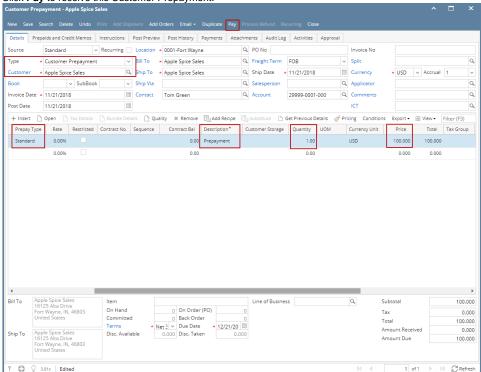
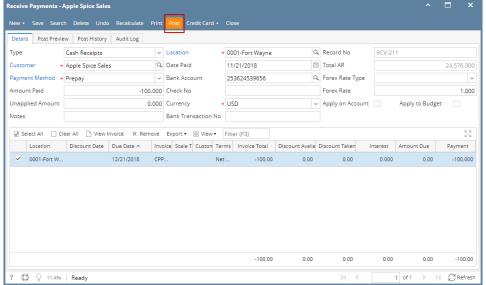
## **Refund a Customer Prepayment - Automated**

The following will guide you from Creating Customer Prepayment, Processing that Credit Memo to Cash Refund and Cutting a Check for that refund.

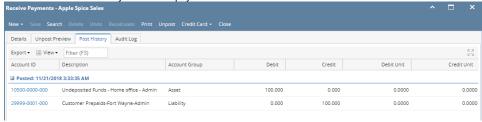
- 1. Create a Customer Prepayment.
  - a. Sales > Activities > Invoices
  - b. Click **New** to open new Invoice screen.
  - c. In the header,
    - i. Set Type field to Customer Prepayment.
    - ii. Select customer in the Customer field
  - d. In the grid area,
    - i. Prepay Type field select a prepay type. Options to select from are: Standard, Unit and Percentage. For this illustration, let's select Standard.
    - ii. Type in a description in the Description field, ex. Prepayment.
    - iii. Quantity field is defaulted to 1. Leave it as is.
    - iv. Type in the amount of the Prepayment in the Price field, ex. 100.00
  - e. Click Pay to receive this Customer Prepayment.



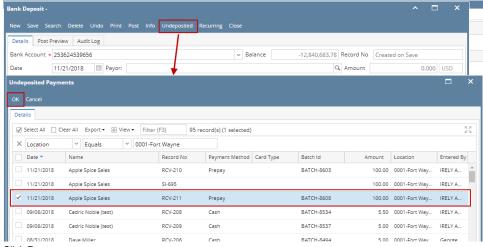
f. When Receive Payments screen opens, click **Post**.



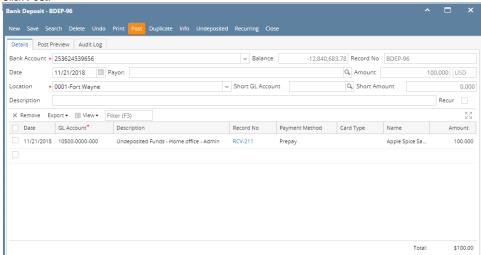
i. GL entries for Receive Payments - Prepay are as follows:



- 2. Make a deposit for the Customer Payment received.
  - a. Cash Management > Activities > Bank Deposits
  - b. Click New to open new Bank Deposit screen.
  - c. Click Undeposited, and look for the Receive Payment transaction.
  - d. Select that transaction and click OK.



e. Click Post.



i. GL entries for Bank Deposit via Undeposited Funds.

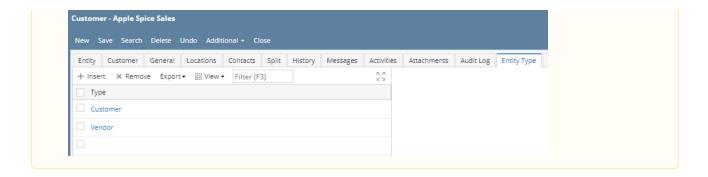


3. Process Refund for Customer Prepayment.

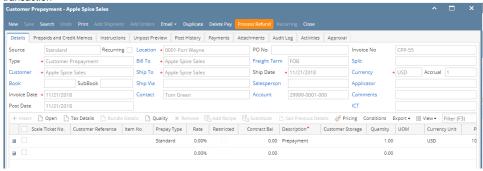


## Note:

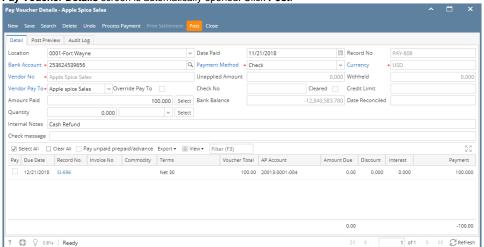
Before you can process a refund, make sure that the Customer is also a Vendor. To do that, open Customer record, click on Entity Type tab and add Vendor in the Type grid.



- a. Sales > Activities > Invoices
- b. Open Customer Prepayment transaction
- Click Process Refund. This will automatically create a posted Invoice > Cash Refund type transaction and a ready to post Pay Voucher transaction



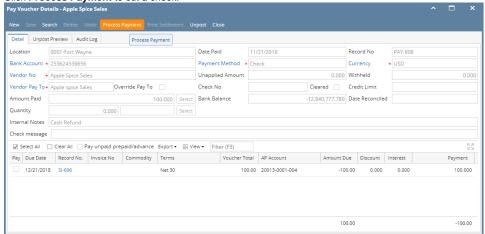
d. Pay Voucher Details screen is automatically opened. Click Post.



i. GL entries for Pay Voucher are as follows:



e. Click Process Payment to cut a check.



f. Click Print Check.



g. Report Viewer - Check Voucher will then be opened. Click Print to print the Check. ^ **□** Report Viewer - Check Voucher Middle AP 
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Vendor: 0001005004 Account: 1593578246 Apple Spice Sales Bill Id Invoice No. Due Date Comment Amount Disc/Interest Paid Amt 12/21/2018 \*\*100.00 Check Date: 11/21/2018 Check Amount: Check No.: 00001105 iRely LLC Demo Environment 4242 Flagstaff Cove Fort wayne, IN 46825 Three Rivers Federal Credit Union 5600 Main Street Fort Wayne, IN 46825 444/1245 00001105 DATE: 11/21/2018 \*\*100.00 PAY Apple spice Sales TO THE 16125 Alta DriveFort Wayne, IN 46803 ORDER Void if not presented in 90 days Checks over 250 should be countersigned "001105" 2749732221:253624539656 Vendor: 0001005004 Apple Spice Sales Account: 1593578246 Bill Id Invoice No. Due Date Comment Amount Disc/Interest Paid Amt SI-696 100.00 0.00 100.00

 $\boldsymbol{h.}$   $\boldsymbol{Close}$  the Report Viewer, then  $\boldsymbol{close}$  the Process Payments screen.

\*\*100.00 Check Date: 11/21/2018

Check No.: 00001105

Check Amount: