Core Managers: Refunds

iLab Refund Overview

Refunds can be issued on **final invoices** only. To issue a refund, the core must navigate to the invoices list view and open the invoice.

If a customer requests a correction of billing number on invoice:

- If the customer provided the billing number billed the core should not issue a refund. The customer will need to work with their department administrator to correct the activity with a journal entry outside of the iLab system.
- If the core billed a number in error. The refund process should be used to refund the activity. The core will then need to re-bill the core fees to the correct billing number.

How to submit a refund:

Step 1- Navigate to the invoice.

1. In the left-hand navigation menu, select the '**invoices**' option.

2. The **invoices list view** will display all of the core's invoices.
   a. To narrow the list, invoices can be filtered through the panel located to the left of the invoice list.

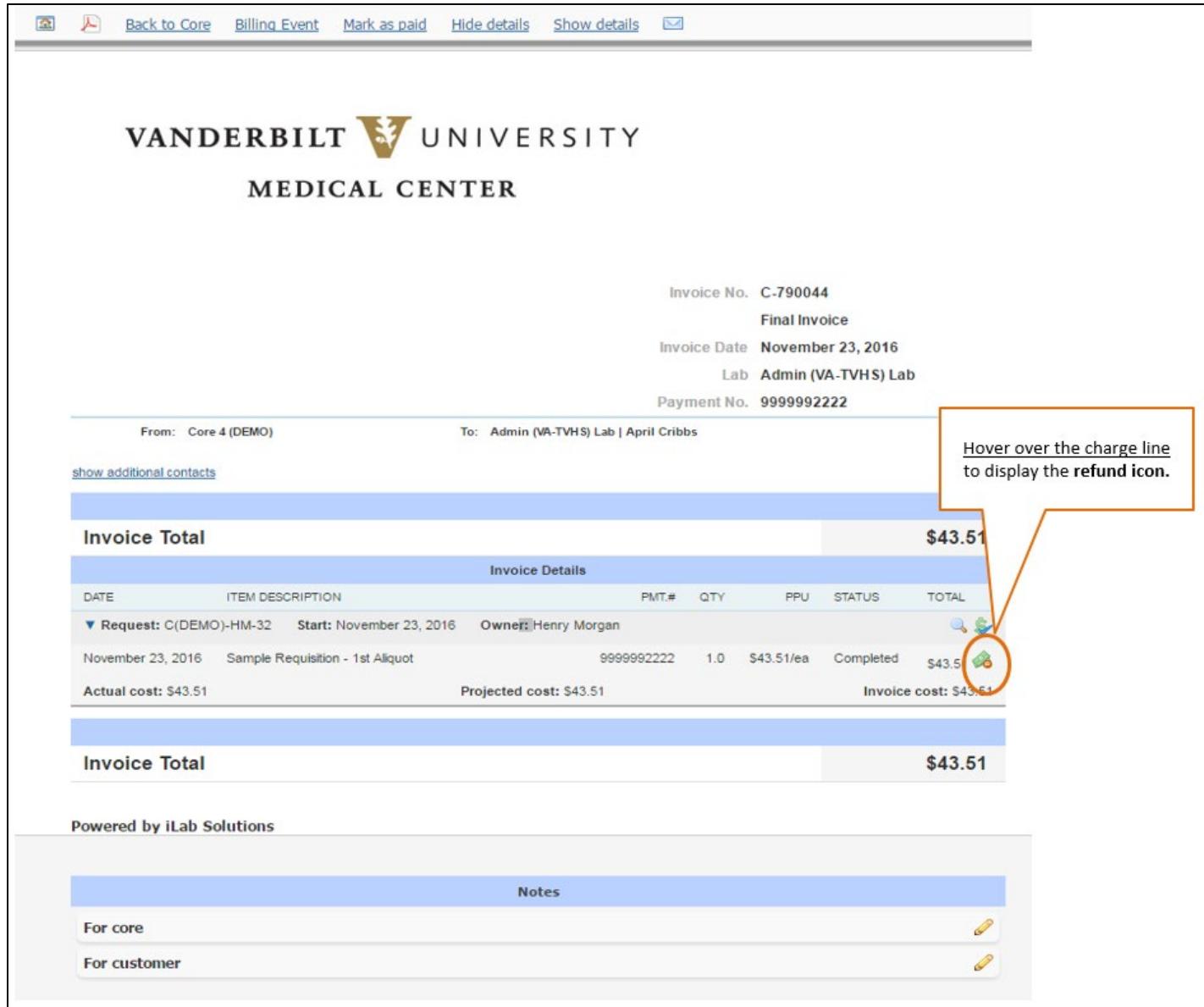3. After navigating to the invoice, click the **magnifying glass** to <u>open the invoice</u>.

Step 2- Issue the refund.

1. After opening the invoice, **hover over the charge** that needs to be invoiced to **display the refund icon**.
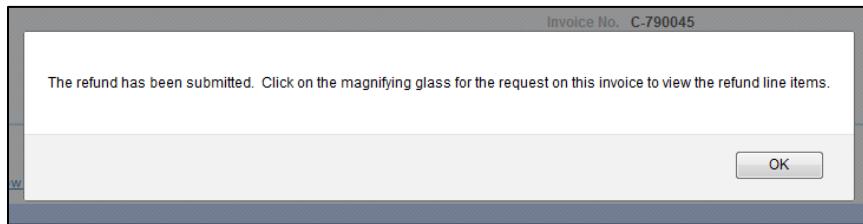
2. Once the **refund icon** is clicked, a "**Create a Refund**" menu will display.
   a. **Select the reason** for the refund for tracking purposes from the drop down menu.
   b. **Enter the quantity** of the charge that needs to be refunded.

3. Click '**Initiate Refund**' to complete the process.

4. Click **OK** on the refund notification box.

Invoice No. C-790045

The refund has been submitted. Click on the magnifying glass for the request on this invoice to view the refund line items.

OK

5. Once the **Initiate Refund** process is completed, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.
    a. The customer and department administrator will be able to access the request and view the refund icon and summary.

6. It is recommended to include **refund comments** that display on the invoice and reporting. This will help the customer understand the refund and be used as documentation for the core.
    a. **To record refund comments**, click the **magnifying icon** on the Request line on the invoice.
    b. The system will then display the project.
    c. Find the refund line, click the **pencil icon**.
    d. **A free text field will open**. Enter any applicable comments.
    e. Click the **green checkmark** to save the changes.

Refund Billing Notes

1. The **refund will be automatically included** in the core's next billing event.
2. Refunds will appear on a **separate invoice** from any new charges.
3. The notes fields at the bottom of the invoice do not display in reporting. To record comments that display in reporting, follow step 6 above to record refund comments.