Processing Refunds

Purpose: Use this document as a reference for how to process refunds using ctcLink.

Audience: Accounts Receivable staff.

You must have at least one of these local college managed security roles:

- ZZ AR Processing

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

ctcLink enables you to process refunds after the bank receives, processes, and posts the deposits to your account. You can use the Refunds Parameters component to add unposted vouchers to the associated payable tables for payment to the Receivables customer or Payables supplier.

Consider this scenario: A company has notified you that they have paid an invoice twice, and they want you to send them a refund. Upon researching their account, you find a credit showing as an on-account item, and you agree to process the refund.

In this topic, you will process the refund.

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Navigation: Accounts Receivable > Receivables Maintenance > Refunds > Request Refund Item

1. The **Request Refund Item** run control ID search page displays. It defaults to Find an Existing Item. In this example, we'll create a brand new run control ID.
2. Select **Add a New Value**.
3. Enter a meaningful **Run Control ID**.
4. Select **Add**.
5. The **Refunds** page displays.
6. Use the **Refund Request Parameters** section to enter the request parameters. Enter the parameters to define the processing rules and data to be included when the process is run:
   a. Enter or select the appropriate business unit in the **Business Unit** field.

    b. Select the **Load Directly to AP** checkbox.
    c. Select **Run**.

7. The **Process Scheduler Request** page displays. Use it to enter or update parameters, such as server name and process output format.
    a. Use the **Server Name** drop-down button to select the appropriate processing server for the request. ***Note: this field can be left blank.***
    b. Select **OK**.

8. The **Process Scheduler Request** page disappears. The updated **Refunds** page displays. Note the **Process Instance** number.
9. Select **Process Monitor**. Refer to the Process Monitor QRG for instructions.
10. Process complete.

Follow the QRG Viewing Refund Status to view the status of the refund disbursement from within AR.

Video Tutorial

The video below demonstrates the process actions described in steps listed above. There is no audio included with this video. Select the play button to start the video.

Video Tutorial Via Panopto

View the external link to Processing Refunds. This link will open in a new tab/window.