notify', and 'Refresh' buttons.

2. Click the **Save** button. If you receive an error indicating that the item is already tagged in another group, it means that there is another unposted Maintenance or Payment Worksheet that has the item selected. You won't be able to complete this worksheet until you resolve this issue. Refer to the "[Resolve Worksheet Error: Item Already Tagged in Another Group](#)" guide for more information.

Step 4: Submit the Refund for Approval on the Worksheet Action page

Next, use the *Worksheet Action* page to “Submit to Workflow”. This means approval is needed. All refunds need approval.

1. Click on the *Worksheet Action* link.
2. Accept the **Action** “Submit to Workflow” and click on the **OK** button. The *Status* field will display “Pending Approval”.

Worksheet Action

Unit G1001 Worksheet ID 21156 Accounting Date 09/11/2018

Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Maintenance Group

Posting Action

Action: Submit to Workflow [v] OK

Accounting Entry Action

Create/Review Entries

Worksheet Selection Worksheet Application Worksheet Action

Save Return to Search Notify

3. You will receive a Notification (🚩) when the refund has been approved. If the refund is denied, you will receive a Notification and an email.



- If the transaction has been approved, it is automatically set to batch standard and ready for the ARUpdate process.
- You can click on the refund link in the **Notifications - Alerts** to review the worksheet and verify that it has been set to batch standard.

Step 5: Run the ARUpdate Process Manually or Wait for the Batch

WARNING! The ARUpdate process must be run before proceeding to the next step.

Although the ARUpdate process does run automatically several times a day, many agencies prefer to run the ARUpdate process manually so they can finish processing the refund.

1. Refer to the "[Run the ARUpdate Process](#)" guide for instructions on running the process manually.
2. After running the ARUpdate process, the refund should display on the *Customer's Activity* page.

Acctg Date	Item ID	Line	Entry Type	Entry Reason	Entry Amount	Entry Currency	Unit
09/11/2018	OA-158657	0	OA	OVRPY	-375.00	USD	G1001
09/11/2018	OA-158657	0	RC	REFND	375.00	USD	G1001
09/11/2018	TRN0000010	1	IN		375.00	USD	G1001
09/11/2018	TRN0000010	1	PY		-375.00	USD	G1001

Step 6: Run the Receivable Refund Process Manually or Wait for the Nightly Batch

Next, the Receivable Refund process must be run to update the Voucher Staging tables.

Usually, because of separation of duties requirements, staff that run the processes are different from staff that create the refund worksheets. It is important for both groups to communicate to ensure that the requested number of refund items is processed successfully.

1. Navigate to the *Request Refund Item* page using one of the options below.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Maintain Items, Refunds, Request Refund Item.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Reports/Processes section, Request Refund Item.

2. Use an existing *Run Control ID* or enter a new *Run Control ID*.
3. At the *Refunds* page, accept the default *Unit* or enter a *Unit*. (This is generally the same as your Business Unit.)
4. Click on the **Load Directly to AP** checkbox.

Refunds

Run Control ID NEWG10 Report Manager Process Monitor Run

Refund Request Parameters

1-1 of 1 | View All

*Business Unit	Description	Load Directly to AP		
1 G1001	Minnesota Management & Budget	<input checked="" type="checkbox"/>	+	-

Save Return to Search Previous in List Next in List Notify Add Update/Display

5. Click on the **Save** button.
6. Click the **Run** button. The *Process Scheduler Request* page displays.
7. Accept the default process **AR_REFUND** and click on the **OK** button. You are returned to the *Refunds* page.

Help

User ID 01159534 Run Control ID NEWG10

Server Name

Recurrence

Time Zone

Run Date

Run Time

[Reset to Current Date/Time](#)

Process List

Select	Description	Process Name	Process Type	Type	Format	Distribution
<input checked="" type="checkbox"/>	AR_REFUND	AR_REFUND	Application Engine	Web	TXT	Distribution

OK
Cancel

8. Note the Process Instance number and click on the **Process Monitor** link to ensure the process is successful.
9. Monitor for the Process Name "AR_REFUND" for the instance you ran. Click on the **Refresh** button every 30 seconds to ensure that the Run Status = Success and the Distribution Status = "Posted". Any other combination of results indicates that the process failed to run successfully.

Process List
Server List

View Process Request For

User ID Hours [Refresh](#)

Server Name Instance From Instance To

Run Status Distribution Status Save On Refresh

Process List

1-2 of 2
View All

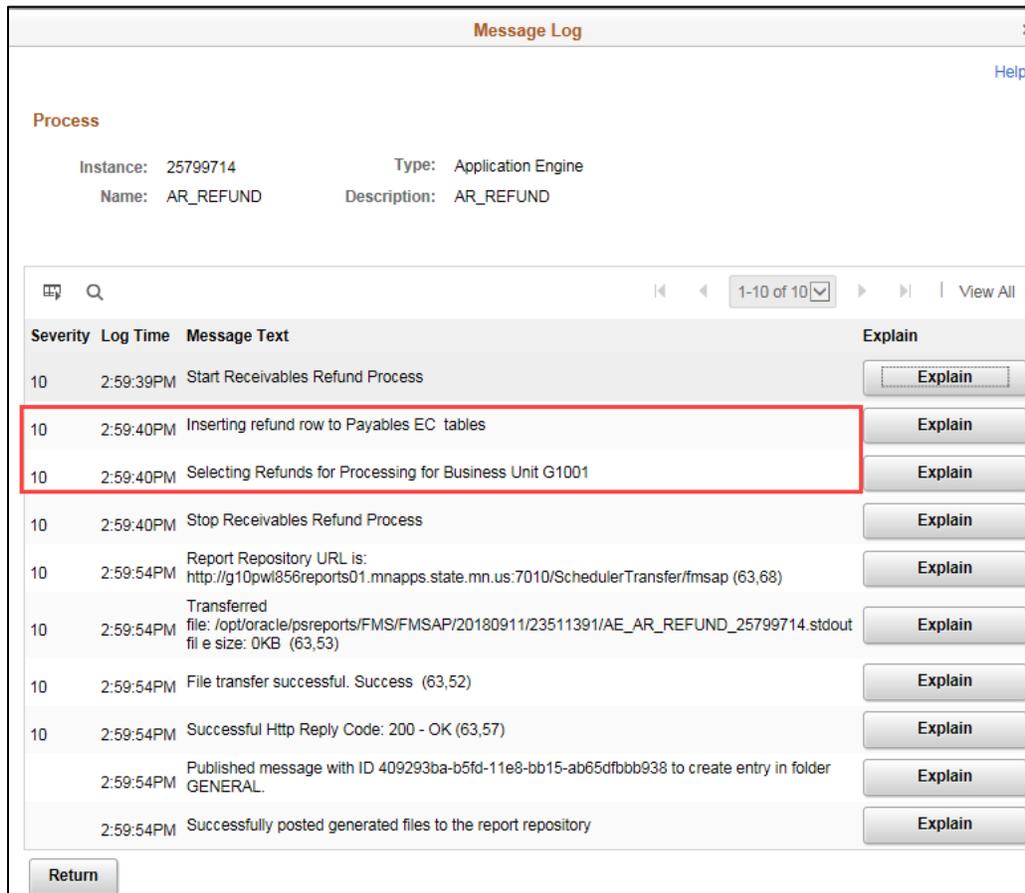
Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	25799714		Application Engine	AR_REFUND	01159534	09/11/2018 2:58:12PM CDT	Success	Posted	Details
<input type="checkbox"/>	25799702		PSJob	ARUPDATE	01159534	09/11/2018 2:39:47PM CDT	Success	Posted	Details

Go back to Request Refund Item

Save
Notify

10. Click on the *Details* link to confirm the results of the Receivables Refund process. The *Process Detail* page displays. This page shows details about how the process ran in the system, and can be used to confirm that the process ran successfully or to determine the cause of errors.

11. Click on the *Message Log* link. The *Message Log* page displays. This page shows a step-by-step breakdown of the actions performed during the process.



- You should see a row that says “Selecting Refunds for Processing” which means that SWIFT was able to find refund items.
- You should see another row that says “Inserting refund row to Payables EC tables” which means that SWIFT created payables items based on the refund items it found.

Note: There will be rows like this for each refund item that was processed. In this example there was only one item, so only one row was inserted. It is important to verify that the count in the Message Log matches the count of the number of refunds to be processed. This count is provided by the staff responsible for entering the refund worksheets.

If the process failed to find refund items, the rows described above will not be present in the *Message Log*. There could be several reasons for this:

- ARUpdate process was not run first, meaning there are no refund items for this process to find
- Process may have been run for the wrong Business Unit
- Posting Action was not changed to “Batch Standard” but left as “Do Not Post”
- Customer does not have a Supplier number or a one-time number was used instead of a regular number for an AR Item with multiple lines

Check for any possible reasons for the missed refund items first. Work internally with the staff that created the refund worksheets to troubleshoot the process. If you still believe the process should have found refund items but did not, please contact the SWIFT Help Desk and provide the Process Instance and reference information for the refund items, such as the *Worksheet ID* numbers or the Customer number.

Step 7: Communicate with the Accounts Payable

Be aware that this process creates vouchers in AP but this does not mean the customer will get paid. AP staff must process the voucher to pay the refund to the customer. This generally occurs the next day or after batch processes run. Follow agency procedures to authorize supplier payments and to verify and track payments based on the requested refunds.

- If you do not want tax to be calculated on the AP voucher refund, you must notify AP staff that this transaction should be tax exempt. AP staff will need to check the tax-exempt box on the Invoice Information tab of the voucher; otherwise tax will be calculated based on the tax code used.
- You should remove the Supplier ID from your customer record after your refund is process by AP so that another agency can process a refund for that supplier.

After the refund is processed in Accounts Payable, you can view Refund information on the following pages:

- The *Refund Status* page displays information about the payment. The information displayed will differ depending on whether the payment was made by check or electronically.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Maintain Items, Refunds, Refund Status.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Maintain Items section, Refund Status.

Refund Status

Unit G1001 Voucher 00024522 Invoice 140060A-158657

Supplier 0000198390 Supplier Name ELY CITY OF T
 Short Name ELY CITY O-001
 Date 09/11/2018 Status Posted

Gross 375.00 Pay Status Paid
 Balance 0.000 Due Date 09/11/2018

Details

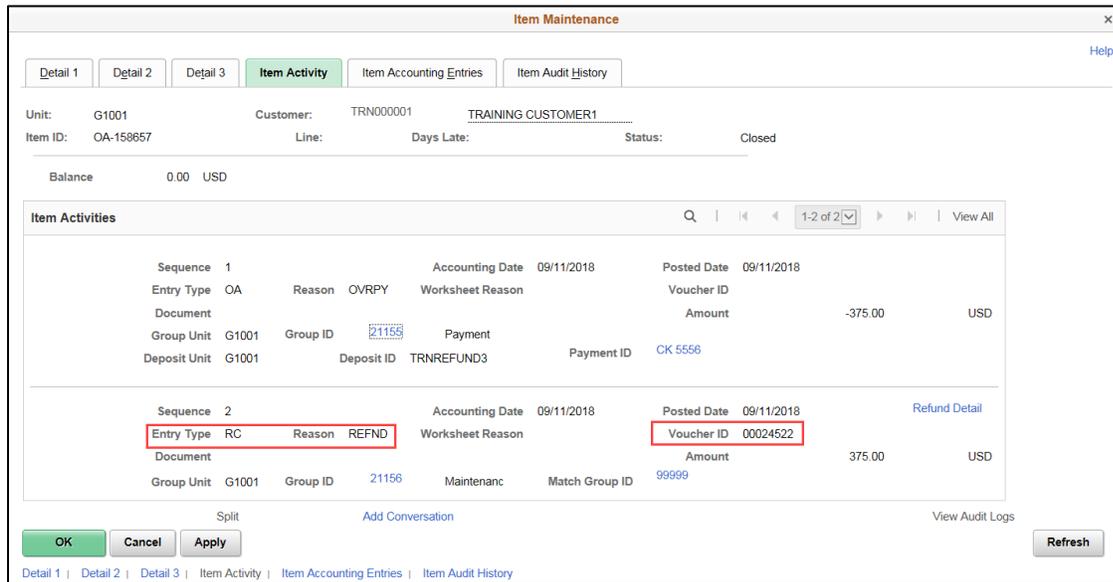
1-1 of 1

Bank Code	Account	Reference	Short Supplier Name	Payment Amount	Currency	Status	Paid Amount
1 US001	WF	0004761658	ELY CITY O-001	375.00	USD	Paid	375.00

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- The **Activity Item** tab of the *View/Update Item Details* pages displays the Voucher ID on the Refund activity. The *Refund Detail* link brings you to the *Refund Status* page shown previously.

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Receivable, Maintain Items, Refunds, Refund Status.
WorkCenter	Accounting, Accounts Receivable, Receivables WorkCenter, left-menu, Maintain Items section, Refund Status.



- If you have the role, you can also view the voucher information in Accounts Payable. (Tip: Search with Voucher Source = Receivables, Customer Refunds).

Navigation Options	Navigation Path
Navigation Collection	Accounting, Accounts Payable, Vouchers, Regular Entry, click on the Find an Existing tab.
WorkCenter	Accounting, Accounts Payable, WorkCenter, left-menu, Links section, Regular Entry, click on the Find an Existing tab.

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Voucher

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value Keyword Search

▼ Search Criteria

Business Unit =

Voucher ID begins with

Invoice Number begins with

Invoice Date =

Short Supplier Name begins with

Supplier ID begins with

Supplier Name begins with

Voucher Style =

Related Voucher begins with

Entry Status =

Voucher Source =

Incomplete Voucher =

Agency Origin begins with

Case Sensitive

[Basic Search](#)

- Below is a print screen of the Voucher page for the refund used in this example.

Summary

Business Unit	G1001	Invoice Date	09/11/2018
Voucher ID	00024522	Invoice No	140060A-158657
Voucher Style	Regular	Invoice Total	375.00 USD
Supplier Name	ELY CITY OF T 209 E CHAPMAN ST ELY, MN 55731	Pay Terms	Net 0
Entry Status	Postable	Voucher Source	Receivables Customer Refunds
Match Status	No Match Approval History	Origin	REF
Approval Status	Approved	Created On	09/11/2018 4:14PM
Post Status	Posted	Created By	01159534
Budget Status	Valid	Last Update	09/12/2018 8:40AM
Budget Misc Status	Valid	Modified By	01166516
*View Related	Payment Inquiry <input type="button" value="Go"/>	ERS Type	Not Applicable
		Close Status	Open
		Audit Logs	

[Summary](#) | [Related Documents](#) | [Invoice Information](#) | [Payments](#) | [Voucher Attributes](#) | [Error Summary](#)