



## Tenant Refund – Non Vacating Tenant

### Overview

A tenant may have inadvertently paid more rent than intended. Monies have been receipted to rent and the tenant now requires the overpaid rent to be refunded.

This document will cover:

- How to Reverse the Receipt
- How to Re-receipt Funds to Tenant Invoice Credit
- How to Allocate Tenant Invoice Credit to a Refund

### How to Reverse the Receipt

The easiest most effective way to refund this back to the tenant is to cancel the receipt and re-receipt to tenant invoice credit and refund this way.

#### Reverse Receipt – Current Period

1. Go to **Transactions > Cancel Transactions > Receipt Reversal**.
2. Enter the **Receipt / Reference** number and click **OK-F12**
3. Confirm the receipt details displayed are the receipt you wish to cancel and click **Yes**
4. Enter a reason for the cancellation and click **OK**

**NOTE:** If the landlord does not have sufficient funds to carry out the reversal, then you will need to wait until such time that there are sufficient funds to carry out the cancellation & refund

#### Reverse Receipt – Previous Period

1. Go **Transactions > Cancel Transactions > Reverse Rent from Previous Period**
2. Enter the **Receipt / Reference** number and click **OK-F12**

3. Confirm the receipt details displayed are the receipt you wish to cancel and click **Yes**
4. Enter a reason for the cancellation and click **OK**

**NOTE: Rent Only** receipts can be cancelled from a previous period. If you need to reverse a receipt from a previous period that has sundries, invoices, tenant invoices credits etc. on the same receipt you will need to reverse the receipt manually. Please see document ***“Reverse Receipt from a Previous Period”***.

## How to Re-receipt Funds to Tenant Invoice Credit

To receipt the funds into tenant invoice credit, you will need to ensure you have this feature turned on. For more information on how to setup, please see document ***“How to set up and use Tenant Invoice Credit”***

1. Go to **Transactions > Rent Receipts** or click on the icon on the desktop 
2. Enter the alpha index of the tenant and press ENTER
3. Click on the **Invoice Credit** tab
4. Enter details in the the **Amount** and **Description** fields
5. Click **OK-F12**
6. **6.Payment Method** - Enter the payment method as **Direct Deposit**, with the **Banked Date** the same as when the funds were originally received

Rent Receipts - [Last Receipt:00012357] - [Printing: OFF]

Tenant: ANISTONJ  
10001051

Tenant details  
Jennifer Aniston  
4/40 Gibson Street  
NORTH SYDNEY NSW 2060

Receipt total: **\$510.00**

Rent	Amount	Paid to	Credit	Arrears	Due to
	510.00 w1	18/08/17	0.00	<b>510.00</b>	25/08/17

Rent | Invoices \$0.00 | Other Payments | **Invoice Credit**

Invoice Credit

Amount: \$510.00  
Total Invoice Credit: 0.00

Description: Payment made in error - refund to tenant

Cancel - ESC  
Action - F1  
Clear - F2  
Comment - F4  
Code search - F5  
Status - F6  
Prop search - F7  
OK - F12

## How to Allocate Tenant Invoice Credit to a Refund

Once funds have been received to Tenant Invoice Credit you can then allocate the tenant invoice credit to a refund.

1. Go to **Transactions > Allocate Tenant Invoice Credit**
2. Enter the Tenant alpha index and press ENTER

**NOTE:** The amount held in tenant invoice credit will display on the right hand side top of screen

3. Click on the **Refund** tab and enter details:

- **Refund Amount** - Enter the amount to be refunded
- **Description** – Enter a description i.e. refund payment made in error
- **Contact** - Select the Contact to refund

- **Payment Method** - Select the Payment Method from the drop down menu
- **Payee or Account Name** – Enter relevant details
- **Address and Forward Address** – Enter the address details

4. Click **OK-F12**

Allocate Tenant Invoice Credit - [Last Receipt:00012357] - [Printing: OFF]

Tenant: ANISTONJ

Tenant details:  
Jennifer Aniston  
Ms Aniston  
4/40 Gibson Street  
NORTH SYDNEY NSW 2060  
H: 9960 2345 W: 9960 0128 M: 0412 673 753

Allocate Total: \$510.00  
Amount Held: \$0.00

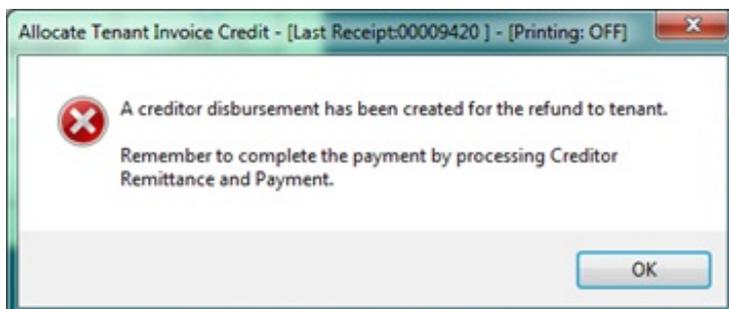
Invoices: \$0.00 | Rent: **Refund**

Refund  
Refund Amount: 510.00  
Description: Refund payment made in error  
Account code: N/A  
Contact: Jennifer Aniston  
Payment method: Auto Deposit (EFT)  
Account name: Jennifer Aniston  
Account number: 457686  
BSB: 205-115  
EFT Reference: Inv Crd ANISTONJ

Forwarding Address: N/A

Buttons: Cancel - ESC, Clear - F2, Prop Search - F7, OK - F12

5. You will receive a prompt that a creditor disbursement has been created and a reminder to process the Creditor Remittance & Payment in order to complete the process. Click OK



6. You can payout your tenant as creditor now or this will payout during your next creditor run at mid month or end of month. For more information on how to payout a creditor, please see document "Creditor Payments Process in REST".

