

# Refund Reversals

## Overview

The section describes the Refund Reversal transaction process. This is available for posted refunds only. It can be run if a payment reversal was created in error.

The Refund Reversal form is accessed from a Posted Refund in the Govern A/R Inquiry form. Therefore, before a refund reversal can be created, the following processes must take place:

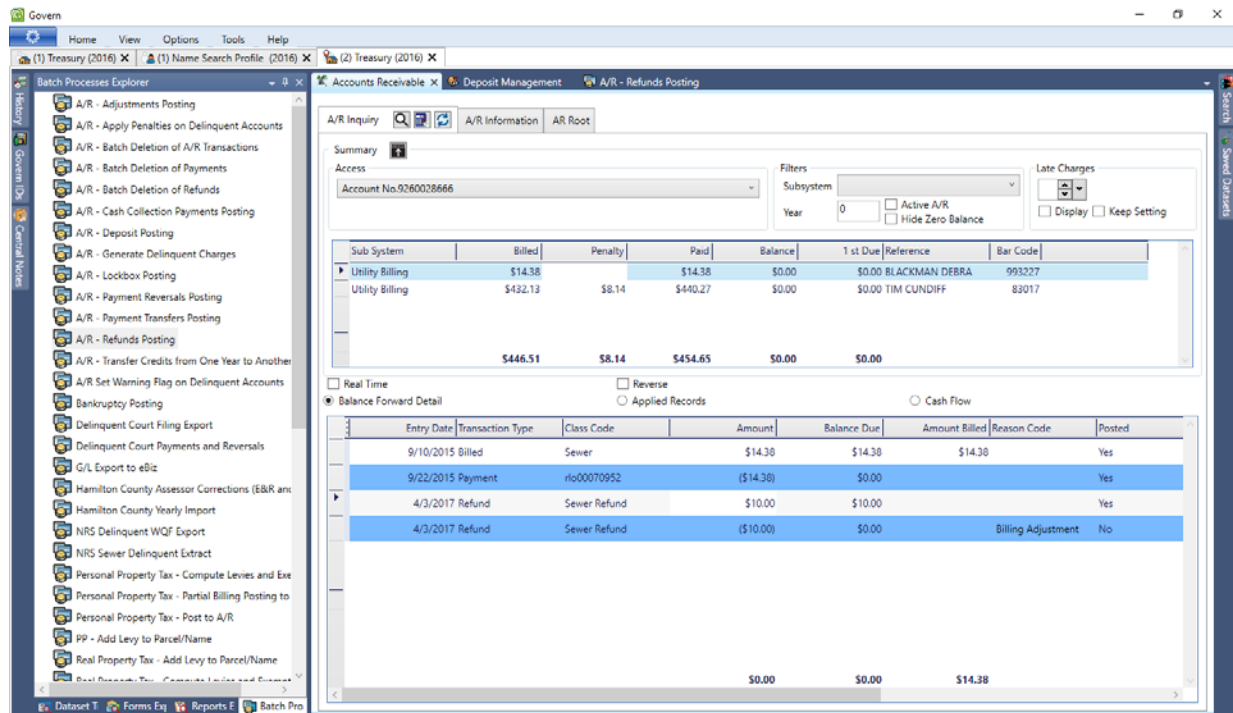
1. An invoice must be created for the A/R record.
2. The invoice must be billed and posted.
3. The bill must be paid and the payment must be posted.
4. The payment must be refunded.
5. The refund must be posted.

## Accessing the Refund Reversal Form

To access the Refund Reversal form:

1. Launch Govern.
2. Open a Profile that includes the A/R Inquiry.
3. Select the *A/R Inquiry* form.
4. Perform a search and select the required name or property record.
5. Select the required record in the Summary section.

Details of the record are displayed in the Details section.



The screenshot shows the Govern software interface with the 'A/R - Refunds Posting' window open. The window has a menu bar (Home, View, Options, Tools, Help) and a toolbar. The left sidebar contains a 'Batch Processes Explorer' with various options like 'A/R - Adjustments Posting', 'A/R - Apply Penalties on Delinquent Accounts', etc. The main area is divided into 'Summary' and 'Balance Forward Detail' sections.

**Summary Section:**

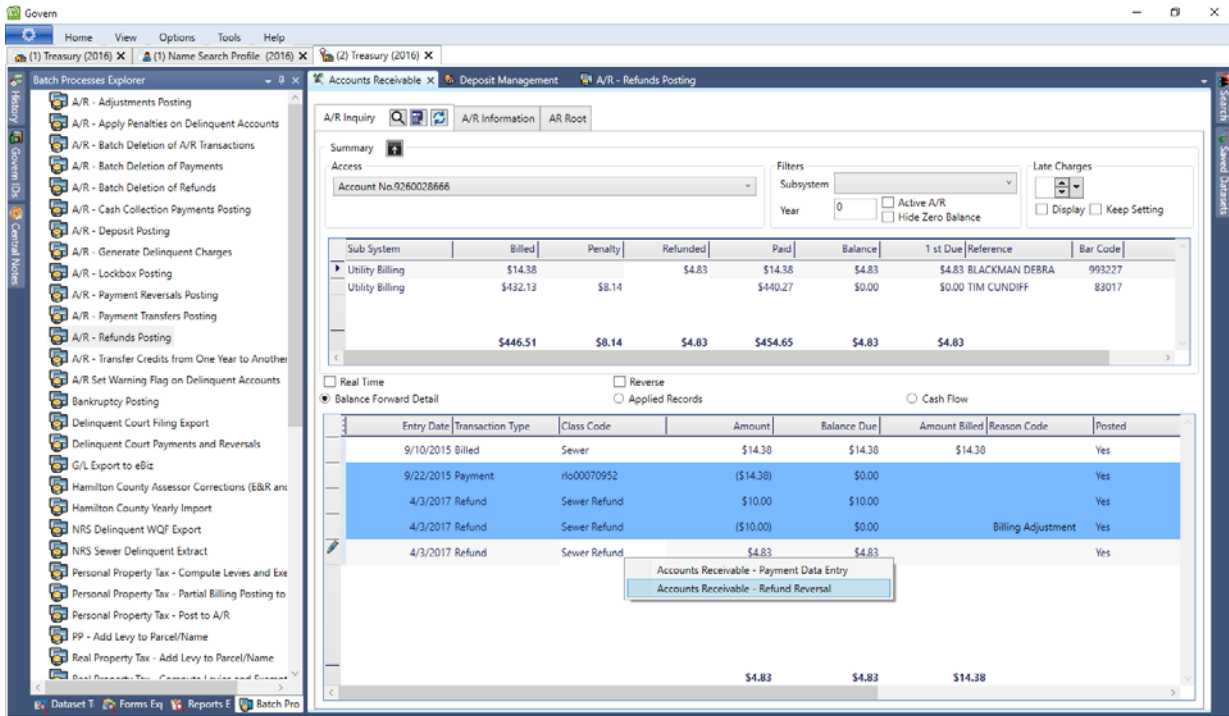
Sub System	Billed	Penalty	Paid	Balance	1 st Due	Reference	Bar Code
Utility Billing	\$14.38		\$14.38	\$0.00	\$0.00	BLACKMAN DEBRA	993227
Utility Billing	\$432.13	\$8.14	\$440.27	\$0.00	\$0.00	TIM CUNDIFF	83017
	<b>\$446.51</b>	<b>\$8.14</b>	<b>\$454.65</b>	<b>\$0.00</b>	<b>\$0.00</b>		

**Balance Forward Detail Section:**

Entry Date	Transaction Type	Class Code	Amount	Balance Due	Amount Billed	Reason Code	Posted
9/10/2015	Billed	Sewer	\$14.38	\$14.38	\$14.38		Yes
9/22/2015	Payment	rio00070952	(\$14.38)	\$0.00			Yes
4/3/2017	Refund	Sewer Refund	\$10.00	\$10.00			Yes
4/3/2017	Refund	Sewer Refund	(\$10.00)	\$0.00		Billing Adjustment	No
			<b>\$0.00</b>	<b>\$0.00</b>	<b>\$14.38</b>		

- Right click on the required Refund in the Details section.  
A context-sensitive menu appears.

# Accounts Receivable



The screenshot shows the 'Accounts Receivable' window in the Govern software. The left sidebar lists various batch processes, including 'A/R - Refunds Posting'. The main window displays a summary table and a detailed transaction list.

**Summary Table:**

Sub System	Billed	Penalty	Refunded	Paid	Balance	1 st Due	Reference	Bar Code
Utility Billing	\$14.38		\$4.83	\$14.38	\$4.83	\$4.83	BLACKMAN DEBRA	993227
Utility Billing	\$432.13	\$8.14		\$440.27	\$0.00	\$0.00	TIM CUNDIFF	83017
	<b>\$446.51</b>	<b>\$8.14</b>	<b>\$4.83</b>	<b>\$454.65</b>	<b>\$4.83</b>	<b>\$4.83</b>		

**Transaction Detail Table:**

Entry Date	Transaction Type	Class Code	Amount	Balance Due	Amount Billed	Reason Code	Posted
9/10/2015	Billed	Sewer	\$14.38	\$14.38	\$14.38		Yes
9/22/2015	Payment	ric00070952	(\$14.38)	\$0.00			Yes
4/3/2017	Refund	Sewer Refund	\$10.00	\$10.00			Yes
4/3/2017	Refund	Sewer Refund	(\$10.00)	\$0.00		Billing Adjustment	Yes
4/3/2017	Refund	Sewer Refund	\$4.83	\$4.83			Yes
			<b>\$4.83</b>	<b>\$4.83</b>	<b>\$14.38</b>		

A context menu is visible over the transaction list with the following options:

- Accounts Receivable - Payment Data Entry
- Accounts Receivable - Refund Reversal

## 7. Select **Refund Reversal**.

The Refund Reversal form appears.

## Refund Reversals

Accounts Receivable - Refund Reversal

Detail

Receipt # rlo00070952

General Information

Subsystem	Year	Bill Number	Invoice No.	Check No.	Cycle Code
Utility Billing	2016				

Detail

Date	Effective On	Amount	Interest	Total to Refund
4/3/2017	4/3/2017	(\$4.83)	\$0.00	(\$4.83)

Class Code

Sewer Refund

Due Date

Discount Date

Comment

Justification Code

Billing Adjustment

Deposit Number

20170403JC\_5 (Refund Reversal-jcormac)

Notes

Payer Information

Letter Code

Payer Name

HAMILTON MILDRED  
2420 VINE ST  
CHATTANOOGA TN 37404-0000

Cancel Save Exit

The following fields are populated with data from the selected refund.

- General Information
  - Subsystem
  - Year
  - Bill Number
  - Cycle Code
- Detail
  - Date
  - Effective On
  - Amount
  - Interest
  - Total to Refund
  - Class Code: This field can be modified

## Accounts Receivable

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The following fields can be modified:

- Invoice No.
- Check No.
- Justification Code
- Deposit Number
- Notes
- Payer Information

## General Information

Detail

Receipt # rlo00070952

General Information					
Subsystem	Year	Bill Number	Invoice No.	Check No.	Cycle Code
Utility Billing	2016		<input type="text"/>	<input type="text"/>	

**Receipt Number:** The Receipt Number is automatically generated according to the setup in the Cash Collection Parameters. It comprises a three-digit code that is based on either the Receipt Group or the user ID of the logged-in user. The code is followed by the receipt sequence. This is an eight-digit number that starts with one for each user or receipt group. The number increases by one for each new receipt.

**Subsystem:** The subsystem for the record or entry selected on the A/R Inquiry form is displayed.

**Year:** This field displays the fiscal year of the transaction.

**Bill Number:** This field displays the bill number for the selected record.

**Invoice No.** Enter an invoice number for the transaction.

**Check No.** Enter a check number in this field, if applicable.

The Check Number is displayed with the record in the A/R Inquiry form under **Balance Forward Details**.

If the check number is created by the Refunds form in Govern, it is displayed when the transaction is saved.

**Cycle Code:** This field displays the Cycle Code associated with the record (Table: VT\_USR\_ARCYCLE).

It is now mandatory to create A/R Cycle Codes for Real Property and Personal Property tax billing. This is used for tax billing cycles and is linked to the A/R Class Code in GNA. You need to set up at least one Cycle Code, but you can create multiple codes. For example, you could have one cycle for municipal tax and a second for school tax.

Frozen IDs are now created for cycle billing. A new Frozen ID is assigned when you run the Posting to A/R batch process. This is called a Certified Record. It is displayed in the Govern History Panel with the Cycle Code. The first Certified Record is assigned Frozen ID -1, the second -2, the third is assigned -3, and so on if there are multiple cycle codes.

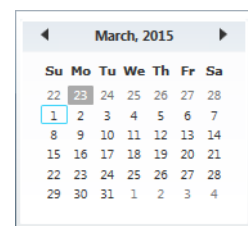
A new Tax Audit record is created for all the parcels included in the batch process. The Entry Code for these records is set to Original. The Frozen ID is updated and a new entry is listed in the History Panel. *For further details, refer to the Govern Real Property Tax documentation.*

Detail

Date	Effective On	Amount	Interest	Total to Refund
4/3/2017	4/3/2017	(\$4.83)	\$0.00	(\$4.83)
Class Code		Due Date	Discount Date	
Sewer Refund				

**Date:** This field displays the entry date for the refund. By default, this is the current date. To change the date, click the calendar beside this field and select a new date.

**Effective On:** This field displays the date that the transaction becomes effective. To enter a date, click the calendar beside the field and select a new date.



**Amount:** This field displays the amount of the refund. It cannot be modified.

**Interest:** This field displays interest accumulated on the amount. It cannot be modified.

**Total to Refund:** this field displays the total amount to refund. It cannot be modified.

## Accounts Receivable

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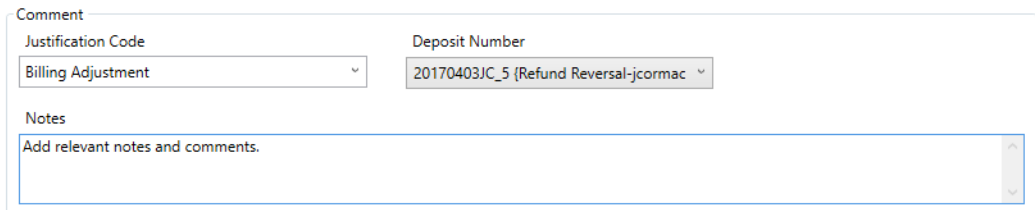
**Class Code:** This field is automatically populated with the A/R Class Code for the selected refund. The drop-down list contains all the A/R Class Codes that are defined with the **Refund Transaction Type** or with no specific transaction type. Select a different A/R Class Code from the drop-down list (Table: VT\_USR\_AR\_CLASS).

**From Installment Number:** Select the installment period for the refund: first, second, third, fourth installment or total (Table: VT\_SY\_INSTALL).

**Due Date:** Click the calendar icon beside the **Due Date** field and select the date the refund is due, if applicable.

**Discount Date:** Click the calendar icon beside the Discount Date field and select the final date for a discount on the refund.

## Comment



The screenshot shows a form titled "Comment". It contains two dropdown menus: "Justification Code" with the selected value "Billing Adjustment", and "Deposit Number" with the selected value "20170403JC\_5 (Refund Reversal-jcormac)". Below these is a text area labeled "Notes" with the placeholder text "Add relevant notes and comments." and a vertical scrollbar on the right side.

**Justification Code:** Select a **Justification Code** to explain the reason for the refund (Table: VT\_USR\_ARREASON).

**Deposit Number:** Depending on the options selected in GNA, deposit numbers can be automatically generated or user-defined.

Automatically generated deposit numbers are composed of one or two of the following fields: date, last deposit, and user ID. This number can be modified if you have the required security permissions.

If Deposit Management is activated, a drop-down list is added to the **Deposit Information** parameter. This is populated by the deposit numbers created in the *Deposit Management* form. See *Deposit Management* on page 203.

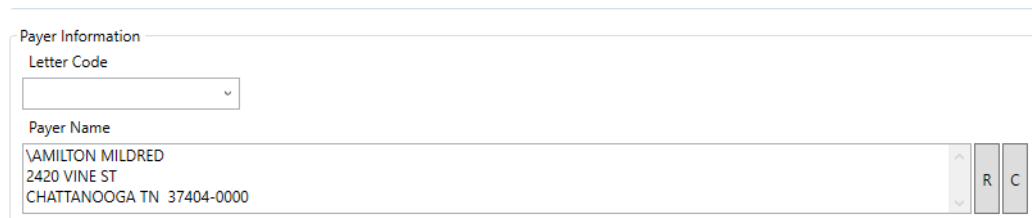
Do one of the following:

- Enter a new deposit number required.
- Select a deposit number from the drop-down list.

**Notes:** Enter any notes or comments applicable to the refund.

## Payer Information

By default, the **Payer information** fields display the name of the taxpayer and a code that identifies the type of letter to be issued with the bill.



To modify the payer information:

1. Click **C** beside the **Payer information** field to change the name. This displays the **Search** screen with the following options:
  - By Name ID
  - By Tax Payer Account Number
  - By Name
  - By Phone Number
  - From NA\_External
2. Enter the required information on the search screen. Then select the applicable record.
3. Select a code from the **Letter Code** field to identify the type of letter the payer receives, such as, duplicate payment, over payment or payment reversal (Table: VT\_USR\_LETER\_C).
4. Click **Save**.

## A/R Inquiry for Refund

The record is displayed on the A/R Inquiry form when the transaction is complete.

The **Amount** and **Payer Name** fields under **Cash Flow** display further details when you hover the mouse over a specific transaction:



# Accounts Receivable

Accounts Receivable X Deposit Management A/R - Refunds Posting

A/R Inquiry A/R Information AR Root

Summary

Access: Account No. 9260028666

Filters: Subsystem: Year: 0

Late Charges: ☐ Active A/R ☐ Hide Zero Balance ☐ Display ☐ Keep Setting

Sub System	Billed	Penalty	Refunded	Paid	Late Charges Cr...	Balance	1 st Due	Reference	Ba
Utility Billing	\$14.38		\$4.83	\$14.38		\$4.83	\$4.83	BLACKMAN DEBRA	
Utility Billing	\$432.13	\$8.14	\$20.00	\$440.27	\$6.86	\$15.00	\$15.00	TIM CUNDIFF	
	<b>\$446.51</b>	<b>\$8.14</b>	<b>\$34.83</b>	<b>\$454.65</b>	<b>\$6.86</b>	<b>\$19.83</b>	<b>\$19.83</b>		

☐ Real Time ☐ Reverse ☒ Balance Forward Detail ☐ Applied Records ☐ Cash Flow

Entry Date	Transaction Type	Class Code	Amount	Balance Due	Amount Billed	Reason Code	Posted
9/10/2015	Billed	Sewer	\$14.38	\$14.38	\$14.38		Yes
9/22/2015	Payment	rio00070952	(\$14.38)	\$0.00			Yes
4/3/2017	Refund	Sewer Refund	\$10.00	\$10.00			Yes
4/3/2017	Refund	Sewer Refund	(\$10.00)	\$0.00		Billing Adjustment	Yes
4/3/2017	Refund	Sewer Refund	\$4.83	\$4.83			Yes
			<b>\$4.83</b>	<b>\$4.83</b>	<b>\$14.38</b>		