CR.05 – Issue Cores Refund

Refund overpayment or overbill

Overbill?

- Yes
  - Adjust the existing contract event(s) down to the appropriate amount
  - Generate revenue
  - Issue refund for the unapplied amount
  - Prepare and Record Payments (AP.10)
  - End

- No
  - Issue refund for the unapplied amount
  - Generate revenue
  - Process Invoice Interfaces (AP.06)
  - Prepare and Record Payments (AP.10)
  - End

Generate invoices

Submit and approve invoice

Release contract invoice and transfer to AR

Process Invoice Interfaces (AP.06)

Prepare and Record Payments (AP.10)

Verify the applied and unapplied amounts are correct

Apply original receipt to new open receivable

Unapply receipt from original invoice by the entire amount of the event

Process Journals (GL.02)

- The batch will be a positive expenditure to reduce the revenue

Issue an outsourced check refund from original receipt

Apply to future invoices?

- No
  - Process Invoice Interfaces (AP.06)
  - Prepare and Record Payments (AP.10)

- Yes
  - Verify the applied and unapplied amounts are correct
  - Apply original receipt to new open receivable
  - Unapply receipt from original invoice by the entire amount of the event
  - Process Journals (GL.02)
  - Update contract invoice details from receivables

- Two invoices will be created per adjustment; one will reverse the original invoice and one will create a new draft for the new event amount

Import contract invoices to receivables

No

Yes

Issue an outsourced check refund from original receipt

Reverse revenue on the Core project via a Cores External Billing miscellaneous batch

End

Overbill?

- Yes
  - Adjust the existing contract event(s) down to the appropriate amount
  - Generate revenue
  - Issue refund for the unapplied amount
  - Prepare and Record Payments (AP.10)
  - End

- No
  - Generate revenue
  - Process Invoice Interfaces (GL.02)
  - Generate invoices
  - Submit and approve invoice
  - Release contract invoice and transfer to AR

- Two invoices will be created per adjustment; one will reverse the original invoice and one will create a new draft for the new event amount

No

Yes

Reverse revenue on the Core project via a Cores External Billing miscellaneous batch

End

Issue an outsourced check refund from original receipt

Reverse revenue on the Core project via a Cores External Billing miscellaneous batch

End

- The batch will be a positive expenditure to reduce the revenue