Chapter 3.08: Processing Refund Checks

Overview

Route Manager includes an advanced refund check processing system that incorporates enhanced features for various route delivery industries.

Typically, there are two main reasons to generate refund checks:

1. Refund a credit balance after a customer has terminated service.

2. Industry specific recurring refunds for such things as:

   a. Waste Oil

   b. Recycled Paper

   c. Other Reimbursements

Both methods of operation will be covered within this document.

> **NOTE:** This document will refer to refund features that only involve terminating customers as 'Terminate' and recurring refunds as 'Recurring.' Many examples will apply to both uses of the system.

How it Works

After completing the initial setup functions covered in this document, you will be able to generate refund checks for customers based on their termination date or their assigned *Refund Check Setup* code. Using the latter method will allow you to select who is eligible and define rules that determine the type of refund that will be processed. This process is fully integrated with your accounts receivable program. This means that address and customer information is already available and will automatically print on each refund check. Additionally, a refund transaction will be generated on each customer's account; dramatically reducing the time spent processing refund checks.

What kind of checks can I use?

The program comes complete with several popular check formats:

- Check / Stub / Stub
- Check / Stub
- Stub / Check / Stub
- Top / Stub / Check / Stub

If you have a special check format that you would like to use, please contact Advantage Route Systems to discuss customizing the program to suit your needs for a negotiated fee.

NOTE: While laser checks are most popular today, you can also use dot-matrix checks, if needed.

Refund Check Setup

Up to four areas of the program need to be modified for this option to function properly:

- Product Charge Codes
- Branch Setup
- Refund Check Setup (Recurring only)
- Customer Information (Recurring only)
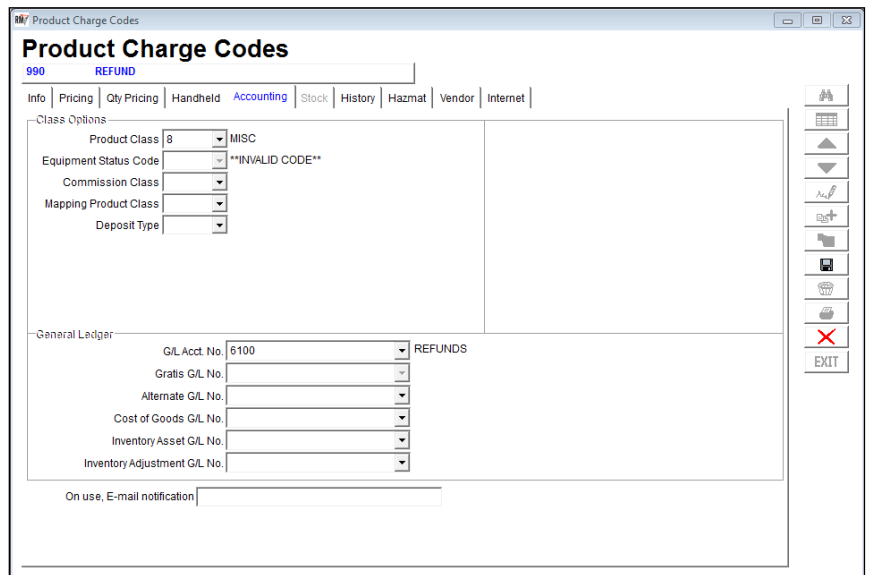
Each option is discussed in the order listed within this section.

Product Charge Codes

When the system generates a credit invoice during the refund process, it will need to use a "refund" product code to adjust the customer's balance properly.

Create a new product code for refunds under *Lists > Product Codes > Product Charge Codes*.

> **NOTE:** When choosing a number for the refund product code, you may want to use one that is near similar accounting adjustment types so that it does conflict with other product categories on sales reports. The refunds product code should be assigned to an "expense" type *General Ledger Account* on the *Accounting* tab — create a new *G/L Account* if necessary.

Branch Setup

There are two options to configure within the *Branch Setup* screen found under the *File* menu.
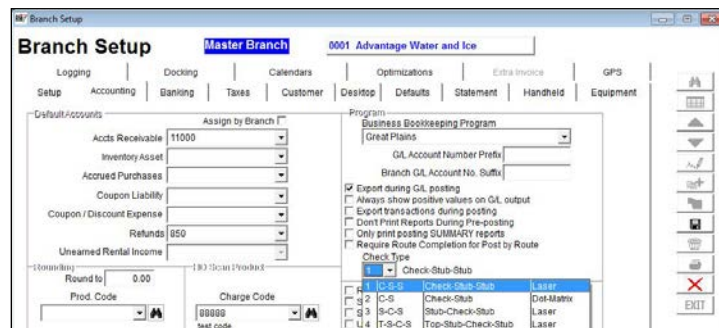
1. On the *Accounting* tab, select the new refund product code created in the previous section.

2. On the *Accounting* tab, select one of the available *Check Types* for printing refund checks.

> **NOTE:** If none of the options work for your check format, you can still use the *Print Refund Checks* option for generating your credit invoices only. You cannot modify or add to the formats listed here, but you can contact Advantage Route Systems for a custom format.

3. **Save** your changes and exit the screen.

Refund Check Setup (Recurring only)

If you are using the refund checks feature for recurring refunds (e.g., Waste Oil, Recycled Paper), you will also need to create *Refund Check Setup* codes.

Create refund codes under *Modules > Refund Checks > Refund Check Code*. A definition of each option on the screen is included below.

Fields:

Show on HH as Credit Class: Select this option if you would like to see the drivers to see the Refund Code on the Invoice Entry page on the handheld rather than the customer's Credit Class.

Calculate Check Based on Credit Invoices Amount: Select this option if you would like to refund the customer for any credit invoices listed for the date range entered.

Calculate Check on Net Amount of Charges, less Credits: Select this option to refund the customer for the credit amount remaining after they have been applied to any charges on the account, for the date range entered.
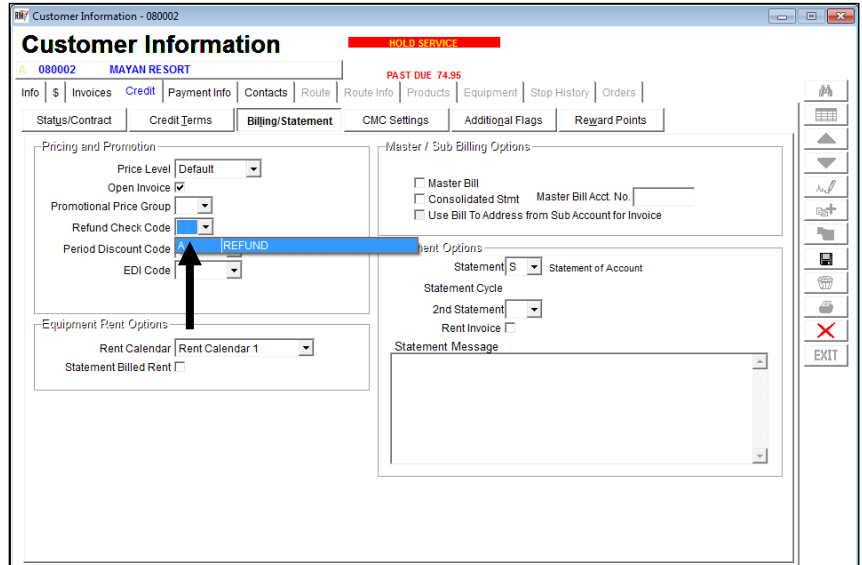
Custom Processing: Select this option if you are using a refund process customized for your company by ARS.

Do not generate Refund Check: Select this option to apply the code to accounts that will not receive recurring refunds.

Customer Information (Recurring only)

Once you have created the *Recurring Check Setup* codes, they will need to be applied to each customer that will use this feature.

Assign a *Recurring Check Setup* code to each customer that qualifies under *Lists > Customer Information > Credit* tab, on the *Billing/Statement* screen.

Repeat this step as needed.

This completes the setup steps required to begin using the refund check program. Continue to the next section to be guided through the daily process.
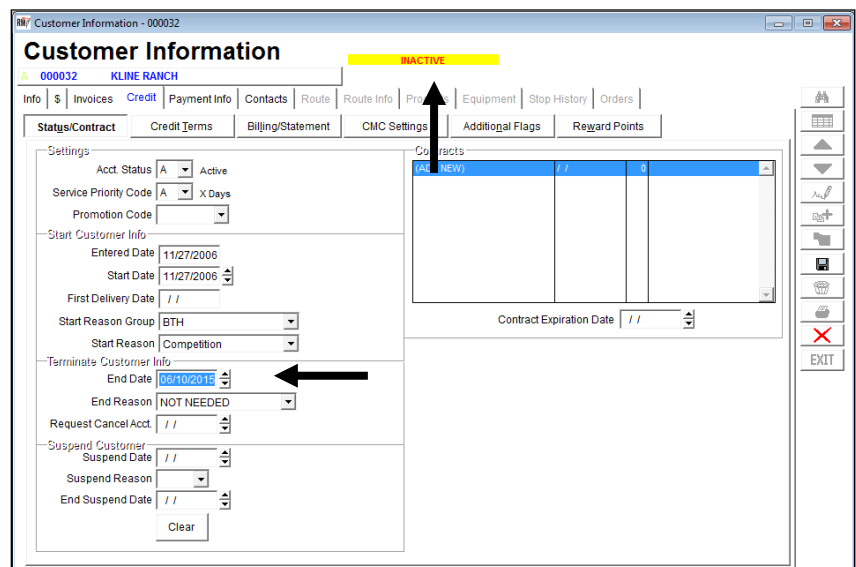
Generating Refunds and Printing Checks

As mentioned earlier, there are two options available for generating refunds: *Terminated* and *Recurring*. Each process is covered separately within this section.

Terminated Accounts

Customers are considered terminated in Route Manager when they have an *End Date* and *End Reason* entered under the *Credit > Status/Contract* tab within *Customer Information*.

Here is an example of a terminated customer:

After the customer has terminated service and has a credit balance, it may be necessary to generate a refund check on the account.

1. Navigate to *Modules > Refund Checks > Print Refund Checks*.
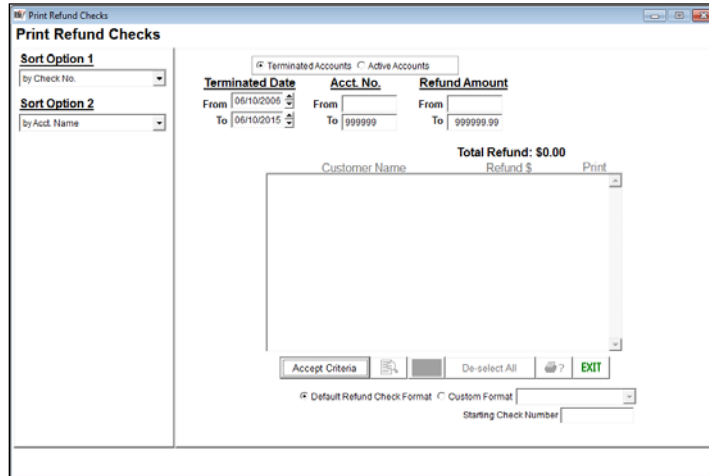
2. Select the **Terminated Accounts** option located on top of the screen.
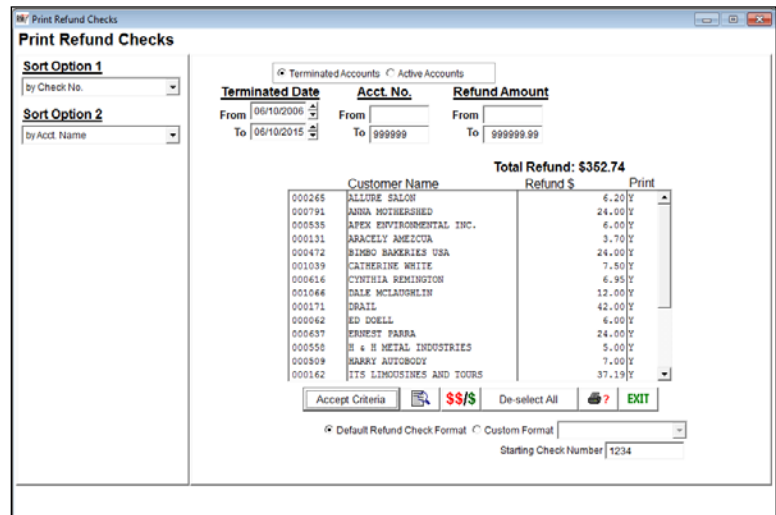

3. Enter the desired criteria for generating the refund checks *Terminated Date* (End Date), *Account Number*, and *Refund Amount*.

4. On the bottom portion of the screen, select the *Default Refund Check Format* (Branch Setup) or *Custom Format* (custom from ARS) option and enter your *Starting Check Number*.
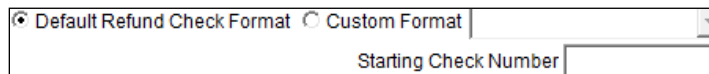
5. Select the **Accept Criteria** button to display the list of qualifying credit balance customers on the screen.
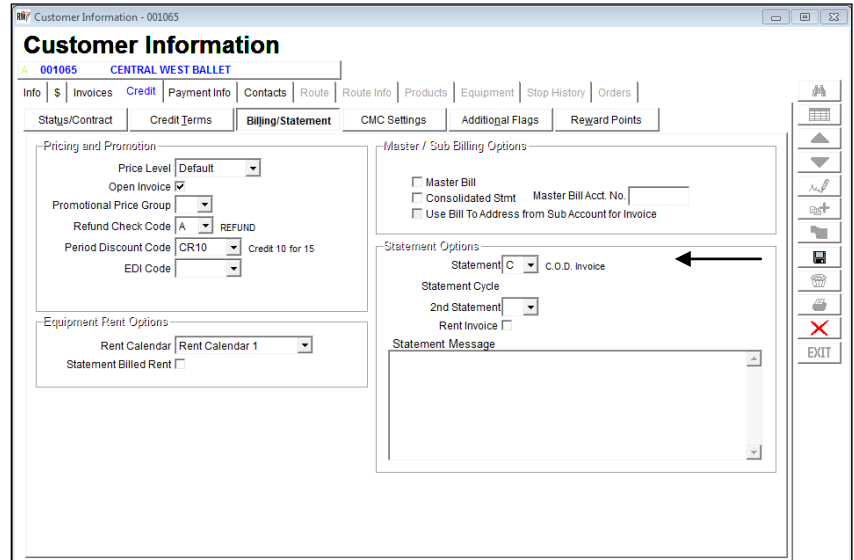

NOTE: The accounts that qualify for a refund will be displayed in the white box. A 'Y' next to the account means a refund check will be printed, an 'N' means it will not be printed. You can toggle between 'Y' and 'N' by double-clicking on each account.

6. Load your checks into the printer (if you are using the check printing option) and click the *Print* button **$$/$**

7. The system will generate print your checks and generate the refund transactions.

8. Post the refund transactions to complete the process.

This completes the steps required to process refunds in Route Manager. Skip to the *Refund Reports* section to be guided through the available report options.

Recurring Accounts

Customers that will be using the recurring refund option will need to be assigned a Refund Check Setup code within their account (discussed previously).

Here is an example of a recurring refund customer:

This type of refund system is generally used in industries such as Waste Oil, Paper Recycling, etc.

1. Navigate to *Modules > Refund Checks > Print Refund Checks*.

2. Select the **Active Accounts** option located on top of the screen.

3. Enter the desired criteria for generating the refund checks *Invoice Date, Account Number, Refund Amount*, and *Refund Code*.

4. On the bottom portion of the screen, select the *Default Refund Check Format* (Branch Setup) or *Custom Format* (custom from ARS) option and enter your *Starting Check Number*.

5. Select the **Accept Criteria** button to display the list of qualifying refund customers on the screen.

NOTE: The accounts that qualify for a refund will be displayed in the white box. A 'Y' next to the account means a refund check will be printed, an 'N' means it will not be printed. You can toggle between 'Y' and 'N' by double-clicking on each account.

6. Prior to generating and printing the refunds, you can view the information on a *Checks Register* by selecting the *Preview* button on the screen.

Refund Check Register
(Preliminary)

Criteria   Acct. No. From 000001 To 999999
Refund Amt. From 1.99 To 999999.99
Date From 06/07/2010 To 06/08/2010

Check No.	Acct. No.	Acct. Name	Date	Refund
1234	000127	David Brent	06/07/2010	10.00
				10.00

7. Load your checks into the printer (if you are using the check printing option) and click the *Print* button $$\$\$/\$$$
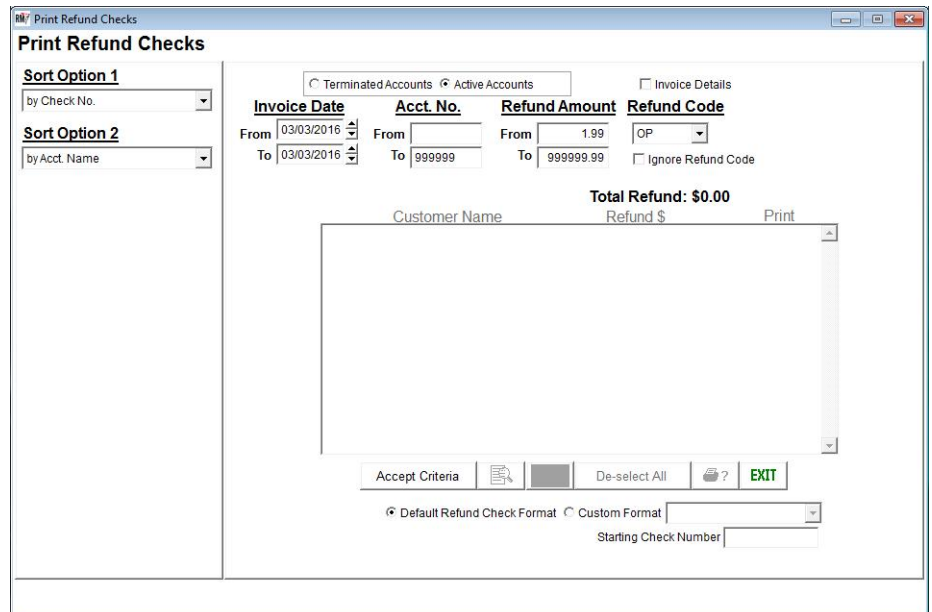
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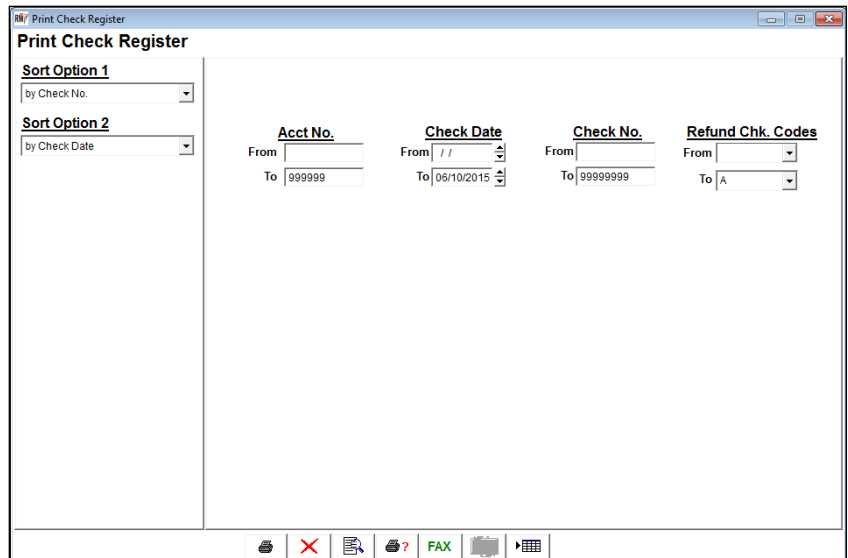
Refund Reports

Refund reports are included in Route Manager to ensure that you can properly manage all aspects of the refund process closely.

Print Check Register

The *Print Check Register Report* includes a summary of all refund transactions that were generated and posted for the date range entered.

Navigate to *Transactions > Refund Checks > Print Check Register*.

> **NOTE:** Leave the *From* field under *Refund Codes* blank to include 'Terminated' customer refunds on the report.
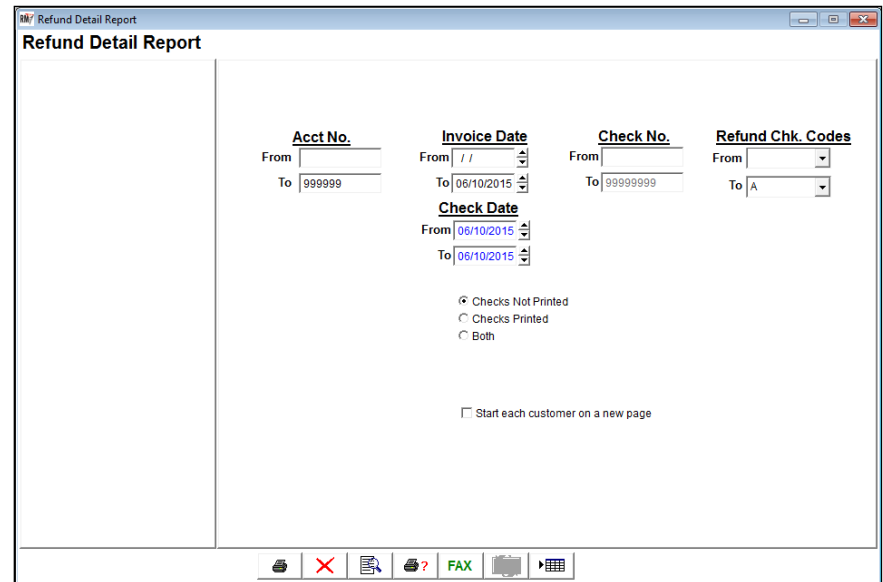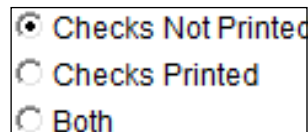
Refund Detail Report

The *Refund Detail Report* provides you with detailed invoice and itemized information important for recurring refund users in industries such as oil, recycled paper, and others.

Navigate to *Modules > Refund Checks > Refund Detail Report*.

This report allows you to view detailed invoice and product information corresponding to the refund

checks that have been printed, as well as a detailed snapshot of the refunds that are due to your customers — by selecting the *Checks Not Printed* option. Additionally, you can select the *Both* option to view all of the information on a single report.

Summary

The flexible refunding program in Route Manager allows you to successfully manage all of your company's needs in one centralized location. We are confident that this program will help streamline your process as well as save you time and resources. If you have any further questions or require additional assistance, please contact Advantage Route Systems.

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Warning

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