

ACUITY 24

Sage Business Partner

Configuring Customer Refunds



Before you begin

The admin user for your company can enable customer refunds by following the steps within this document.

This feature enables a new transaction type, so you will need to set up the following 2 items before you enable customer refunds:

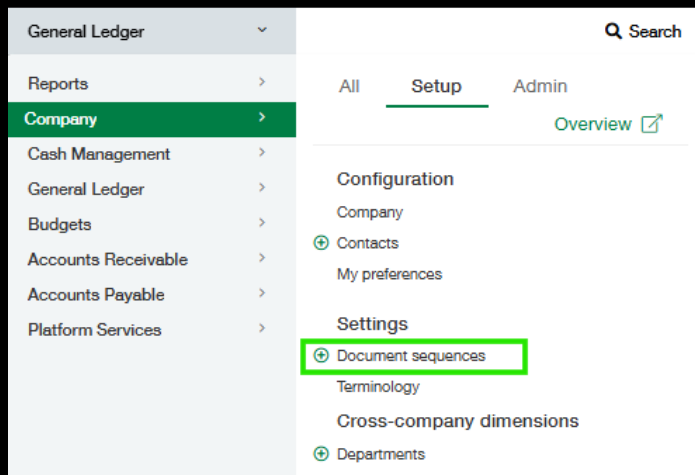
1. A journal to use when recording customer refund transactions, if you do not already have one:
 - Go to **General Ledger > Setup > Journals**.
 - From the Journals list, **add** a new journal
 - Enter the **Symbol** and **Title** for the journal.

The screenshot shows the 'Journals' management interface. At the top right, there are 'Add' and 'Done' buttons, with 'Add' highlighted by a green box. Below this is a filter bar with 'All', 'Manage views', 'Include inactive', 'Advanced filters', and 'Clear all filters'. A table lists existing journals, with one entry 'Accounts Payable journal' having the symbol 'APJ'. Below the table, a form for adding a new journal is displayed. The form includes a 'Symbol' field with the value 'CRFJ', a 'Title' field with the value 'Customer Refund Journal', a 'Status' dropdown menu set to 'Active', and a checkbox for 'Disallow direct posting'.

Before you begin

2. A numeric document sequence for Sage Intacct to use when generating refund IDs

- Go to **Company > Setup > Settings** and select + next to **Document sequences**.
- Enter the required fields, (Cannot be changed after save)
 - Sequence ID- Customer Refunds
 - Sequence name – Customer Refunds
 - Sequence status - Active
 - Sequence type - Numeric
 - Primary sequence -1
- Select **Save**.



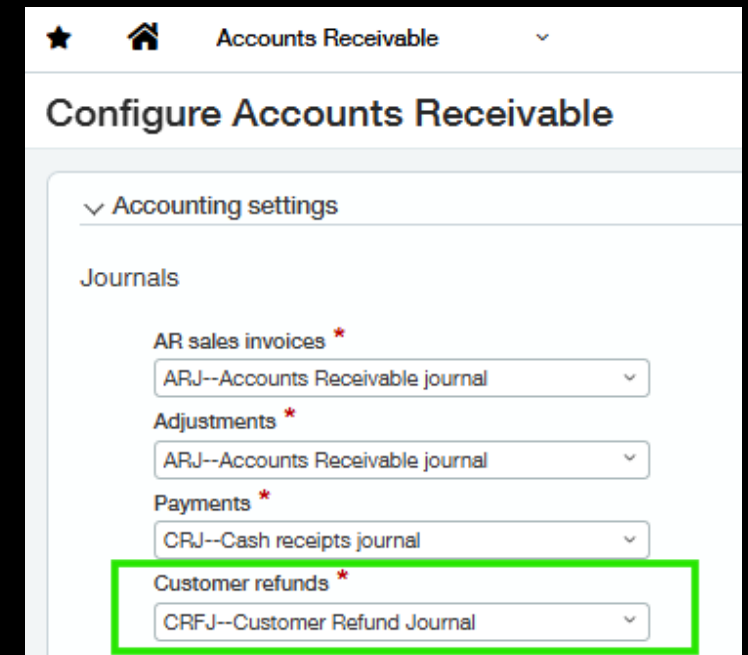
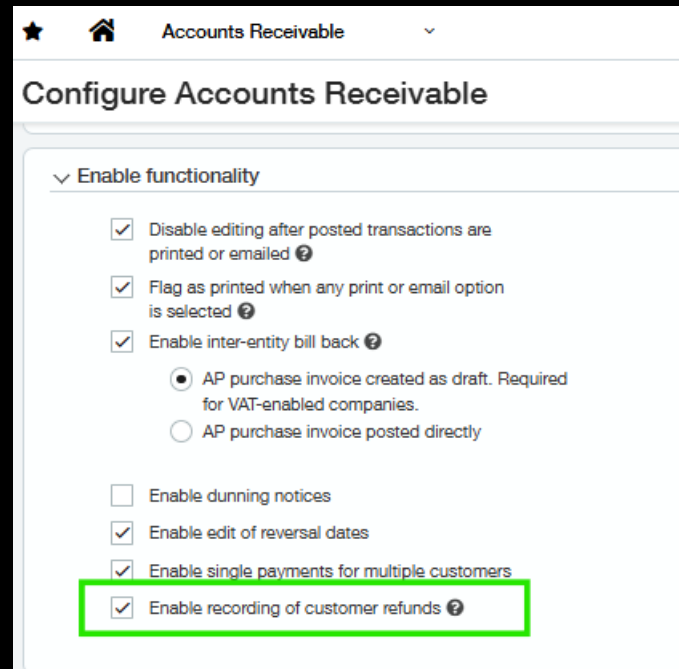
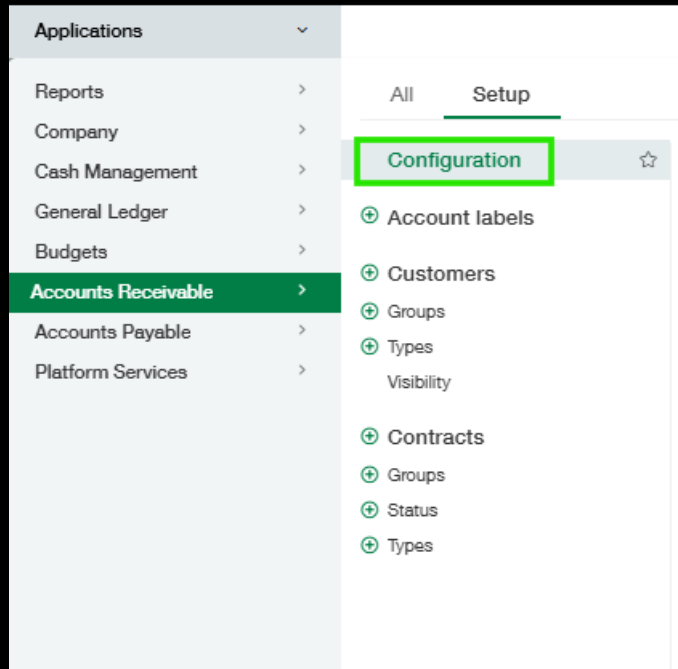
The screenshot shows the 'Document sequence information' form in Sage Intacct. The form contains the following fields and options:

- Sequence ID ***: Customer Refunds
- Sequence name ***: Customer Refunds
- Sequence status ***: Active (dropdown menu)
- Sequence type ***: Numeric (radio button selected, Alpha unselected)
- Numeric sequence length**: 6
- Primary sequence maximum**: 999999
- Fiscal year rollover**: ☐ Enable sequence fiscal year rollover
- Fixed prefix**: REF
- Separator**: -
- Primary sequence ***: 1
- Sequence without fiscal year rollover**:

Fiscal year	Next primary sequence *	Next unused sequence	Sequence maximum
All	2	REF-000002	REF-999999

Enable customer refunds

1. Go to **Accounts Receivable > Setup > Configuration**.
2. In Enable functionality, select **Enable** recording of customer refunds.
3. Under Account Settings, **select a journal** for Customer refunds.



Enable customer refunds

- (Optionally) Update the **Summary frequency** for Customer refunds.
- In Document sequencing, select the Customer refunds dropdown and then select the **document sequence** you created previously.
- Select **Save**.

Accounts Receivable

Configure Accounts Receivable

Summary frequency

AR sales invoices *
One per AR sales invoice

Adjustments *
One per AR sales invoice adjustment

Manual deposits *
One per quick deposit

Advances *
One per advance

Customer refunds *
One per refund

Payments
One per payment

Configure Accounts Receivable

Document sequencing

AR sales invoices
Sales Invoice

Recurring AR sales invoices
Sales Invoice

AR debit adjustments
AR Debit Memo

AR credit adjustments
AR Credit Memo

Customers
Customers

Payments
Payments

Customer refunds *
Customer Refunds

If AR sales invoices or adjustments are assigned duplicate numbers

Accounts Receivable

Configure Accounts Receivable

Accounting settings

Journals

AR sales invoices *
ARJ--Accounts Receivable journal

Adjustments *
ARJ--Accounts Receivable journal

Payments *
CRJ--Cash receipts journal

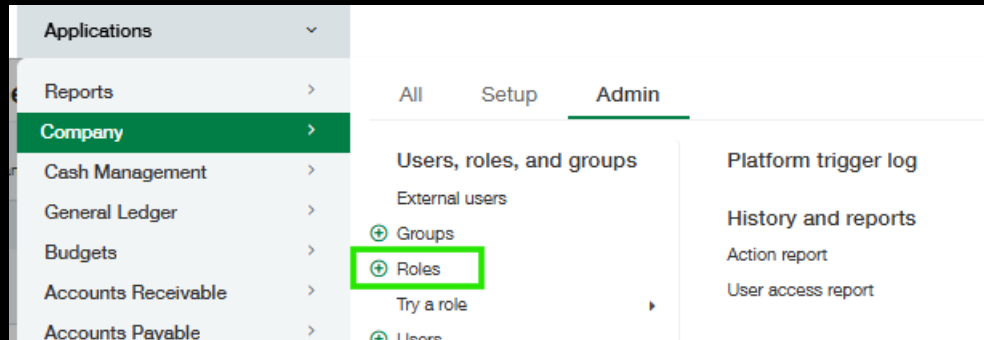
Customer refunds *
CRFJ--Customer Refund Journal

GL accounts

Save

Grant permissions to users

- Grant permissions to user roles as needed via **Company > Admin > Roles**



- Select **Subscriptions** against the role

Edit	View	Consolidations	Consolidations	Enterprise	Try role	Subscriptions	Role assignment
Edit	View	Full Access	Full Access	Enterprise	Try role	Subscriptions	Role assignment

- Select **Permissions** against **Accounts Receivable**
- Grant Customer refunds: **List, View, Add, Post**, and **Void** permissions to users and save.

Bill-back templates	<input checked="" type="checkbox"/> List	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
Accounts Receivable release retention	<input checked="" type="checkbox"/> List	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Delete
Customer refunds	<input checked="" type="checkbox"/> List	<input checked="" type="checkbox"/> View	<input checked="" type="checkbox"/> Add	<input checked="" type="checkbox"/> Post	<input checked="" type="checkbox"/> Void