## HELPSHEET – REFUNDING AN AMOUNT TO YOUR SELLER AFTER A PROPERTY SALE

If, after processing a property sale, processing a float refund to your client and then invoicing them to pick up all charges and credits on their account, they may have a credit balance which you wish to refund.

The following steps will take you through a process to get this refunded to your client.

There are two separate parts to processing a refund in CPL. Firstly, you have to head to the Daily Posting screen by clicking on **Payments** from inside the client account or in the action bar on the main **Clients** screen.

When you open the daily posting screen, if the client is in credit then you will see the amount they are due to have returned in the pin panel at the top of the screen.
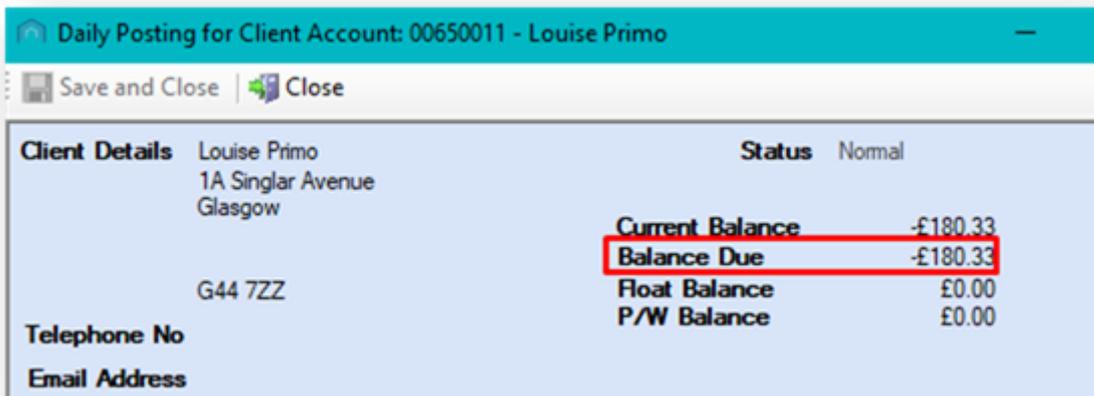
You will use the Daily Posting screen to tell CPL how much you would like to refund to the client in the **Post Amount** field.

First set the **Dr/Cr** field to display **Dr** to denote that you are removing an amount from their account.
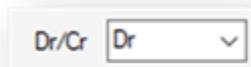
Next, make sure that if the amount is to be returned by BACS, that this is selected as the **Payment Type**. This will alter the description.

If you are returning the amount by writing a cheque, then select cheque as the option for the **Payment Type**.

If you are processing the refund in another way, for example manually by credit card, then you can choose this as the Payment Type.

Lastly, make sure you have entered the correct amount in the **Post Amount** field.

This same amount will appear in the **Total** field towards the bottom-left of the screen.

Please note, you won't be entering anything into the **Float Amount** field as the float has been refunded and is sitting on the Transaction File for the client account.

Once you have checked everything is correct, you can click on **Post**.

You have now told CPL that you are refunding an amount from the client account.

If you have refunded the full credit amount on the client account, the pin panel for the Daily Posting screen will update the **Current Balance** to display £0.00.

You can close the Daily Posting screen.

If you are refunding the client via a manual credit card payment then you can now process this. As far as CPL is concerned, this client has now received their refund.

PROCESSING CLIENT CHEQUES AND BACS EXPORT

If you are refunding the client by cheque or BACS, it now remains for you to run another process which will issue the refunded amount to your client. Head to the Client Global menu to the **Client Cheques and BACS Export** tab.

Set the process type to **BACS** or **Cheques** as you require. If you need to do both, then pick one, process it and then the other and process that.

When you run this process for BACS, it will pick up all payments you have added in the Payments screen for different clients (as long as they have banking details previously added to their accounts), which are waiting to be refunded. There is no option to process this for one single client at a time.
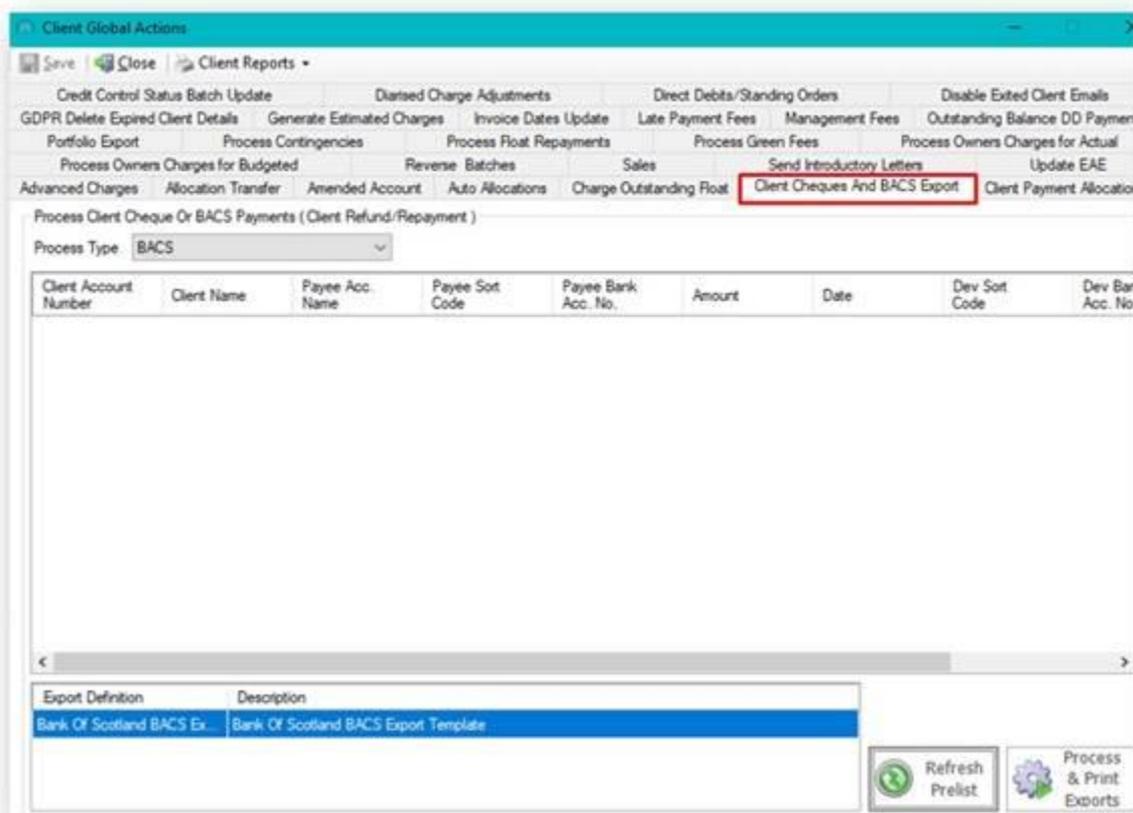
Make sure the correct export template is listed towards the bottom of this screen under the **Export Definition** and **Description** fields grid.

In order to view the BACS refunds ready to be processed for export, click on the **Refresh Prelist** button towards the bottom-right of the screen.

Any BACS payments ready to be processed should appear in the grid.

Please note that if there were no bank details set up on a client account then this would prevent the payment coming through and displaying on this screen.

If you are satisfied that your payment/payments are listed then you can click on the **Process & Print Exports** button towards the bottom-right of the screen.

This will process any BACS payments and display a location for an export file which will have been created and which you can locate in your CPL file share area in order to upload this to your bank.