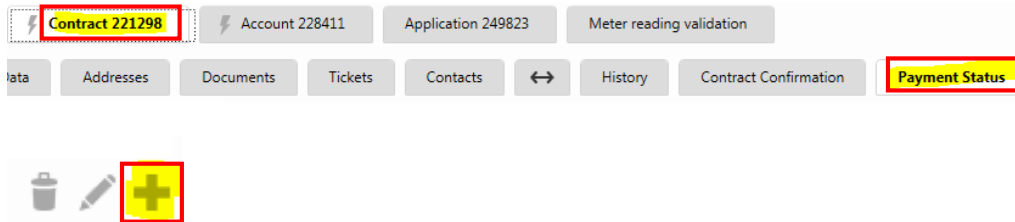
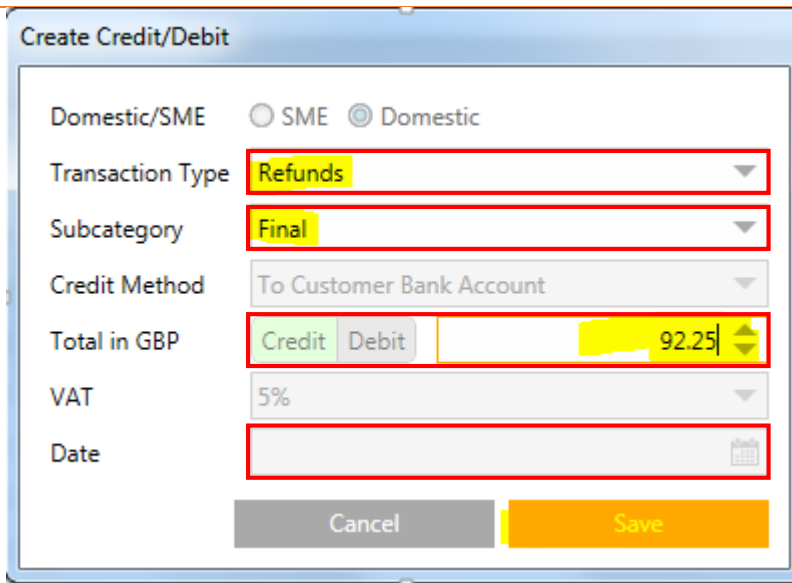


LWP for Misc. Credit and Debit Tool - Refunds

Business Process Area:	Cash Operations	Sub Area:	-
Business Owner:	Paul Stretton		
Title:	Misc. Credit and debit tool: Refunds		
Ref:		Process Map Name:	How to apply a refund to Account plus
Definition:			
Version: 1.0	Date: 22/04/2016	Author: Syed Ahmed	Reasons for Modification: NA
Starting Point:			
Notes:			

Change History:

[illegible]

Step	What to do:	How to do it:	Results:	Tip:
1	Enter the contract number that needs the refund applied to and under the payment status tab click on the '+' button.			
2	Populate the pop up box as: Transaction type: Refunds Subcategory: Final Amount: (-)xxxx Date: Current date			

3

Once the bill is generated the refund amount will show at the bottom of the first page under the title "Total outstanding balance."

You can also view the actioned refund on the payment screen in Account plus.

Your final dual fuel bill for
06/05/2014 - 01/10/2015
This invoice replaces multiple invoices for term 06/05/2014 - 01/10/2015.

Account activity

Balance carried forward from previous bill	£0.00 CR
Payments received since your previous bill	£1,855.00 CR
Credits since your previous bill	£0.00 CR
Debits since your previous bill	£0.00 DR
Balance before charges this period	£1,855.00 CR

Charges for this period

Gas	£979.43 DR
Electricity	£479.17 DR
Standing charges	£231.64 DR
Misc. credits/debits	£12.00 CR
Total excluding VAT	£1,678.24 DR
VAT	£84.51 DR
Total charges this period	£1,762.75 DR

Total outstanding balance £92.25 CR

8618172	10/03/2016	Final DOM Bill	1,150.01	0.00				
Event Date	Book Date	Action/Payment	Open Amount	Paym. Amount	RDN Fees	Balance		
10/03/2016	10/03/2016	new invoice	1,150.01	1,150.01	0.00	0.00	1,150.01	
10/03/2016	10/03/2016	incoming adjusted deposit installment	1,150.01	1,269.00	1,269.00	0.00	-118.99	
15/04/2016	15/04/2016	REFUND	1,150.01	1,269.00	0.00	0.00	-118.99	
18/04/2016	18/04/2016	booking correction	1,150.01	-26.74	1,242.26	0.00	-92.25	