

# Initiate and Process Refunds in iLab

## Eligibility For a Refund

A refund can only be initiated if the invoice has been marked as paid. This can be done by an automatic file transfer (certain integrations only) or manually by marking an invoice as paid ([Managing Invoices](#)). You then open the invoice using the magnifying glass to view the invoice.

Get PDF of Invoices   Download Results as CSV   Email Admins with Access to Invoices

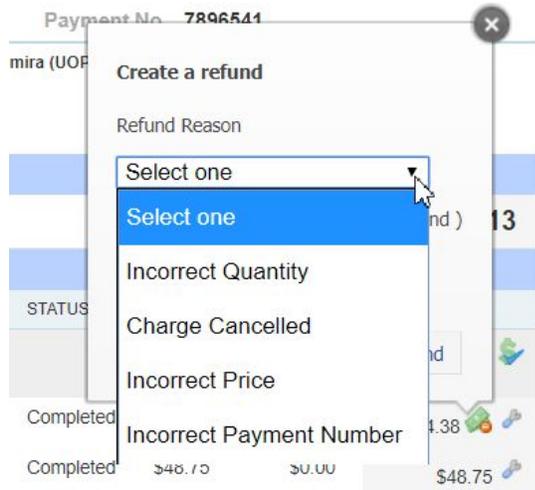
Lab And Institution	Invoice Owner	Invoice Number	Payment Numbers	Total Cost	Status	Comment	Approved?
Becker, Amira (UOPH) Lab (569) (University of Port Hope)	Nakia Kub (invoice_owner)	EMF-2253	7896541	\$73.13 2 charges	Paid	click to edit	not required mark as billed
Feest, Lorenzo (PRI) Lab (41) (Petersfield Research Institute)	Torey Green (invoice_owner)	EMF-2252	APP01203	\$39.00 2 charges	Not Yet Paid	click to edit	required mark as paid

## Enter a Refund

Administrators can search for the invoice which requires a refund either from the billing event list view or from the invoices list view on the left side of their iLab page. After navigating to the invoice, hover over the charge that needs to be refunded to display the initiate refund icon.

Invoice Details								
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL
▼ Request: EMF-DF-29   Start: July 21, 2017   Owner: Dave Fritsch Financial Approver: iLab Admin - July 21, 2017								
(72628) July 21, 2017	Bead Level data	7896541	1.0	\$24.38/ea	Completed	\$24.38	\$0.00	\$24.38
(72629) July 21, 2017	Illumina CNV370 arrays	7896541	1.0	\$48.75/ea	Completed	\$48.75	\$0.00	\$48.75
Actual cost: \$73.13		Projected cost: \$73.13			Invoice cost: \$73.13			

Once the refund icon is clicked you will be prompted to select the reason for the refund from the drop down box for tracking purposes and then enter in the quantity of the charge the needs to be refunded.



Once you click the Initiate Refund button, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.

Invoice Details								
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL
▼ Request: EMF-DF-29    Start: July 21, 2017    Owner: Dave Fritsch Financial Approver: iLab Admin - July 21, 2017								
(72628) July 21, 2017	Bead Level data	7896541	1.0	\$24.38/ea	Completed	\$24.38	\$0.00	\$24.38
(72629) July 21, 2017	Illumina CNV370 arrays	7896541	1.0	\$48.75/ea	Completed	\$48.75	\$0.00	\$48.75
<b>Actual cost: \$48.75</b>		<b>Projected cost: \$73.13</b>				<b>Invoice cost: \$73.13</b>		

To view the newly created refund line item click on the magnifying glass icon above the line item. The request view will open in a new tab.

Invoice Details								
DATE	ITEM DESCRIPTION	PMT.#	QTY	PPU	STATUS	SUBTOTAL	TAX	TOTAL
▼ Request: EMF-DF-29    Start: July 21, 2017    Owner: Dave Fritsch Financial Approver: iLab Admin - July 21, 2017								
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<b>Actual cost: \$48.75</b>		<b>Projected cost: \$73.13</b>				<b>Invoice cost: \$73.13</b>		

Click on the blue triangle to open the request and view the list of charges. The refunded line item will be flagged with a refund icon and the list of refund line items for the original charge will be listed below.

Request Date	Requester	Request ID	Status	Request Number	Original Total	Refund Total	Net Total	Completed Date
Jul 21 (Jul 21 2017)	Dave Fritsch Becker, Amira (UOPH) Lab	EMF-DF-29	Completed	7896541	\$73.13 (\$48.75)	-\$1.22	\$47.53	completed: Jul 21

Request Date	Requester	Quantity	Unit Price	Ext. Price	Tax	Total	Billing Status	Work Status
Jul 21 11:59 AM	Bead Level data Illumina	1.0	\$24.38	\$24.38	\$0.00	\$24.38	Paid	Completed
Dec 20 02:28 PM	Bead Level data Illumina	-1.0	\$24.38	-\$24.38	-\$1.22	-\$25.60	Ready To Bill	Refund - Incorrect price
Jul 21 11:59 AM	Illumina CNV370 arrays Illumina	1.0	\$48.75	\$48.75	\$0.00	\$48.75	Paid	Completed

If you click on the refund icon of a refunded charge on the request or on an invoice, you will see a summary of the refunds for the charge and see links to invoices for all of the line items.

Refund Date	Reason	Service Name	Quantity	Invoice Date	Invoice Number
Dec 20, 2017	Incorrect price	Bead Level data	-1.0	Not Invoiced	

Once a charge is refunded, the refunded charge and added refund line items will be visible on the request and invoice. All administrators, including customer administration, with access to the request or invoice will be able to see the refund icon and click on it to review the refund summary.

### Process a Refund

Once the refund is initiated, a refund line item is added to the request with a negative quantity. This line item is automatically added as "ready to bill" and will be available to

add to the next billing event. The institution can elect to allow refund line items to be added to the same invoices as other charges or to be added to separate invoices once the new billing event is created. Once the refund line item is added to an invoice from the new billing event creation, it will be included in the next billing file that can be sent to the institution ERP, depending on the integration specific settings.