

# How to Process Refunds

Pre-requisites:

- [Patronage Volumes](#)
- [Refund Rates](#)
- [Patron Customers](#)
- [Setup FWT](#)
- [Preferences](#)

Steps:

1. Go to Patronage > Process Refunds.
2. Click New from the Search screen toolbar.
3. Select a Fiscal year to process. After selecting a fiscal year, the system will calculate refunds for each customer from the collected volume in the specified year. Refunds for a customer can be computed multiple times based on the number of refund rates.

a. Details

**Process Refund - 2017**

Save Delete Post Export Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Post Preview

Fiscal Year: 2017 Minimum Refund: 500.00000 Refund No: PR-3  
Refund Date: 8/29/2017 Service Fee: 50.00000 Fed. Withholding %: 10  
Refund: All Patrons Cash Cutoff Amount: 750.00000 Description:

Customers

Report View Filter (F3)

Customer No.	Customer Name	Stock Status	Vendor	Last Activity	Tax ID	Total Purchases	Total Sales	Refund Amount	Equity Refund	Cash Refund	Less FWT	Less Service Fee	Check Amount
0001005008	Archer Daniels ...	Voting		8/29/2017		1,200.00	0.00	2,400.00000	1,200.00000	1,200.00000	0.00000	\$0.00000	1,190.00000
0001005076	Adept	Voting		6/22/2017		2,400.00	0.00	9,600.00000	4,800.00000	4,800.00000	480.00000	\$0.00000	4,270.00000
0001005135	Joe Ag	Voting		7/17/2017		0.00	3,500.00	10,500.00000	5,250.00000	5,250.00000	0.00000	\$0.00000	5,200.00000
0001005141	Dave Miller	Non-Voting		4/25/2017		3,750.00	0.00	15,000.00000	7,500.00000	7,500.00000	750.00000	\$0.00000	6,700.00000

Report View Filter (F3)

Category	Description	Volume	Refund Amount
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Ready

b. Customer Refund Type – summary of refunds for each customers

**Process Refund - 2017**

Save Delete Post Export Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Post Preview

Report View Filter (F3)

Customer No.	Customer Name	Refund Type	Description	Cash Payout %	Qualified	Refund Amount	Cash Refund	Equity Refund
0001005008	Archer Daniels Midland	TR	Test Rate	\$0.00		2,400.00000	1,200.00000	1,200.00000
0001005076	Adept	TR	Test Rate	\$0.00		9,600.00000	4,800.00000	4,800.00000
0001005135	Joe Ag	TR	Test Rate	\$0.00		10,500.00000	5,250.00000	5,250.00000
0001005141	Dave Miller	TR	Test Rate	\$0.00		15,000.00000	7,500.00000	7,500.00000

Report View Filter (F3)

Category	Description	Refund Rate	Volume	Refund Amount
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Ready

c. Refund Type – summary of refunds classified by refund type

Process Refund - 2017

Save Delete Post Export Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Post Preview

Report View Filter (F3)

Refund Type	Description	Cash Payout %	Qualified	Volume	Refund Amount	Non Refund Amount	Cash Refund	Equity Refund
TR	Test Rate	\$0.00		10,950.00	37,500.00000	300.00000	18,750.00000	18,750.00000

Report View Filter (F3)

Category	Description	Refund Rate	Volume	Refund Amount
PA	PA	2.00	1,200.00	2,400.00000
SA	SA	3.00	3,600.00	10,800.00000
PU	PU	4.00	6,150.00	24,600.00000

Ready

d. Fiscal Year – summary of refunds for the selected fiscal year

Process Refund - 2017

Save Delete Post Export Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Post Preview

Report View Filter (F3)

Volume	Refund Amount	Non Refund Amount	Cash Refund	Less PNT	Less Service Fee	Check Amount	Equity Refund	Voting	Non Voting	Producers	Others
10,950.00	37,500.00000	300.00000	18,750.00000	1,230.00000	200.00000	17,320.00000	18,750.00000	4	1	0	0

Report View Filter (F3)

Category	Description	Volume	Refund Amount
PA	PA	1,200.00	2,400.00000
SA	SA	3,600.00	10,800.00000
PU	PU	6,150.00	24,600.00000

Ready

- e. No Refund – summary of refunds that are not eligilbe. A refund is not eligible if the refund amount is less than the Minimum Refund or if the Stock Status of the customer is not qualified for refund
- All Patrons - all patrons, regardless of voting status, will be used in the refund calculations.
  - Stockholders - Only Non Voting and Voting stockholders will be included in refund calculation
  - Voting Only - only the voting stockholders will be included in refund calculations.

Process Refund - 2017

Save Delete Post Export Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Post Preview

Report View Filter (F3)

Customer No.	Customer Name	Stock Status	Total Purchases	Total Sales	Refund Amount
0001005136	Joe Petro	Voting	0.00	100.00	300.00000

Report View Filter (F3)

Category	Description	Volume	Refund Amount
SA	SA	100.00	300.00000

Ready

- Post the refund transaction. GL entries will be made. After posting, equity refunds will be accumulated. This can be checked in Patronage > Equity Details.

**Equity Detail**

Category Transfer To • Transfer From • Pay Cancel Export • Close

Details Transfers Cancels Payments

Customer & Year

Report View Filter (F3)

Fiscal Year	Customer	Stock Status	Last Activity Date	Tax Id	Equity	Equity Reserve	Equity Paid
<input checked="" type="checkbox"/> 2017	Archer Daniels Midland	Voting	8/29/2017		1,200.00	0.00	0.00
<input type="checkbox"/> 2017	Adept	Voting	6/22/2017		4,800.00	0.00	0.00
<input type="checkbox"/> 2017	Joe Ag	Voting	7/17/2017		5,250.00	0.00	0.00
<input type="checkbox"/> 2017	Dave Miller	Non-Voting	4/25/2017		7,500.00	0.00	0.00

Refund Rate Type

Report View Filter (F3)

Equity Type	Refund Type	Qualified	Equity
<input type="checkbox"/> Undistributed	TR	<input type="checkbox"/>	1,200.00

? Ready

- To create a voucher for a refund, select refunds to voucher and then click **Voucher** from the toolbar. Take note that the created voucher will be posted.

**Process Refund - 2017**

Save Details Unpost Export • **Voucher** Close

Details Customer Refund Type Refund Type Summary Fiscal Year Summary No Refund Unpost Preview

Fiscal Year: 2017 Minimum Refund: 500.00000 Refund No: PR-3

Refund Date: 8/29/2017 Service Fee: 50.00000 Fed. Withholding %: 10

Refund: All Patrons Cash Cutoff Amount: 750.00000 Description:

Customers

Report View Filter (F3)

Customer No.	Customer Name	Stock Status	Vendor	Last Activity	Tax ID	Total Purchases	Total Sales	Refund Amount	Equity Refund	Cash Refund	Less FWT	Less Service Fee	Check Amount
<input checked="" type="checkbox"/> 000105008	Archer Daniels ...	Voting	<input checked="" type="checkbox"/>	8/29/2017		1,200.00	0.00	2,400.00000	1,200.00000	1,200.00000	0.00000	50.00000	1,150.00000
<input checked="" type="checkbox"/> 000105076	Adept	Voting	<input checked="" type="checkbox"/>	6/22/2017		2,400.00	0.00	9,600.00000	4,800.00000	4,800.00000	480.00000	50.00000	4,270.00000
<input type="checkbox"/> 000105135	Joe Ag	Voting	<input checked="" type="checkbox"/>	7/17/2017		0.00	3,500.00	10,500.00000	5,250.00000	5,250.00000	0.00000	50.00000	5,200.00000
<input type="checkbox"/> 000105141	Dave Miller	Non-Voting	<input checked="" type="checkbox"/>	4/25/2017		3,750.00	0.00	15,000.00000	7,500.00000	7,500.00000	750.00000	50.00000	6,700.00000

Report View Filter (F3)

Category	Description	Volume	Refund Amount
<input type="checkbox"/> PU	PU	2,400.00	9,600.00000

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#### Formulas:

- Refund Amount = Summation of (Refund Rate per Refund Type x Volume per Patronage Category)
- Cash Refund = Refund Amount x Cash Payout %
- Equity Refund = Refund Amount x (100 – Cash Payout) %
- Less FWT = Cash Refund x Withholding %
- Less Service Fee = Setup
- Check Amount = Cash Refund – Less FWT – Less Service Fee

#### Important Notes:

- If the refund transaction is unposted, it will unpost and delete the created voucher if available. However if some associated voucher is already paid, it will not allow unposting the refund.
- The customer should be of type **Vendor** in order to create voucher.
- If Cash Refund is less than or equal to Cash Cutoff Amount and Cutoff To is 'Cash', then all the **Equity Refund** will be added to the **Cash Refund**.
- If Cash Refund is less than or equal to Cash Cutoff Amount and Cutoff To is 'Equity', then the cash refund will be added to the customer's **Equity Refund**.