Financial Management
Customer Refunds
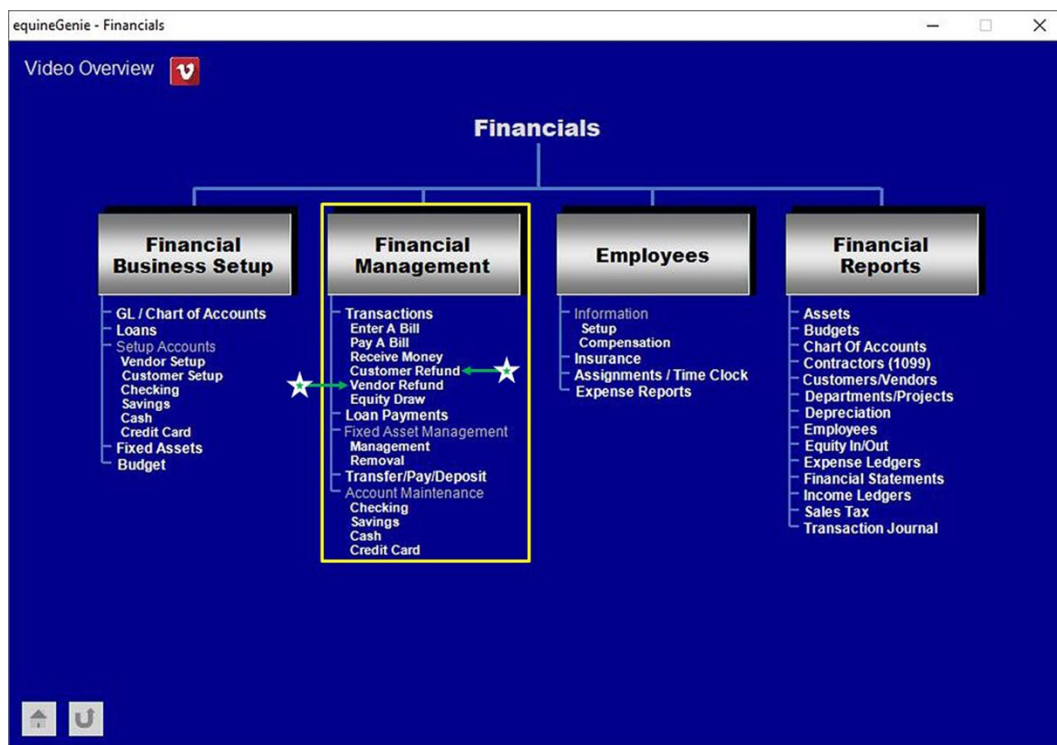### Vendor Refunds

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equineGenie - Customer and Vendor Refunds

Occasionally a business needs to provide customer and get vendor refunds. equineGenie supports both customer and vendor refunds and adjusts a customer's receivables and a vendor's payables.

In a horse business, a customer refund may be for a lesson or board payment adjustment. While a vendor refund may be for a damaged bag of grain. In either case, when a refund is issued the business's financials need to be adjusted to accommodate the refund. When a customer or vendor refund is entered, equineGenie automatically adjusts the business financials and updates any associated reports.

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Financial Management – Customer Refund

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There is a prerequisite setup required before a refund can be issued to a customer. The customer must have incurred a charge to be refunded.

Think/Plan before entering a refund! You will need to make sure that the refund is required and the refunded amount is correct.

① **Select the customer to be refunded** from the *Select Customer/Client* dropdown. All customers previously entered in equineGenie will be displayed in the *Select Customer/Client* dropdown.

Select the selected customer's account number from the *Select Customer / Client Account #* dropdown.

<mark>Important:</mark> A customer may have more than one account number. Make sure you select the right account to be refunded.

② **Enter the refund date** in the *Refund Date* dropdown. The refund date can be entered by selecting the date from the calendar icon or by selecting **[New Date]** from the *Transfer Date* dropdown. If **[New Date]** is selected from the *Refund Date* dropdown, your computer's current date will be displayed. To change the date, mouse over the date and enter the desired date in the format set in your windows operating system. (mm/dd/yyyy or dd/mm/yyyy).

③ **If there is a reference identifier associated with the refund**, enter the refund reference in the *Refund Reference # box*. This is optional, but a good business practice.

④ **Enter the refund amount** in the *Refund Amount ($)* box. To complete the refund select the **Red $** button beside the *Refund Amount ($)* box. **Selection** of the **Red $** will display the **Payment Method popup** where the refund method is selected.

Customer Refund Income Account Selection

Important: A customer refund is a debit (expense) to the selected income account. The customer refund amount entered on the *Financials – Customer Refund* screen in the *Refund Amount ($)* box will be deducted from the selected income account.

> **The selected refund customer identified** on the *Financials – Customer Refund* screen will be automatically displayed in the *Select Customer/Client* dropdown.

> **The 4000 – 4999 Income category is automatically displayed** and does not need to be selected.

> **Select the income account** to which the refund will be debited from the *Select Account dropdown.*

Important: All 4000 – 4999 income accounts will be displayed. If an account is selected that was not previously identified for the Chart of Accounts it will be added to the business's Chart of Accounts. If it is selected and is incorrect and needs to be removed it can only be removed by going to the Chart of Account setup screen and deselecting it.

> **Select the subaccount** associated with income account if a subaccount or subaccounts were setup.

> **To allocate the entire refund or a portion of the refund to a department or project**, select the department or project from the department dropdown. If the payment is divided between departments or projects, the payment associated with each department or project needs to be calculated manually and entered separately.

Note: All departments or projects must have been identified previous to a payment allocation. *Path – Home: Business Information: Departments.*

Select the *Pay By ...* **button** that represents the account you want to use for transacting the refund. Selection of a *Pay By...* account button will display the Payment Method, Payment By popup associated with the *Pay By...* selection.

Note: When the Payment Method is selected on the *Payment Method popup* the *Payment By popup* will appear. On all *Payment By popup* screens, selecting the **Green** *Pay* button will complete the financial transaction for the refund and redisplay the *Financials – Customer Refund* screen. (*The Pay button is explained in the Genie Academy, Deposits and Payments training document*)

⑤ **If you need to remove a selected customer refund**, it can be removed by displaying the selected refund's information and selecting the *Remove Customer Refund* **Red** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to remove the selected refund.
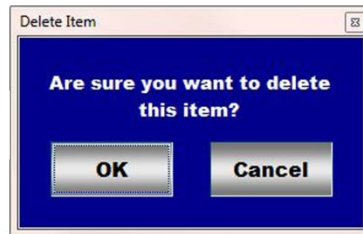
After selecting **OK** on the *Delete Item* popup you need to select the **Enter** button⑦.

Note 1: Read the 'RED' Genie Note beside the *Remove Customer Refund* button. The 'RED' Genie Note will explain what conditions must be met to remove the selected refund. Selecting remove will completely remove the selected refund from equineGenie.

⑥ **Enter** any comments or notes associated with the selected customer refund information.

⑨ **Select** enter before leaving the *Financial – Customer Refund* screen.

❶ **Selection** of the '*Customer Refunds – Current Year'* button will enable all customer refunds in the current year to be viewed, exported and/or printed.

❷ **Selection** of the '*Customer Refunds – Date Specified'* button will enable all customer refunds within a specified date range to be viewed, exported and/or printed.

❸ **Selection** of the '*All Customer Refunds'* button will enable all customer refunds to be viewed, exported and/or printed.

Financial Management – Vendor Refund

Path: Home: Financials: Financial Management: Vendor Refund

There is a prerequisite setup required before a refund can be issued to a vendor. The business must have incurred a vendor charge to be refunded.

Think/Plan before entering a refund! You will need to make sure that the refund is required and the refunded amount is correct.

① **Select the vendor or supplier to provide the refund** from the *Select Vendor or Supplier* dropdown. All vendors and suppliers previously entered in equineGenie will be displayed in the *Select Vendor or Supplier* dropdown.

Select the selected vendor or supplier account number from the Select Customer / Client Account # dropdown.

Important: A vendor or supplier may have more than one account number. Make sure you select the right account for the refund to be applied.

② **Enter the refund date** in the *Refund Date* dropdown. The refund date can be entered by selecting the date from the calendar icon or by selecting **[New Date]** from the *Transfer Date* dropdown. If **[New Date]** is selected from the *Refund Date* dropdown, your computer's current date will be displayed. To change the date, mouse over the date and enter the desired date in the format set in your windows operating system. (mm/dd/yyyy or dd/mm/yyyy).

③ **If there is a reference identifier associated with the refund**, enter the refund reference in the *Refund Reference # box*. This is optional, but a good business practice.

④ **Enter the refund amount** in the *Refund Amount ($)* box. To complete the refund select the **Green $** button beside the *Refund Amount ($)* box. **Selection** of the **Green $** will display the **Deposit Method popup** where the refund method is selected.

Vendor Refund Expense Account Selection

Important: A vendor refund is a credit (income) to the selected income account. The vendor refund amount entered on the *Financial – Vendor Refund* screen in the *Refund Amount ($)* box will be credited from the selected income account.

> **The selected refund vendor identified** on the *Financial – vendor Refund* screen will be automatically displayed in the *Select Vendor or Supplier* dropdown.

> **The 5000 – 9999 Expenses category is automatically displayed** and does not need to be selected.

> **Select the expense account** to which the refund will be credited from the *Select Account dropdown.*

Important: All 5000 – 9999 expense accounts will be displayed. If an account is selected that was not previously identified for the Chart of Accounts it will be added to the business's Chart of Accounts. If it is selected and is incorrect and needs to be removed it can only be removed by going to the Chart of Account setup screen and deselecting it.

> **Select the subaccount** associated with expense account if a subaccount or subaccounts were setup.

> **To allocate the entire refund or a portion of the refund to a department or project**, select the department or project from the department dropdown. If the payment is divided between departments or projects, the payment associated with each department or project needs to be calculated manually and entered separately.

Note: All departments or projects must have been identified previous to a payment allocation. *Path – Home: Business Information: Departments*.

Select the *Deposit Into ...* **button** that represents the account you want to use for transacting the refund. Selection of a *Deposit Into ...* account button will display the Deposit Method, Deposit Into popup associated with the *Deposit Into ...* selection.

Note: When the Deposit Method is selected on the *Deposit Method popup* the *Deposit Into* popup will appear. On all *Deposit Into* popup screens, selecting the **Green** *Deposit* button will complete the financial transaction for the refund and redisplay the *Financial – Vendor Refund* screen. (*The Pay button is explained in the Genie Academy, Deposits and Payments training document*)

⑤ **If you need to remove a selected vendor refund**, it can be removed by displaying the selected refund's information and selecting the *Remove Vendor Refund* **Red** button. When the button is selected a **Delete Item** popup will be displayed to make sure you want to remove the selected refund.

After selecting **OK** on the *Delete Item* popup you need to select the **Enter** button⑧.

Note 2: **Read** the '**RED**' Genie Note beside the *Remove Vendor Refund* button. The '**RED**' Genie Note will explain what conditions must be met to remove the selected refund. Selecting remove will completely remove the selected refund from equineGenie.

⑥ **Enter** any comments or notes associated with the selected vendor refund information.

⑦ **Select** enter before leaving the *Financial – Vendor Refund* screen.

❶ **Selection** of the '*Vendor Refunds – Current Year'* button will enable all vendor refunds in the current year to be viewed, exported and/or printed.

❷ **Selection** of the '*Vendor Refunds – Date Specified'* button will enable all vendor refunds within a specified date range to be viewed, exported and/or printed.

❸ **Selection** of the '*All Vendor Refunds'* button will enable all vendor refunds to be viewed, exported and/or printed.

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