



**State of Wisconsin
Department of Administration**

Refunds

Job Aid

Version 1.0



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PURPOSE

This Job Aid is designed to provide additional information regarding the Accounts Receivable and Billing course.

The Refunds job aid will review the following processes:

- Refunds Process
- Refunds using Maintenance Worksheet

The following icons are depicted throughout this document to bring special attention to additional information, key points, and warnings.

Icon	Description	Purpose
	Additional information	Provides more information on the fields highlighted or selected on the screenshot.
	Key Points	Explains the purpose/importance of a particular field/option.
	Warning	Provides any critical information for critical fields.

REFUNDS USING MAINTENANCE WORKSHEET

Description

Follow the steps below to complete a refund from the Maintenance Worksheet.

Process Steps

Scenario: You have received notification about processing a refund. Use the Maintenance Worksheet to process the refund.



Step	Action
1.	Navigate to: Accounts Receivables > Receivables Maintenance > Maintenance Worksheet > Update Worksheet
2.	<p>Enter the Worksheet Business Unit and then click Search.</p> <div data-bbox="443 417 1279 972" style="border: 1px solid black; padding: 10px;"> <p>Update Worksheet</p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value</p> <p>▼ Search Criteria</p> <p>Worksheet Business Unit: = [50500] 🔍</p> <p>Worksheet ID: begins with []</p> <p>User ID: begins with [] 🔍</p> <p><input type="checkbox"/> Case Sensitive</p> <p>Search Clear Basic Search Save Search Criteria</p> </div>

6. In the **Payment Worksheet Action** page, select next actions.

Posting Action section – select appropriate posting action from drop-down selection. Select **Batch Standard**.

Payment Worksheet Action

Deposit Unit US001 Deposit ID 1

Entered Date 04/25/2000 Status Do Not Post

Worksheet Action

Delete Worksheet

Delete Payment Group

Posting Action

Action: Batch Standard OK

The Batch Standard action will queue the worksheet to be posted on next scheduled job batch run.

REFUNDS PROCESS

Description

PeopleSoft 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.

Process Steps

Scenario: You need to process a refund for the Department of Natural Resources. You can only request a refund item if a refund worksheet has been created. Follow the steps below for guidance on the refunding process.

Step	Action										
1.	<p>Navigate to: Accounts Receivable > Receivables Maintenance > Refunds > Request Refund Item. Enter Business Unit and check the Load Directly to AP box to load the processed refunds into the Payables voucher tables. Click Run.</p> <div style="border: 1px solid gray; padding: 10px; margin: 10px auto; width: 90%;"> <p style="color: green; font-weight: bold; margin: 0;">Refunds</p> <p style="margin: 5px 0;">Run Control ID refund Report Manager Process Monitor Run</p> <hr/> <p style="margin: 0;">Refund Request Parameters Personalize Find View All First 1 of 1 Last</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 5px 0;"> <thead> <tr> <th style="width: 5%;">#</th> <th style="width: 20%;">*Business Unit</th> <th style="width: 45%;">Description</th> <th style="width: 15%;">Load Directly to AP</th> <th style="width: 15%;"></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">37000</td> <td style="text-align: center;">Natural Resources</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;">+ -</td> </tr> </tbody> </table> <p style="margin: 5px 0;"> Save Notify Add Update </p> </div>	#	*Business Unit	Description	Load Directly to AP		1	37000	Natural Resources	<input checked="" type="checkbox"/>	+ -
#	*Business Unit	Description	Load Directly to AP								
1	37000	Natural Resources	<input checked="" type="checkbox"/>	+ -							

2.

Use the **Process Scheduler Request** window to enter or update parameters.
 Choose **PSNT** in Server Name field.
 Choose output **Type** and **Format**.

Process Scheduler Request

User ID: TrainUser09 Run Control ID: refund

Server Name: Run Date:

Recurrence: Run Time:

Time Zone:

Process List

Select	Description	Process Name	Process Type	*Type	*Format	Distribution
<input checked="" type="checkbox"/>	AR_REFUND	AR_REFUND	Application Engine	Web	TXT	Distribution

Click **OK**.

3.

Click on **Process Monitor** link to verify status and ensure that the job processed successfully. Click **Refresh** until the **Run Status** displays Success. Then click **Save**.

Process List **Server List**

View Process Request For

User ID: Type: Last: Days

Server: Name: Instance: to

Run Status: Distribution Status: Save On Refresh

Process List Personalize | Find | View All | |

Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	20448		Application Engine	AR_REFUND	TrainUser09	03/26/2015 6:30:15AM PDT	Queued	N/A	Details

Go back to Request Refund Item