



# Process

# Documentation

*Department:*

Customer Support

*Last Updated:*

1/20/2026 10:16 AM

**NAME OF PROCESS**

## Methods for Refunding Customers

**Use Case / Objectives**

There are times when you will have an A/R account with a credit balance. This could be due to an over-payment of an invoice or an unapplied ROA and this amount needs to be refunded to the customer. This process document will walk you through how to refund this money to your customer.

**Configuration, Training, and Reporting**

This document assumes you know how to perform basic Search functionality to find information in the system (i.e., F4 search). The steps for this are not included within this document.

**Field definitions for applicable tasks are available in the Reference Glossary. To view these definitions either click on the screen name in the task or scroll to the end of the documentation to view the Glossary.**

Menu options to access:

Accounts Receivable => Transaction Processing => Cash Receipts

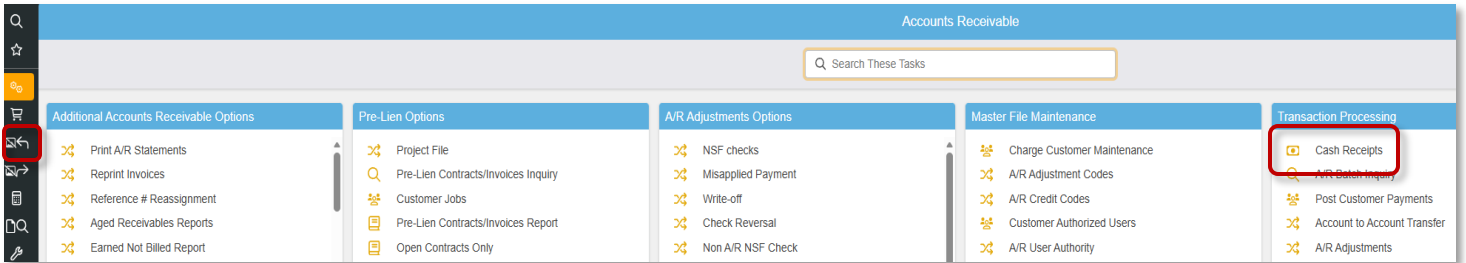
Accounts Receivable => Master File Maintenance => A/R Adjustment Codes

Accounts Payable => Transaction Processing => Enter/Edit Invoices

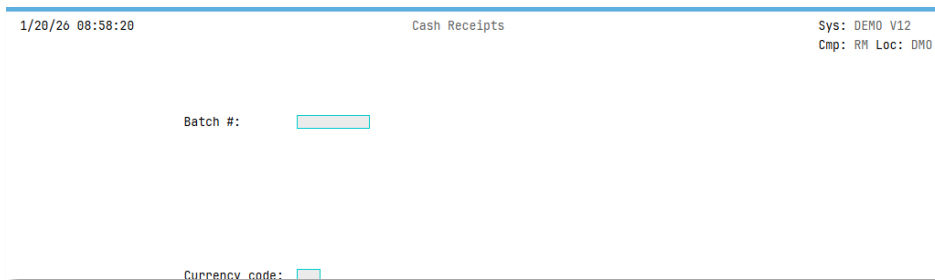
# Refund the A/R Credit Balance

## Process Steps

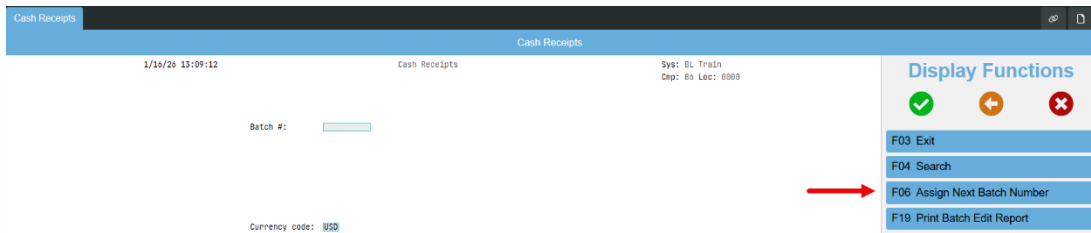
1. Log into the [RolePlay environment](#) using your credentials.
2. If you are not already on the **Account Receivable** screen, click on the menu option on the lefthand side of the screen.
3. In the **Transaction Processing** section, click on the **Cash Receipts** option.



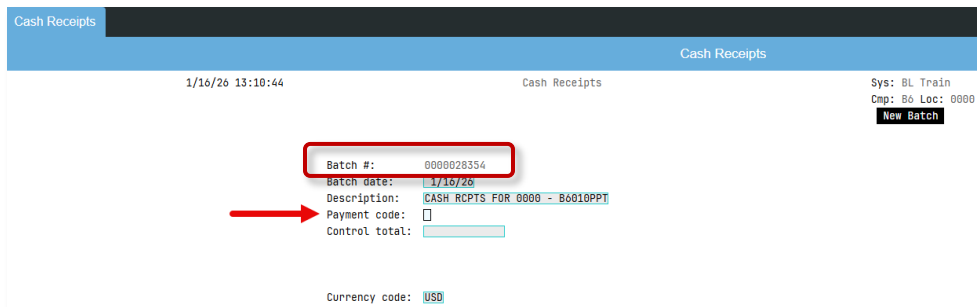
4. The **Cash Receipts - Launch** screen opens.



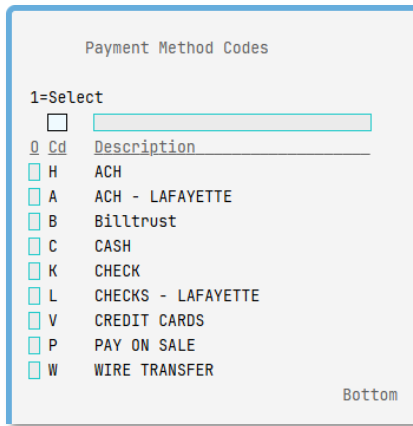
5. Type in the **Batch #** field or click on **F06 Assign Next Batch Number** in the **Display Functions** menu to assign the next batch number in the system.



6. The **Cash Receipts - Launch** screen refreshes to display the assigned **Batch #** and additional fields.



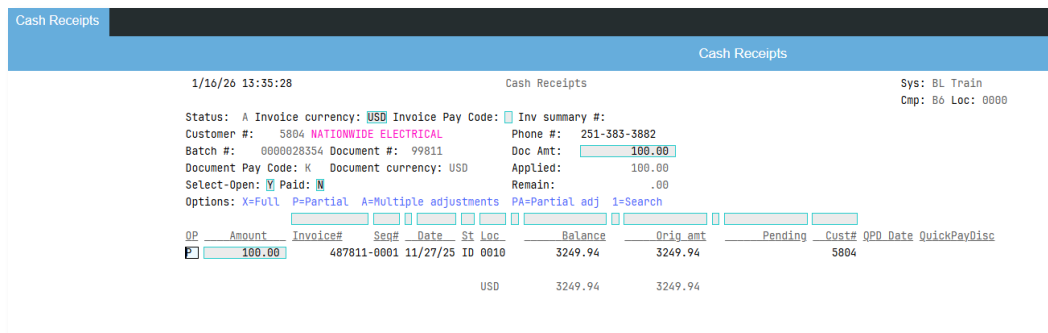
7. Type in the *Payment Code* tied to your G/L number. NOTE: If you do not know the *Payment Code*, press F4 to open the **Payment Method Codes** pop-up window to select.



8. You can type in a *Control Total* or press Enter to move onto the **Cash Receipts - Details** screen.



9. Type in the amount of the adjustment in the *Doc Amount* field, the check number in the *Doc Number* field and the A/R invoice number in the *Invoice #* field.
10. Press Enter to continue to the **Cash Receipts - Apply Payment** screen.



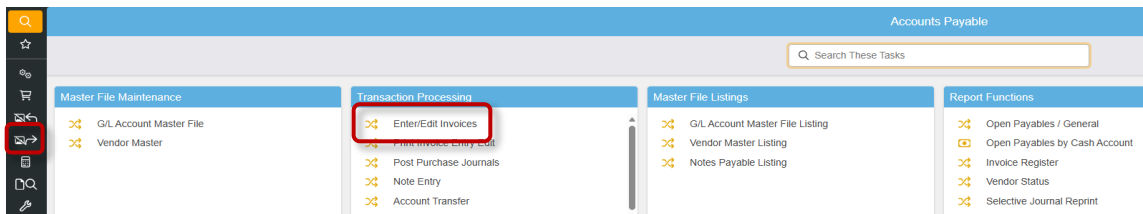
11. Note that the appropriate fields are already populated. Verify that this is screen is correct and press F10 to write the credit.
12. The entry will save and you will be returned to the **Cash Receipts - Details** screen.

# Enter Invoice to Pay Customer

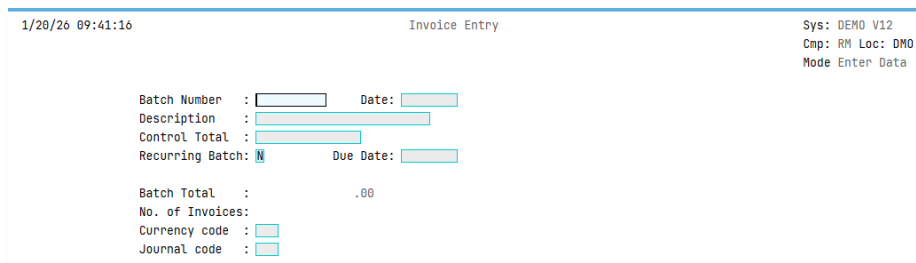
## Process Steps

You now need to enter in an **A/P invoice** to use for paying the amount out to the customer. You will create it just as you would any other **A/P invoice** making sure in the distribution section on the invoice entry you use the same **Payment Code** used when adjusting the amount out of A/R above. This way, the net effect on that G/L account is zero.

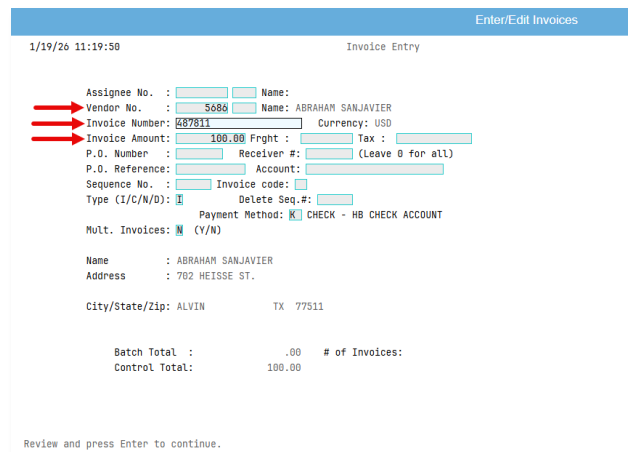
1. From the **Accounts Payable** screen, in the **Transaction Processing** section, click on the **Enter/Edit Invoices** option.



2. The **Enter/Edit Invoices - Launch** screen opens.



3. Type in the **Batch Number**, **Date**, **Description** (if necessary), **Control Total** (amount of the refund) and the **Journal Code** (almost always APY).
4. Press Enter to continue.
5. The **Enter/Edit - Invoice Entry** screen opens.
6. Type in either a **Vendor Number** (it is advisable to create a vendor for the customer to make it easier to search for and track the refund) or type in the **Name** and **Address** of your customer.



7. Type in the *Invoice Number* (it is advisable to use the A/R contract number for easy reference) and the *Invoice Amount*.
8. Select the *Payment Method* and set the *Mult. Invoices* field to N.
9. Press Enter key to continue to the next screen.
10. The **Enter/Edit Invoices - G/L Distribution** screen will display.

Enter/Edit Invoices

1/19/26 11:22:07 Invoice Entry

Recurring Qty:    Posted:    Mult. Invoices: N  
 1099 Income : N (Y/N)    Prepaid Code : N (Y/N) Due Date 12/16/25  
 Check Number :            Check date :             
 Disc. Percent:            Disc. Date :             
 Invoice Date : 12/16/25 10:22:07  
 Invoice Desc.: 5686/487811    Employee: B6010PPT  
 Batch number.: 32407    Close batch: (Y/N) Date : 1/19/26  
 AP Reference number:           

Type option, press Enter.  
 8=Detail Description

----- Disbursements -----

| Account Number   | Amount | D/C Description      | Equip# | Type | Tax Cd |
|------------------|--------|----------------------|--------|------|--------|
| 7500400000000000 | 100.00 | INS. CLAIMS, DEDUCTI |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
|                  |        |                      |        |      |        |
| 2100000000000000 | 100.00 | A/P Account          |        |      |        |

----- Messages -----  
 +

Press ENTER to confirm

11. Press Enter to process the refund.

## Reference Glossary

### Field Definitions for Tasks

#### Cash Receipts - Launch

- **Batch Number** - Enter the number for the batch you want to create or maintain. Alternately, press F6 to assign the next batch number from control record NXTARB.
- **Currency Code** - Enter the code for the currency of the customer payments.

#### Additional Fields

- **Batch Date** - Enter or accept the date of the batch of customer payments. This defaults to today's date if the **Default the batch date** field is set to Y in control record ARCSH2, but you can change it to an earlier date.
- **Description** - Enter or accept the batch description. This defaults with your location and username.
- **Payment Code** - Enter or accept the payment code for all of the payments in the batch. A pay code defaults if the **Default A/R batch pay code** field in control record ARCSH2 contains a value.
- **Control Total** - Enter the total of all customer payments for the batch. This total must match the calculated total of the batch in order to post the batch.

#### Cash Receipts - Details

- **Batch Number** - Displays the number of the batch that was entered or automatically assigned.
- **Batch Date** - Displays the date of the batch.
- **Document Pay Code** - Enter the payment method code for this receipt. If you do not know the code, press F4 to search for it.
- **Document Amount** - Enter the amount of the customer's payment.
- **Document Number** - Enter the number from the customer's payment instrument such as a check or money order.
- **Invoice Number** - If the Position cursor on **INV#** field is set to Y in control record ARCSH3, the cursor starts at this field. This setting is used in situations where payment is received and only invoice information is given on the remittance document. Enter the number of the invoice for which you have received payment or to retrieve the customer number and displays all of their invoices. Press F4 to access **Customer Contract Inquiry** and search for the contract/invoice number. After you enter a valid invoice number, the customer associated with that invoice is populated in the **Customer Number or Name** field. If the **Use inv# to get cus#** field is set to Y in the ARCSH3 control record, the invoice number in this field is used to retrieve the customer number and then display all invoices for that customer. If the field is set to

N, the entered invoice is used to retrieve the customer number and then the invoices displayed are only a subset of the entered invoice.

- **Invoice Summary Number** - If the customer is paying against a summary invoice, enter the number or press F4 to access the Invoice Summary Search popup window where you can choose the invoice.
- **Customer Number or Name** - If the Position cursor on *INV#* field is set to N in control record **ARCSH3**, the cursor starts at this field. This setting is used in situations where you pull customer invoices before entering a cash receipts batch. Enter the number or name of the customer from whom you received payment, and press Enter to display that customer's account status and address. Press F8 to access a list of invoices for the entered customer.
- **Batch Total** - Displays the total of all payments entered for the batch.
- **Batch Item Count** - Displays the number of payments entered for the batch.
- **Document Currency** - Displays the code of the currency for the payment document. This defaults from the batch header and cannot be changed.
- **Close Batch** - Indicate whether to close the batch once all payments have been entered and the batch total equals the control total. A batch cannot be posted until it is closed.

### Cash Receipts - Apply Payment

- **Status** - Displays the current status of the customer. Valid status codes include:
  - A - Active
  - B - Bad debt
  - C - Account closed by customer
  - D - Account deleted by company
  - H - Hold
  - I - Inactive
  - S - Suspended
  - F - Credit denied
- **Invoice Currency** - Enter the code for the currency of the invoice if it is different from the Document Currency.
- **Invoice Pay Code** - Enter an invoice payment method code to filter the list of invoices. If the *Dft doc PCod to inv PCod* field is set to Y in the **ARCSH3** control record, this pay code defaults from the pay code entered for the document, and that produces a subset of invoices for that pay code only.
- **Invoice Summary Number** - If applicable, this field displays the number of the invoice summary for which you are processing payment.
- **Customer Number** - Displays the number of the customer for whom you are processing payment.
- **Phone Number** - Displays the customer's phone number.
- **Batch Number** - Displays the number of the cash receipts batch.

- *Document Number* - Displays the number of the document/check that you entered on the **Cash Receipts - Batch Detail** screen.
- *Document Amount* - Displays the document amount that you entered on the **Cash Receipts - Batch Detail** screen. Depending on your user security settings, you might be able to change this amount here.
- *Document Pay Code* - Displays the pay code for the batch that was entered on the **Cash Receipts - Launch** screen.
- *Document Currency* - Displays the currency for the batch that was entered on the **Cash Receipts - Launch** screen.
- *Applied Amount* - Displays the amount that has been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.
- *Open* - Indicate whether you want to list open invoices. The default is **Y**.
- *Paid* - Indicate whether you want to list paid invoices. The default is **N**.
- *Remaining Amount* - Displays the amount that has not yet been applied to invoices. This is automatically calculated as you apply the document amount to one or more invoices.

### **Invoices**

- *Amount* - Enter the amount of a partial payment when using option **P**. When using option **X**, the amount is automatically populated and cannot be changed.
- *Invoice Number* - Displays the number of the customer invoice.
- *Date* - Displays the date that the invoice was created.
- *Status* - Displays the current status of the invoice.
- *Location* - Displays the location that initiated the invoice.
- *Currency* - Displays the currency of the invoice.
- *Balance* - Displays the amount owed on the invoice. If this is a negative number, the amount is a credit to the customer.
- *Original Amount* - Displays the original amount on the invoice.

### **Enter/Edit Invoice - Launch**

- *Batch Number* - Enter the number of the batch you want to edit or create. Press F4 to search for the correct batch number. Press F6 to have the system automatically assign a number to a new batch.
- *Date* - Enter the date you are entering the new batch. This is not an invoice date or a posting date.
- *Description* - Enter a brief, meaningful description for the new batch.
- *Control Total* - Enter the total of all invoices in the batch. This figure is compared to the calculated figure in the *Batch Total* field to ensure the batch is in balance and ready for posting.

- **Recurring Batch** - Indicate if this is a recurring batch where all of the invoices in the batch are recurring. If Y is entered here, for each invoice in the batch, you must enter how many times you want that invoice to recur.
- **Due Date** - If all invoices in the batch have the same due date, enter it here. Otherwise, you can enter each invoice's due date later in the program. If you enter a date here, and you do not enter one on the invoice, the date entered here defaults as that invoice's due date.
- **Batch Total** - Displays the system calculated total of all invoices in the batch. This is compared to the figure entered in the Control Total field to ensure the batch is in balance and ready for posting.
- **Number of Invoices** - Displays the number of invoices entered in the batch. For a new batch, this field is blank until you return to the screen after entering invoices.
- **Currency Code** - Enter the code for the currency in which the invoices are being entered in the batch.
- **Journal Code** - If applicable, enter the journal code you want assigned to the batch.

#### Enter/Edit - Invoice Entry

- **Assignee Number** - If applicable, enter a payee for the invoice other than the vendor. Enter zero (0) if the assignee is not a vendor in the vendor master file. Use the **Name and Address** fields at the bottom of the screen to designate who payment should go to. This is usually done for a one-time vendor; the information is not added to the vendor master file. If the assignee is a vendor in your vendor master file, enter the appropriate vendor number that is different from the vendor from whom the items were purchased. If you enter a vendor number from your master file, use the field to the right of **Assignee Number** to enter the sequence number of the appropriate address to which payment should be sent. Leave the field blank to send payment to the vendor's main address.
- **Vendor Number** - Enter the number of the vendor from whom you received the invoice. If you do not know the number, press F4 to search for it. If payment will not be sent to the vendor's main address, use the field to the right of **Vendor Number** to enter the sequence number of the appropriate address to which payment should be sent. The name and address are displayed in the fields at the bottom of the screen. If the **Always dft vendor** field is set to Y in control record **IP2102**, you can skip this field and let the system fill it in after you enter the purchase order number referenced on the invoice.
- **Invoice Number** - Enter the number on the vendor's invoice.
- **Currency** - Displays the currency code entered on the batch header screen.
- **Invoice Amount** - Enter the total amount of the vendor's invoice, including freight and taxes. Enter a negative sign for a credit.
- **Freight Amount** - Enter the total freight amount from the invoice. This amount was included in the **Invoice Amount**.

- **Tax Amount** - If applicable, enter the total tax amount from the invoice. This amount was included in the **Invoice Amount**.
- **Purchase Order Number** - Enter the purchase order number for which the invoice was sent. If you do not know the number, press F4 to search for it.
- **Receiver Number** - If applicable, enter the receiver number from the purchase order for the items on the invoice. If you do not know the receiver number, press F4 to search for it. If you want to reference all receivers for the purchase order, leave the field blank.
- **Purchase Order Reference** - If applicable, enter any reference between the purchase order and the invoice.
- **Account** - If applicable, enter the account number the vendor has assigned to your organization.
- **Sequence Number** - If you are retrieving a pending invoice, enter the invoice's sequence number. The sequence number is found on the **Invoice Inquiry** screen.
- **Invoice Code** - Enter a user-defined code that categorizes the invoice. The invoice code is code **AP** set up in **Reason Code File Maintenance**. Make this code a required field in control record **IP210T**.
- **Type** - Indicate the type of invoice you are entering. Valid codes for this program are:
  - I - Invoice
  - C - Credit (see Special Topics below)
  - D - Delete (must enter a Delete Sequence Number)
- **Delete Sequence Number** - If you enter **D** in the **Type** field, enter the sequence number of the invoice to delete. The sequence number is found on the **Invoice Inquiry** screen.
- **Recurring Quantity** - If you marked the invoice batch as recurring on the **Enter/Edit Invoices - Launch** screen, enter the number of times that this invoice should recur.
- **Payment Method** - Enter the code that represents the method of payment for this invoice. If you do not know the code, press F4 to search for it.
- **Multiple Invoices** - Indicate whether you are going to enter this invoice number multiple times with different amounts and due dates.
- **Invoice OCR** - Enter the Optical Character Recognition reference number - used in European banking.
- **Name** - Displays the name of the vendor. If you enter a zero (0) in the **Assignee Number** field, enter the name of the assignee.
- **Address** - Displays the street address of the vendor. If you enter a zero (0) in the **Assignee Number** field, enter the address to which payment should be made.
- **City/State/Zip (Postal Code)** - Displays the city, state, and postal code of the vendor. If you enter a zero (0) in the **Assignee Number** field, enter the city, state, and postal code where payment should be made.
- **Batch Total** - Displays the system calculated total of all invoices in the batch. This is compared to the figure in the **Control Total** field to ensure the batch is in balance and ready for posting.
- **Number of Invoices** - Displays the number of invoices entered in the batch.

- **Control Total** - Displays the total of all invoices in the batch. This figure is compared to the calculated figure in the **Batch Total** field to ensure the batch is in balance and ready for posting.

#### Enter/Edit Invoices - G/L Distribution

- **Recurring Quantity** - Displays the number of times that this invoice will recur.
- **Posted** - Indicates whether the invoice batch has been posted.
- **Multiple Invoices** - Indicates whether this invoice number will be entered multiple times with different amounts and due dates.
- **1099 Income** - Indicate whether this invoice represents 1099 income for the vendor.
- **Prepaid Code** - Indicate whether this invoice was already manually paid. If you enter Y, this invoice cannot be selected for payment. If you need to enter multiple invoices or credit memos for the same prepaid check, enter the invoices/credit memos as if they were not prepaid (leave this field blank), and then use the Payment Selection program to change the prepaid status of each invoice/credit memo using payment function code 5.
- **Due Date** - Enter the invoice due date. If you entered a due date on the **Batch Header** screen, and you leave this field blank, the system defaults the due date from the batch header. If you did not enter a due date on the **Batch Header** screen, and you leave this field blank, the system calculates a due date based on the invoice date and the number of days entered in the **Term Days** field in **Vendor Master Maintenance**.
- **Check Number** - If the invoice was prepaid, enter the number of the check used for payment.
- **Check Date** - If the invoice was prepaid, enter the date and time of the check used for payment.
- **Discount Percent** - Enter the percentage to use to calculate the discount on the gross amount of the invoice.
- **Discount Date** - Enter the date up to which the discount can be taken.
- **Halt Code** - If applicable, enter the halt code to prevent the invoice from being selected for payment. Based on certain circumstances when you enter the invoice header, the system might default a halt code into this field. Valid codes include:
  - H1 - Items on the purchase order have not been received
  - H2 - Invoice amount does not equal the purchase order amount
  - H3 - Invalid purchase order number
  - H4 - An invoice against this purchase order already exists
  - H5 - Same invoice amount found on another invoice (Use control record CKINV\$ to turn this halt code off)
  - H6 - An invoice for this receiver number already exists
  - H7 - Vendor is on hold
- With the appropriate security setting, you can change the halt code status of an invoice in the Payment Selection program.
- **Invoice Date** - Enter the date from the invoice.

- *Invoice Description* - Enter or accept the description of the invoice. Settings in control record IP210T determine how the invoice description defaults.
- *Employee* - Displays the name of the user who entered the invoice.
- *Batch Number* - Displays the batch number entered on the first screen.
- *Close Batch* - Indicate whether to close the batch after saving this invoice.
- *Date* - Displays the date that the invoice was entered in the batch.
- *Account Number* - Enter or accept the general ledger account number to be debited or credited when this invoice is posted. Various settings in control records **IP210T**, **IP2102**, and **IP2103** dictate how the G/L account numbers are defaulted and whether they can be modified on this screen. Control record **IP210T** also contains a setting to indicate whether the vendor master record should be updated with G/L account numbers entered for this invoice.
- *Amount* - Displays the amount from the invoice that applies as a debit or credit to the corresponding G/L account.
- *Debit / Credit* - Indicates whether the amount is debited or credited to the corresponding G/L account.
- *Description* - Displays a description of the G/L account.
- *Equipment Number* - Displays the number of the equipment from the purchase order. If the equipment number does not default from the purchase order, or if the item that was purchased is not equipment but is related to a specific piece of equipment, you can enter the equipment number.
- *Type* - Displays the Type code assigned to the equipment at receipt. Valid codes include:
  - C - Customer Owned
  - F - Floored
  - G - Consignment
  - L - Lease
  - N - New
  - - Non-rental Asset
  - R - Rental
  - S - Sub-leased
  - T - Trade In
- *Invoiced* - Indicate if the equipment has been fully invoiced for capitalization purposes. An asset's monthly depreciation amount is estimated and calculated as an accrual until it is verified that its initial cost has been completely entered by setting this Invoiced flag to Y, or by setting the *Fully Invoiced* flag on the **Equipment Maintenance - Cost** screen to Y. This ensures that when freight or other adjustments for the asset are entered in **Accounts Payable Invoice Entry** during the first part of the asset's life, they are calculated as accruals and reversed accordingly. Once all costs for the asset have been entered, set at least one of the "Invoiced" flags to Y, and the system brings the asset's depreciation up to date according to the true and final cost when the asset is next depreciated.

- *Messages* - If applicable, enter a brief message about the invoice.