

# 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.

Customer Prepayment - Apple Spice Sales

New Save Search Delete Undo Print Add Shipment Add Orders Email Duplicate **Pay** Process Refund Recurring Close

Details Prepays and Credit Memos Instructions Post Preview Post History Payments Attachments Audit Log Activities Approval

Source Standard Recurring Location 0001-Fort Wayne PO No Invoice No

Type Customer Prepayment Bill To Apple Spice Sales Freight Term FOB Split

Customer Apple Spice Sales Ship To Apple Spice Sales Ship Date 11/21/2018 Currency USD Accrual 1

Book SubBook Ship Via Salesperson Applicator

Invoice Date 11/21/2018 Contact Tom Green Account 29999-0001-000 Comments

Post Date 11/21/2018

+ Insert Open Tax Details Bundle Details Quality X Remove Add Recipe Substitute Get Previous Details Pricing Conditions Export View Filter (F3)

Prepay Type	Rate	Restricted	Contract No.	Sequence	Contract Bal	Description*	Customer Storage	Quantity	UOM	Currency Unit	Price	Total	Tax Group
Standard	0.00%	<input type="checkbox"/>			0.00	Prepayment		1.00		USD	100.000	100.000	

Bill To Apple Spice Sales 16125 Alta Drive Fort Wayne, IN, 46803 United States

Ship To Apple Spice Sales 16125 Alta Drive Fort Wayne, IN, 46803 United States

Item On Hand 0 On Order (PO) 0 Back Order 0

Terms Net 30 Due Date 12/21/20 Disc. Available 0.000 Disc. Taken 0.000

Line of Business

Subtotal 100.000

Tax 0.000

Total 100.000

Amount Received 0.000

Amount Due 100.000

? 3.81s Edited 1 of 1 Refresh

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

Receive Payments - Apple Spice Sales

New Save Search Delete Undo Recalculate Print **Post** Credit Card Close

Details Post Preview Post History Audit Log

Type Cash Receipts Location 0001-Fort Wayne Record No RCV-211

Customer Apple Spice Sales Date Paid 11/21/2018 Total AR 24,576.300

Payment Method Prepay Bank Account 253624539656 Forex Rate Type

Amount Paid -100.000 Check No Forex Rate 1.000

Unapplied Amount 0.000 Currency USD Apply on Account Apply to Budget

Notes Bank Transaction No

Select All Clear All View Invoice X Remove Export View Filter (F3)

Location	Discount Date	Due Date	Invoice	Scale	Custom	Terms	Invoice Total	Discount Availa	Discount Taken	Interest	Amount Due	Payment
0001-Fort W...	12/21/2018	CPP...	Net ...				-100.00	0.00	0.00	0.00	0.00	-100.00

-100.00 0.00 0.00 0.00 0.00 -100.00

? 11.49s Ready 1 of 1 Refresh

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

Receive Payments - Apple Spice Sales

New Save Search Delete Undo Recalculate Print Unpost Credit Card Close

Details Unpost Preview Post History Audit Log

Export View Filter (F3)

Account ID	Description	Account Group	Debit	Credit	Debit Unit	Credit Unit
Posted: 11/21/2018 3:33:35 AM						
10500-0000-000	Undeposited Funds - Home office - Admin	Asset	100.000	0.000	0.0000	0.0000
29999-0001-000	Customer Prepays-Fort Wayne-Admin	Liability	0.000	100.000	0.0000	0.0000

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**.

**Bank Deposit -**

New Save Search Delete Undo Print Post Info **Undeposited** Recurring Close

Details Post Preview Audit Log

Bank Account: 253624539656 Balance: -12,840,683.78 Record No: Created on Save

Date: 11/21/2018 Payor: Amount: 0.000 USD

**Undeposited Payments**

OK Cancel

Details

Select All Clear All Export View Filter (F3) 95 record(s) (1 selected)

X Location Equals 0001-Fort Wayne

Date	Name	Record No	Payment Method	Card Type	Batch Id	Amount	Location	Entered By
11/21/2018	Apple Spice Sales	RCV-210	Prepay		BATCH-8603	100.00	0001-Fort Way...	IRELY A...
11/21/2018	Apple Spice Sales	SI-695				100.00	0001-Fort Way...	IRELY A...
11/21/2018	Apple Spice Sales	RCV-211	Prepay		BATCH-8608	100.00	0001-Fort Way...	IRELY A...
09/06/2018	Cedric Noble (test)	RCV-208	Cash		BATCH-8534	5.50	0001-Fort Way...	IRELY A...
09/06/2018	Cedric Noble (test)	RCV-209	Cash		BATCH-8537	5.00	0001-Fort Way...	IRELY A...
08/31/2018	Dave Miller	RCV-206	Cash		BATCH-8494	5.00	0001-Fort Way...	George

e. Click **Post**.

**Bank Deposit - BDEP-96**

New Save Search Delete Undo Print **Post** Duplicate Info Undeposited Recurring Close

Details Post Preview Audit Log

Bank Account: 253624539656 Balance: -12,840,683.78 Record No: BDEP-96

Date: 11/21/2018 Payor: Amount: 100.000 USD

Location: 0001-Fort Wayne Short GL Account Short Amount: 0.000

Description: Recur: ☐

X Remove Export View Filter (F3)

Date	GL Account	Description	Record No	Payment Method	Card Type	Name	Amount
11/21/2018	10500-0000-000	Undeposited Funds - Home office - Admin	RCV-211	Prepay		Apple Spice Sa...	100.000

Total: \$100.00

i. GL entries for Bank Deposit via Undeposited Funds.

Export View Filter (F3)							
Account ID	Description	Reference	Account Group	Debit	Credit	Debit Unit	Credit Unit
10004-0000-000	Three Rivers - Operating - Grain - Home office - Ad...		Cash Accounts	100.00	0.00	0.0000	0.0000
10500-0000-000	Undeposited Funds - Home office - Admin	0001005004	Asset	0.00	100.00	0.0000	0.0000

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.

**Customer - Apple Spice Sales**

New Save Search Delete Undo Additional ▾ Close

Entity Customer General Locations Contacts Split History Messages Activities Attachments Audit Log **Entity Type**

+ Insert X Remove Export ▾ View ▾ Filter (F3)

Type
Customer
Vendor

- Sales > Activities > Invoices
- 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

**Customer Prepayment - Apple Spice Sales**

New Save Search Undo Print Add Shipment Add Orders Email ▾ Duplicate Delete Pay **Process Refund** Recurring Close

Details Prepays and Credit Memos Instructions Unpost Preview Post History Payments Attachments Audit Log Activities Approval

Source Standard Recurring ☐ Location 0001-Fort Wayne PO No Invoice No CPP-55

Type Customer Prepayment Bill To Apple Spice Sales Freight Term FOB Split

Customer Apple Spice Sales Ship To Apple Spice Sales Ship Date 11/21/2018 Currency USD Accrual 1

Book SubBook Ship Via Salesperson

Invoice Date 11/21/2018 Contact Tom Green Account 29999-0001-000 Comments

Post Date 11/21/2018 ICT

+ Insert Open Tax Details Bundle Details Quality X Remove Add Recipe Substitute Get Previous Details Pricing Conditions Export ▾ View ▾ Filter (F3)

Scale Ticket No.	Customer Reference	Item No.	Prepay Type	Rate	Restricted	Contract Bal	Description*	Customer Storage	Quantity	UOM	Currency Unit	P
<input type="checkbox"/>			Standard	0.00%	<input type="checkbox"/>	0.00	Prepayment		1.00	USD		10
<input type="checkbox"/>				0.00%	<input type="checkbox"/>	0.00			0.00			

- Pay Voucher Details** screen is automatically opened. Click **Post**.

**Pay Voucher Details - Apple Spice Sales**

New Save Search Delete Undo Process Payment Print Settlement **Post** Close

Detail Post Preview Audit Log

Location 0001-Fort Wayne Date Paid 11/21/2018 Record No PAY-808

Bank Account 253624539656 Payment Method Check Currency USD

Vendor No Apple Spice Sales Unapplied Amount 0.000 Withheld 0.000

Vendor Pay To Apple Spice Sales Override Pay To ☐ Check No Cleared ☐ Credit Limit

Amount Paid 100.000 Select Bank Balance -12,840,583.780 Date Reconciled

Quantity 0.000 Select

Internal Notes Cash Refund

Check message

☒ Select All ☐ Clear All ☐ Pay unpaid prepaid/advance Export ▾ View ▾ Filter (F3)

Pay	Due Date	Record No.	Invoice No	Commodity	Terms	Voucher Total	AP Account	Amount Due	Discount	Interest	Payment
<input type="checkbox"/>	12/21/2018	SI-696			Net 30	100.00	20013-0001-004	0.00	0.000	0.000	100.000
								0.00			-100.00

? 2.81s Ready 1 of 1 Refresh

- GL entries for Pay Voucher are as follows:

Account ID	Description	Reference	Account Group	Debit	Credit	Debit Unit	Credit Unit
10004-0000-000	Three Rivers - Operating - Grain - Home o...	0001005004	Cash Accounts	0.00	100.00	0.0000	0.0000
20013-0001-004	Accounts Payable-Fort Wayne-Petro	Cash Refund	Payables	100.00	0.00	0.0000	0.0000

e. Click **Process Payment** to cut a check.

**Pay Voucher Details - Apple Spice Sales**

New Save Search Delete Undo **Process Payment** Print Settlement Unpost Close

Detail Unpost Preview Audit Log **Process Payment**

Location 0001-Fort Wayne Date Paid 11/21/2018 Record No PAY-808

Bank Account 253624539656 Payment Method Check Currency USD

Vendor No Apple Spice Sales Unapplied Amount 0.000 Withheld 0.000

Vendor Pay To Apple Spice Sales Override Pay To ☐ Check No ☐ Cleared ☐ Credit Limit ☐

Amount Paid 100.000 Select Bank Balance -12,840,777.780 Date Reconciled ☐

Quantity 0.000 Select

Internal Notes Cash Refund

Check message

☒ Select All ☐ Clear All ☐ Pay unpaid prepaid/advance Export View Filter (F3)

Pay	Due Date	Record No.	Invoice No	Commodity	Terms	Voucher Total	AP Account	Amount Due	Discount	Interest	Payment
<input type="checkbox"/>	12/21/2018	SI-696			Net 30	100.00	20013-0001-004	-100.00	0.000	0.000	100.000
								100.00			-100.00

f. Click **Print Check**.

**Process Payments**

**Print Check** Close

Details

Bank Account 253624539656 Bank Name Three Rivers Federal Credit Union Next Check No 00001105 ☒ Checks ☐ ACH

**Process Payments** Archive File

☒ Select All ☐ Clear All Export View Filter (F3) 1 record(s) (1 selected)

To Process	Date	Record No.	Payee	Check No.	Transaction Type	Amount	Hold	Hold Reason
<input checked="" type="checkbox"/>	11/21/2018	PAY-808	Apple Spice Sales	Auto-assigned. Click to change.	AP Payment	100.00	<input type="checkbox"/>	

g. Report Viewer - Check Voucher will then be opened. Click **Print** to print the Check.

Report Viewer - Check Voucher Middle AP

Archive Close

Page 1 of 1 Pdf

Vendor: 0001005004 Apple Spice Sales Account: 1593578246

Bill Id	Invoice No.	Due Date	Comment	Amount	Disc/Interest	Paid Amt
SI-696		12/21/2018		100.00	0.00	100.00

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

One Hundred and 00/100 \*\*\*\*\* \$ \*\*100.00

PAY Apple spice Sales  
TO THE 16125 Alta DriveFort Wayne, IN 46803  
ORDER  
OF

Void if not presented in 90 days

Checks over 250 should be countersigned

⑈001105⑈274973222⑈253624539656

Vendor: 0001005004 Apple Spice Sales Account: 1593578246

Bill Id	Invoice No.	Due Date	Comment	Amount	Disc/Interest	Paid Amt
SI-696		12/21/2018		100.00	0.00	100.00

Check Amount: \*\*100.00 Check Date: 11/21/2018 Check No.: 00001105

h. **Close** the Report Viewer, then **close** the Process Payments screen.