Refund a Credit Memo - Automated

The following will guide you from Creating Credit Memo without Inventory Impact, Processing that Credit Memo to Cash Refund and Cutting a Check for that refund.

- 1. Create a Credit Memo without Inventory Impact.
 - a. Sales > Activities > Invoices
 - b. Click New to open new Invoice screen.
 - c. In the header,
 - i. Set Type field to Credit Memo.
 - ii. Select customer in the Customer field
 - d. In the grid area,
 - i. Select an item to return in the Item No. field
 - ii. Type in qty to be returned in the Shipped field, ex. 20.00
 - e. Since this is a credit memo without Inventory Impact, uncheck Inventory Impact checkbox. This means that posting this transaction will not impact Inventory and COGS account. f. Click **Post**.

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t Mem	o - Apple Spice Sales												^	×	
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pe	* Credit Memo	✓ Bill To	* Apple Spice	Sales	Q,	Freight Term	FOB		✓ Split					Q	
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roice Date	* 11/21/2018	Contact	Tom Green		Q,	Account	12013-00	001-004	Q, Com	ments				9	
st Date	11/21/2018	13							ICT					Q,	
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	Account ID Posted: 11/21/20 12013-0001-004	Description 018 4:05:07 AM Accounts Receivable-Fort	t Wayne-Petro	Accoun	t Group		De	bit	Cr	redit 94.000		Debit (Unit	94.000	Ired

2. Process Refund for Credit Memo.

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.

ustomer - Apple Spice Sales											
New Save Search Delete Undo Additional -	Close										
Entity Customer General Locations Contac	ts Split History	Messages A	ctivities	Attachments	Audit Log	Entity Type					
+ Insert 🗙 Remove Export - 🔡 View - Filte	r (F3)		K 7 K 9								
Туре											
Customer											
Vendor											

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

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redit Mer	mo - Apple S	pice Sales																
New Sav	e Search	Undo Print Add	Shipment Ad	dd Orders	Email •	• Duplicate	Process Refu	nd Unpost	Recurrin	ig Clo	ose							
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Customer	* Apple	Spice Sales		Ship To	* Apple	e Spice Sales		Ship	Date 🔸	11/21	1/2018		Currency	*	USD	Accrual	1	
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d. Pay Voucher Details screen is automatically opened. Click Post.

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			Q,	Payment Method *	Check	~ C	urrency	* USD	
Apple Spice Sales				Unapplied Amount		0.000 V	lithheld		0.000
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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.

les Override Pay To		Payment Method *	Check	Cur	rency +	USD	
les Override Pay To		Unapplied Amount					
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Invoice No Commodity	Terms	Voucher To	tal AP Account	Amount Due	Discount Ir	nterest	Payment
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f. Click Print Check.

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Details ank Account 25362									
ank Account 25362									
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Process Payments	Archive File								
🖉 Select All 🗌 Cle	ar All Export - 88	View - Filter (F3)	1 record(s) (1 selected)						K N K N
To Process Date	Record No.	Payee	Check No.	Transaction Type	Amount	Hold	Hold Reason		
11/21/2	018 PAY-809	Apple Spice Sales	Auto-assigned. Click to change.	AP Payment	94.00				

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

Report	Viewer -	Check V	oucher Middle AP								×
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h. Close the Report Viewer, then close the Process Payments screen.