



PowerAide

The instructions below are the recommended method for issuing a refund payment for an AR customer. It utilizes both the Accounts Receivable and Accounts Payable systems.

This process will create a Debit Memo transaction in AR to clear the credit from the customer account and will create an AP invoice batch for the designated vendor to be paid through the AP payment process.

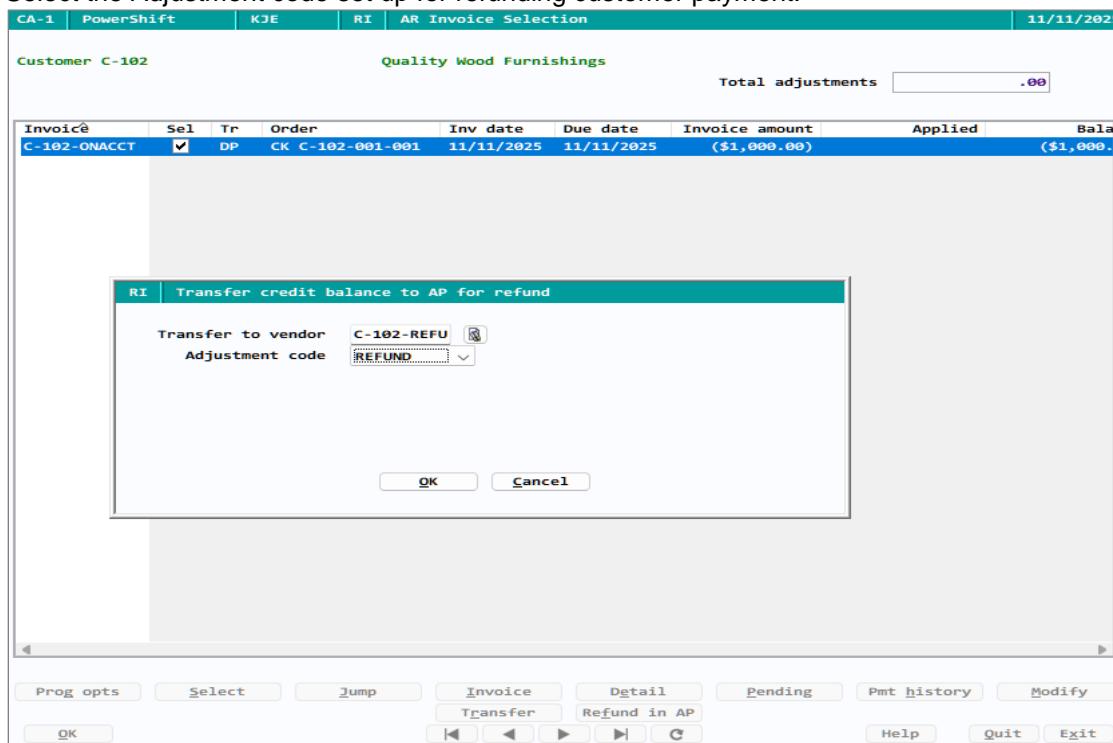
Setup

- **TACM** – define AR adjustment refund code
- **GMM** – create (if needed) an account as a temporary posting account for customer payment refunds. An existing account can be used. It will be used as the offset for the AR adjustment and then cleared with the AP payment process.
- **XPC** – set up rule for AR adjustment code in the DR ADJ Posting name category for program RJ.
- **VM** – Create vendor for the customer that is receiving the refund. You can fill in the Customer number on the vendor to tie to the customer you are refunding, but it isn't required.

Refund Payment to Customer

AR transaction

1. Run **RB**.
2. Click **Add** to create a new batch.
3. Type **NEW** for the batch field and press Enter.
4. Accept or change the Date created, this will be used for the posting date.
5. Click the **Adjustments** button.
6. Enter or lookup the Customer number.
7. Highlight the transaction you want and click on the **Refund in AP** button.
8. Enter or look up the Vendor to issue the payment to.
9. Select the Adjustment code set up for refunding customer payment.

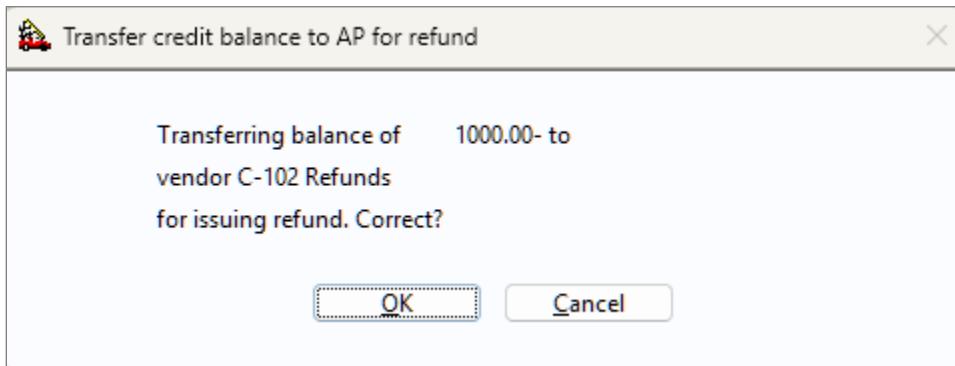


10. Click **OK**.



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11. A prompt showing the vendor name and the balance that is going to be transferred will display.



12. Click **OK** to accept the transaction or **Cancel** to abort.
13. Click **Exit** twice to get back to the batch header.
14. Click **Register** to update the transactions in AR and post to the GL. Click **OK** to complete the register.
15. The GL will make a debit posting to AR and a credit posting to the account tied to the Refund transaction code (in XPC rules).

AP transactions

1. Run **NE**.
2. There will be a batch that is named **ARREF**.
3. Select the Batch.
4. Click **Invoice** if you wish to maintain the invoice.
5. Click **Register**.
6. Click **OK** to complete the register.
7. The GL will make a credit posting to your AP account and a debit posting to the account tied to the Refund transaction code (clearing the amount put in it by the Debit Adj in RB).
8. Complete the AP Payment process to issue the payment using the **NC/NCP/NCR** programs like any other vendor payment.