

Issuing a Refund for an AR Invoice with a Credit Balance

Updated Jul 20, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

Overview

In the event that it is necessary to issue a refund for an AR Invoice that has a credit balance, the recommended steps are presented below. These steps will allow you to link a refund to a particular invoice item and automatically alter the unpaid amount of the invoice. The screenshot below presents invoice #11219 which has a credit balance of \$10,100.

Item Num	Item Date	Due Date	Student	Catalog Item	Unit Of Measure	Quantity	Unit Price	Override Unit Price	Gross Amount	Unpaid Amount	Description	Memo	Posting Date	Posted?
1	08/01/17	08/01/17	Abbott, Samantha	Tuition (Upper School)	Year	1.00	12,000.00	12,000.00	12,000.00	0.00	Tuition (Upper School)		02/09/18	☑
2	08/01/17	08/01/17	Abbott, Samantha	Senior Fees	Year	1.00	100.00	100.00	100.00	0.00	Senior Fees		02/09/18	☑
3	08/01/17	08/01/17	Abbott, Samantha	Registration Fee	Each	1.00	150.00	150.00	150.00	0.00	Registration Fee		02/09/18	☑
4	12/01/17	12/01/17	Abbott, Samantha	Tuition (Upper School)	Year	1.00	-10,000.00	-10,000.00	-10,000.00	-10,000.00	Tuition (Upper School)		02/09/18	☑
5	12/01/17	12/01/17	Abbott, Samantha	Senior Fees	Year	1.00	-100.00	-100.00	-100.00	-100.00	Senior Fees		02/09/18	☑
SUM									2,150.00	-10,100.00				

Step-by-Step

1. On the Cash Processing homepage, click the **Add Disbursement** link.
2. On the header level, enter the appropriate information (e.g disbursement recipient, date, cash GL Account, etc). Be certain to select "Refund" as the Disbursement Category.
3. Click **Add Disbursement Header**.
4. On the line item level, enter the data for the items. Note that the amount entered is a positive amount.
5. On the line item level, click the magnifying glass in the AR Item column and search for the

negative AR Invoice Item to be refunded.

6. Click **Update**.

7. If there are additional AR item(s) to be refunded, enter additional disbursement items in the same fashion. Each AR item to be refunded must have its own disbursement item.

8. When all item and header information has been entered and validated, print the disbursement and then post it.

Please watch the video below demonstrating how to link a Disbursement to Credit Invoice Items. Start the video by clicking directly on the screen. You can make the video larger by clicking on the Full-screen button.

Once the disbursement is posted, there are multiple changes automatically generated by the system. When you look at the detail screen for the AR invoice header, the refunded amount will increase and the unpaid amount will be zero.

VC Accounting: vca_sandbox | Accounts Receivable | AR Invoice Header: 11219

UPDATE

Header

PERSON: None | INVOICE NUMBER: 11219 | SCHOOL YEAR: 17-18 | AMOUNT BILLED: 2,150.00

HOUSEHOLD: Abbott | INVOICE DATE: 07/01/17 | PAYMENT METHOD: Veracross Checkout | AS POSTED AMOUNT: 2,150.00

ORGANIZATION: None | DUE DATE: 07/31/17 | PAYMENT FREQUENCY: Semester | NET AMOUNT PAID: 12,250.00

INVOICE TYPE: Tuition | POSTING DATE: 02/09/18 | UNPAID AMOUNT: 0.00

DESCRIPTION: | INVOICE MEMO: | CURRENT AMOUNT DUE: 0.00

FINALIZED?: YES

Add Record...

Item Num	Item Date	Due Date	Student	Catalog Item	Unit Of Measure	Quantity	Unit Price	Override Unit Price	Gross Amount	Unpaid Amount	Description	Memo	Posting Date	Posted?
1	08/01/17	08/01/17	Abbott, Samantha	Tuition (Upper School)	Year	1.00	12,000.00	12,000.00	12,000.00	0.00	Tuition (Upper School)		02/09/18	<input checked="" type="checkbox"/>
2	08/01/17	08/01/17	Abbott, Samantha	Senior Fees	Year	1.00	100.00	100.00	100.00	0.00	Senior Fees		02/09/18	<input checked="" type="checkbox"/>
3	08/01/17	08/01/17	Abbott, Samantha	Registration Fee	Each	1.00	150.00	150.00	150.00	0.00	Registration Fee		02/09/18	<input checked="" type="checkbox"/>
4	12/01/17	12/01/17	Abbott, Samantha	Tuition (Upper School)	Year	1.00	-10,000.00	-10,000.00	-10,000.00	0.00	Tuition (Upper School)		02/09/18	<input checked="" type="checkbox"/>
5	12/01/17	12/01/17	Abbott, Samantha	Senior Fees	Year	1.00	-100.00	-100.00	-100.00	0.00	Senior Fees		02/09/18	<input checked="" type="checkbox"/>
SUM										2,150.00	0.00			

Row Height: 25 | 5 records

When you look at the detail screen for one of the credit items that was refunded, note the field labeled Refunded Amount. This amount is incremented when a disbursement item linked to this invoice item is posted. Note that it alters the unpaid amount of the invoice item.

VC Accounting: vca_sandbox | Accounts Receivable | AR Invoice Item: 4 - 11219

UPDATE

GENERAL

PERSON: Abbott, Samantha | QUANTITY: 1.00

NAME: Abbott, Samantha | UNIT OF MEASURE: Year

CATALOG ITEM: Tuition (Upper School) | UNIT PRICE: -10,000.00

CATALOG ITEM DETAIL: 165 | OVERRIDE UNIT PRICE: -10,000.00

SCHOOL YEAR: None | GROSS AMOUNT: -10,000.00

DESCRIPTION: Tuition (Upper School) | NET AMOUNT PAID: 0.00

ITEM NUMBER: 4 | DISCOUNT GRANTED: 0.00

ITEM DATE: 12/01/17 | ADJUSTMENT AMTS: 0.00

DUE DATE: 12/01/17 | REFUNDED AMOUNT: 10,000.00

POSTING DATE: 02/09/18 | WRITE OFF AMOUNT: 0.00

CLASS: -<None> | WRITTEN OFF AMOUNT: 0.00

PROJECT #: 00000-000: *** none * | UNPAID AMOUNT: 0.00

PROJECT COST/REV CODE: ** none **

AR INVOICE: 11219

ORIGINAL INVOICE ITEM: 0

** Cash Receiving **

RECEIVE IN FULL?: NO

TENTATIVE GROSS PAYME...: 0.00

TENTATIVE DISCOUNT: 0.00

TENTATIVE NET PAYMENT: 0.00

RECEIPT: 0

BANK RECEIPT?: NO

REGENERATE INSTALLME...: NO

When you look at the student's Finance tab, the amount refunded shows up as part of the Total Refunds and is used to calculate the Amount Due.

- General
- Related People
- Finance**
- Finance (Curr)
- Other
- Enr Checklist
- Classes
- History
- Files
- Ext. Care
- REPORTS
- Current Amount Due
- Unposted Payments
- Roles
- Profile Codes
- Student Invoices
- Other Invoices
- POS Transactions
- Unpaid AR Items
- Groups
- Disbursements
- Unposted Cash Rec.
- PC Items
- Student Cash Receipts
- Charge Items
- Unapplied Deposits

FINANCE

Terms

PAYMENT FREQUENCY: One-time

PAYMENT METHOD: 5th FACTS - CC

STUDENT BILLING CODE: None

BILLING PERSON: None

BILLING ORGANIZATION: None

GRADE: 7

CHILD #: 1

Charges

DIRECT CHARGES	20.00
STUDENT BILLINGS	100.00
OTHER BILLINGS	99,882.15
UNPOSTED CHARGES	300.00

Receipts

STUDENT RECEIPTS	111,737.15
OTHER RECEIPTS	0.00
UNAPPLIED DEPOSITS	1,050.00
UNPOSTED AR RECEIPTS	0.00
UNPOSTED CASH RECEIPTS	500.00
UNPOSTED PAYMENTS	100.00

Totals

TOTAL CHARGES	100,002.15
TOTAL RECEIPTS	111,737.15
TOTAL REFUNDS	10,100.00
AMOUNT DUE	-1,635.00
UNPAID AR	100.00
CURRENT AMOUNT DUE	0.00

Add Record...

Item Date	School Year	Catalog Item	Quantity	Unit Price	Gross Amount	Description	Billing Person	Billing Organization	Invoice?	Posted?	AR Inv.		
10/24/15	15-16	Backpacking	1.00	0.00	300.00	Backpacking	None	None	<input type="checkbox"/>	<input type="checkbox"/>	0	9711	<input checked="" type="checkbox"/>
05/01/15	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
04/01/15	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
03/01/15	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
02/01/15	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
01/01/15	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
12/01/14	14-15	Tuition (Upper School)	1.00	1,370.00	1,370.00	Tuition Grade 7-8	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	9711	9711	<input checked="" type="checkbox"/>
11/08/14	14-15	After School Care - Drop-in	2.00	8.50	17.00	AfterCare	None	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	10608	10608	<input checked="" type="checkbox"/>
SUM					98,076.15								