

Accounts Receivable Overpayment Refund

Process Document

08/08/2017

Overview

Background

- The previous release (KFS 4.1) provided the ability to process an overpayment refund on the Application (APP) document by selecting Refund in the “Non-AR” section.

From KFS 4.1:

The screenshot displays the 'Application' interface in KFS 4.1. At the top, it shows 'Doc Nbr: 2212999', 'Status: SAVED', 'Initiator: smadachi', and 'Created: 03:05 PM 08/04/2017'. Below this is a navigation menu with options like 'Document Overview', 'Control Information', 'Summary of Applied Funds', 'Quick Apply to Invoice', 'Apply to Invoice Detail', and 'Non-AR'. The 'Non-AR' section is expanded, showing a table with columns: 'Refund', '* Chart', '* Account Number', 'Sub-Account', '* Object', 'Sub-Object', 'Project', 'Amount', and 'Action'. The 'Refund' column has a red box around it. Below the table is a 'Refund' section with a 'Disbursement Voucher' table and an 'Unapplied' section with a 'Customer' and 'Amount' field. At the bottom, there are buttons for 'submit', 'save', 'reload', and 'close'.

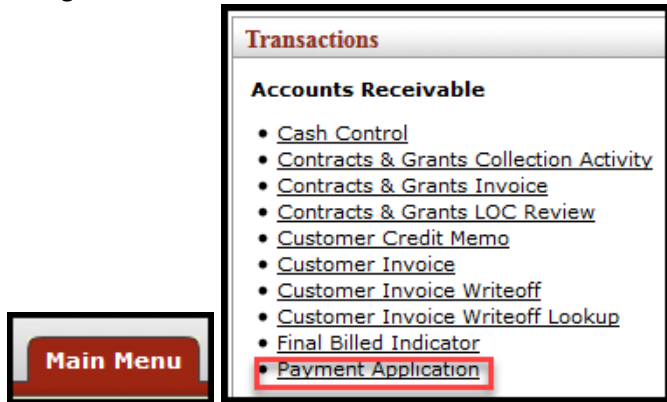
- This would enable the AR Processor to generate a Disbursement Voucher (DV) eDoc from the APP eDoc. After the APP and Cash Control (CTRL) eDoc are finalized, the DV would then just need to be submitted and approved.
- In the current release (KFS6), these options are not available. These procedures have been established to process an overpayment refund.

Getting Started

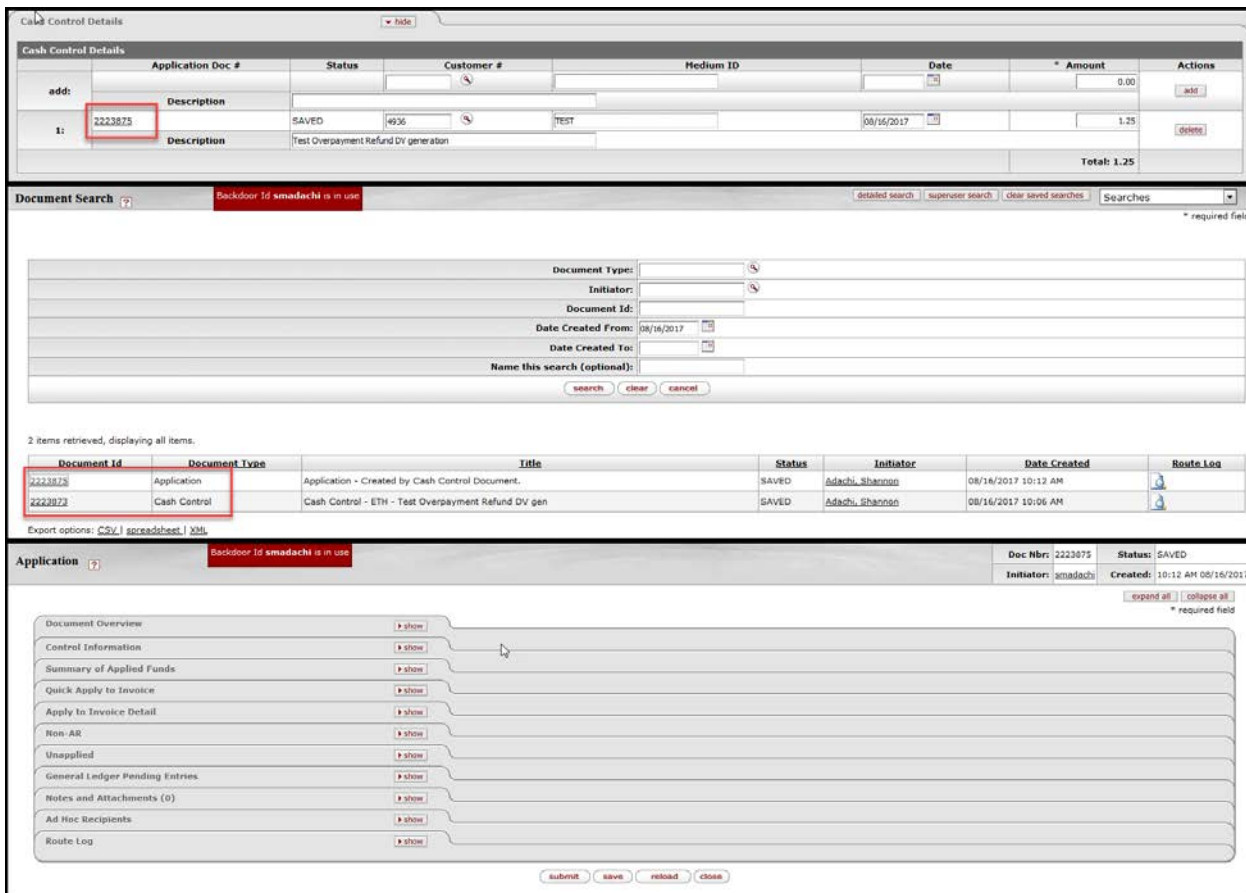
- If you need to process an overpayment refund, you will need to do these three steps:
 - When you are processing the payment on the generated APP eDoc, we recommend posting the overpayment to the original account on the Invoice (INV) and object code 9230 (Deposits Payable) in the “Non-AR” tab. This will hold the overpayment, so the overpayment can be refunded.
 - Check KFS for a Vendor that matches the Customer on the INV. Create a Refund Vendor (if necessary), so the refund can be processed.
 - Create a Disbursement Voucher (DV) to the Refund Vendor (Customer) for refund of the overpayment using the account and object code that was specified on the “Non-AR” tab of the APP eDoc.
- Note: These procedures highlight key data values and/or steps for this process. Refer to the Process Documents in the References section for general instructions on processing customer invoices and payments and disbursement vouchers.

Step 1: Post the overpayment in the “Non-AR” tab

Navigation: Main Menu tab → Transactions → Accounts Receivable → Payment Application



- To access the generated APP eDoc, click on the link in the “Cash Control Details” tab on the CTRL eDoc or do a Document Search.



- Process the overpayment on the generated APP eDoc. We recommend posting the overpayment to the original account on the INV and object code 9230 in the “Non-AR” tab.

Summary of Applied Funds tab

Summary of Applied Funds					Unapplied Funds			
Invoice Nbr	Item #	Inv Item Desc	Applied Amount		Cash Control	Open Amount	Applied Amount	
2219049	1		\$1.00		1.25	0.00	1.25	

Apply to Invoice Detail tab

Apply to Invoice Detail

Customer: 4936
Invoice: 2219049

Invoices: 2219049

Invoice Number/Billing Date: 2219049 / 2017-06-05
Invoice Header/Customer Name: TEST
Open Amount/Total: 1.00 / 1.00
Amount Applied to Invoice: 0.00

Chart	Account	Item Desc	Item Total Amount	Item Open Amount	Apply Amount	Apply Full Amount
SW	2249542		1.00	1.00	1.00	<input type="checkbox"/>

Apply

- Select the invoice to apply the payment to be applied to. Enter the amount of the payment or select “Apply Full Amount,” if applicable, then select “apply.”

Non-AR tab

Non-AR

add	Chart	Account	Sub-Account	Object	Sub-Object	Project	Amount	Action
	SW	2249542		9230			0.25	add
Non-AR Total							0.00	

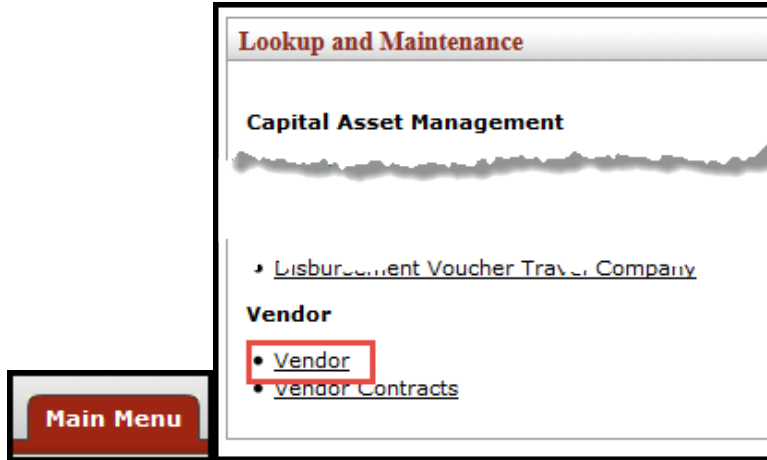
Non-AR

add	Chart	Account	Sub-Account	Object	Sub-Object	Project	Amount	Action
1	SW	2249542		9230			0.25	delete
Non-AR Total							0.25	

- Enter the original chart and account number on the INV, object code 9230, and the amount of the overpayment, then select “apply.”
- After completing the APP, select submit.
- The CTRL should then be submitted, GLPE generated, and finalized.

Step 2: Create a Refund Vendor

Navigation: Main Menu tab → Lookup and Maintenance → Vendor → Vendor



Vendor Lookup Backdoor ID smadachi is in use credit view * required field

Vendor Name: TEST*

Tax Number:

Vendor #:

Active Indicators: Yes No Both

Vendor Type:

8 items retrieved, displaying all items.

Actions	Vendor Name	Address	Search Alias	Vendor #	Vendor Type	Address Type Description	Active Indicator
edit	TEST ATTACHMENT IN NOTICE	123 WAIKIKI HONOLULU HI US		19012-0	DV	SEMIT	No
edit	TEST DUPLICATE TIN	12345 KALAKAUA BLVD HONOLULU HI US		17161-0	BE	SEMIT	No
edit create division	TEST EQUIP CONNECTION	30 SKYLINE DR LAKE MARY FL US		22915-0	DV	SEMIT	Yes
edit create division	TEST EQUIPMENT PLUS	35707 NE 66TH AVE LA CENTRE WA US	TEST EQUIPMENT PLUS V0001291380	14963-0	DV	SEMIT	Yes
edit create division	TESTAMERICA LABORATORIES INC	PO BOX 204290 DALLAS TX US 4101 SHURPES ST NORTH CANTON OH US		20527-0	DV	SEMIT	Yes
edit create division	TESTEQUITY LLC	PO BOX 515047 LOS ANGELES CA US 6100 CONDOR DRIVE MOORPARK CA US		34857-0	DV	SEMIT	Yes
edit create division	TESTFABRICS INC	PO BOX 3026 415 DELAWARE AVE WEST PITTSBURGH PA US		29451-0	DV	SEMIT	Yes
edit create division	TESTSTRON HAWAII	2104 LAUWILIWILI ST #102K KAPOLEI HI US	TESTSTRON TESTSTRON HAWAII V00002481460	16124-0	DV	SEMIT	Yes

- Verify if the Customer is also in the Vendor listing by doing a Vendor search and matching the name and address.
- If there are no matches, create a Refund Vendor. From the Vendor Lookup, select the “create new” button in the upper right hand corner.

The Vendor (PVEN) eDoc is generated.

Vendor Doc Nbr: 2223762 Status: INITIATED

Initiator: hlyota Created: 12:26 PM 08/07/2017 expand all collapse all * required field

Document Overview

Vendor

Address

NRA Extended Attributes

Contact

Supplier Diversity

Shipping Special Conditions

Vendor Commodity Codes

Search Alias

Vendor Phone Number

Customer Number

Contracts

Notes and Attachments (0)

Ad Hoc Recipients

Route Log

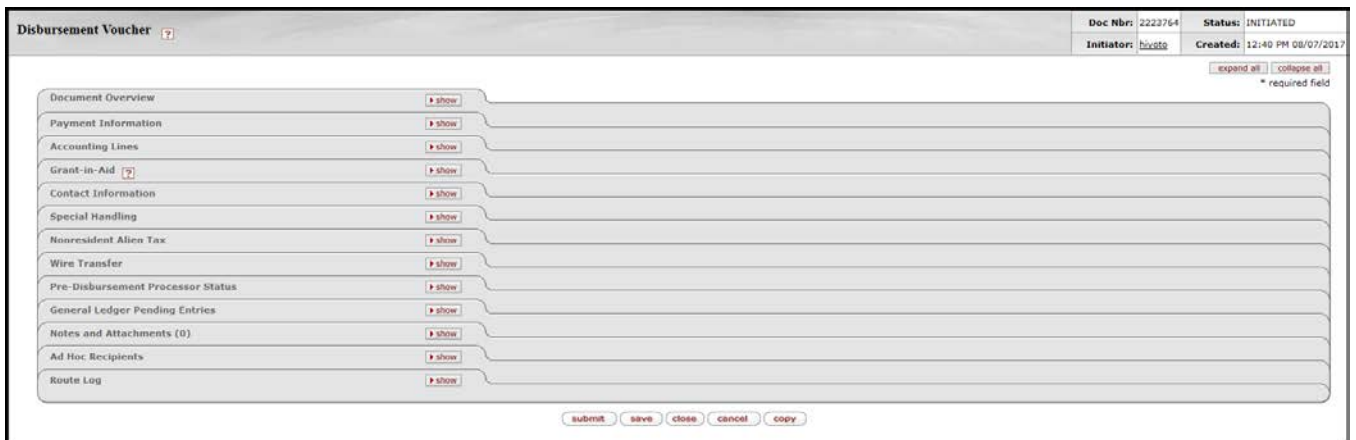
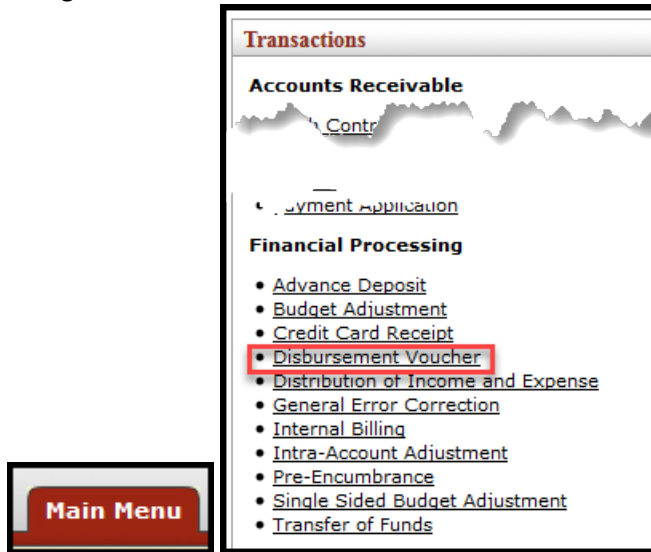
Document Overview tab

Document Overview	
Description:	ETH - Test Overpayment Refund Vendor
Organization Document Number:	
Explanation:	Testing Accounts Receivable over-payment refund

- In the Explanation field, enter a brief description of why you are creating this Refund Vendor.
- Attach some form of documentation with the Customer's full name and current address in the Notes and Attachments. (i.e., The original invoice with sensitive information redacted).
- Information can be copied and pasted from the Customer profile.
- The PVEN is then routed to KFS-VND Reviewer DV for review and approval.
- When the PVEN eDoc is approved, an FYI is sent to the initiator. Then the DV can be created to refund the overpayment.

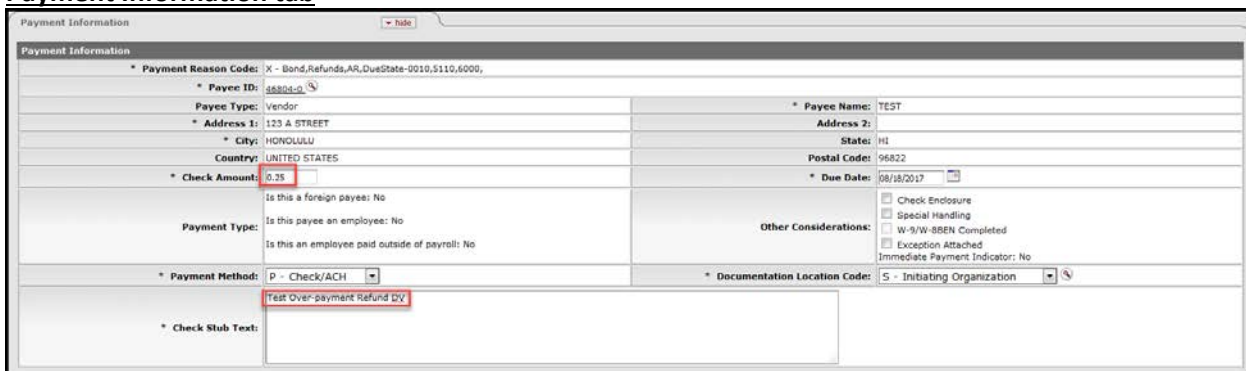
Step 3: Create a Disbursement Voucher (DV) to the Refund Vendor (Customer)

Navigation: Main Menu tab → Transactions → Financial Processing



- Create a DV to the Refund Vendor (Customer) for refund of the overpayment. Open a DV eDoc.
- In the Explanation field, enter a brief description of why you are creating this refund DV.

Payment Information tab



- Use Payment Reason Code "X".
- After selecting the Vendor (Customer), enter the Check Amount, and verify the Payment Method and Document Location Code. Enter a Check Stub Text.

Accounting Line tab

Source	* Chart	* Account	Sub-Account	* Object	Sub-Object	Project	Org Ref Id	* Amount	Actions
add:	SW	2249542		9230				0.25	

- Use the account and object code (9230) that you used in the “Non-AR” tab of the APP.
- Enter Amount, Line Description, Invoice Number, and Invoice Date.
- For accounting purpose, enter the date when the payment was received in the Goods/Services Rec'd Date and Invoice Rec'd Date, and select “add.” Note: When the AR payment was received, we incurred the liability to pay back the over-payment.
- Attach supporting documentation and add the APP document number as a note.
- Click on the 'save' button.
- Click on the 'submit' button.
- DV will route for approval and payment will be made to the Vendor (Customer) when the DV is fully approved.

Reference

For more information regarding the University’s procedure for processing Accounts Receivable documents, please refer to the following Process Documents on the FMO website in the Financial Systems | Policies and Guidelines |, Accounts Receivable section:

Processing an AR Payment:

http://www.fmo.hawaii.edu/financial_systems/docs/Process_Document-AR_Payment.pdf

Processing a Vendor Maintenance:

http://www.fmo.hawaii.edu/financial_systems/docs/Vendor_Maintenance_v1_0.pdf

Processing a Disbursement Voucher:

http://www.fmo.hawaii.edu/financial_systems/docs/DV_User_Guide.pdf