

When a customer cancels booking an event or Leadership conference tickets that they already paid for, Simmons owes them a refund.

If an invoice was originally created for this sale:

- The business unit can go into Workday and create an invoice adjustment against the original invoice. The business unit should also copy documentation from the customer for proof of cancelation, into Workday.
- This adjusting entry will automatically create a credit against the original invoice that requires review and approval by the Controller because it is an adjusting entry.
- Once the Controller approved the adjustment to the invoice, the transaction is ready to be set up as a refund.
- Accounting will know to investigate the need to do a refund:
 - Accounting's own periodic review of receivable accounts shows unusual balances, especially those with negative or credit balances, or
 - When a business unit requests Accounting's assistance with a refund.
- Jeff or Mark can initiate the refund to the customer by going into "Create a Customer Refund" in Workday. Once the item is selected, Workday will take the customer refund through Workday processes to process and put this refund in the next Accounts Payable Settlement queue for payment by check to the customer.

If the initial payment by the customer was a cash sale:

- If an invoice was never created, then Accounting does not treat the payee as a customer. Instead Accounting will work with the business unit to input the required information into Workday to process the refund as an Accounts Payable check request, (either ad hoc or supplier payment).