

Refund a Customer Prepayment - Manual

The following will guide you from Creating Customer Prepayment, Receiving Payment Received, Making Bank Deposit of the payment received, Manually creating a Cash Refund, Manually creating a Pay Voucher for the Cash Refund and then 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.

Prepay Type	Rate	Restricted	Contract No.	Sequence	Contract Bal	Description*	Customer Storage	Quantity	UOM	Currency Unit	Price	Total
Standard	0.00%	<input type="checkbox"/>			0.00	Prepayment		1.00		USD	100.000	100.000
	0.00%	<input type="checkbox"/>			0.00			0.00			0.000	0.000

Summary:

Subtotal	100.000
Tax	0.000
Total	100.000
Amount Received	0.000
Amount Due	100.000

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

Location	Discount Date	Due Date	Invoice	Scale	Custom	Terms	Invoice Total	Discount Avail	Discount Taken	Interest	Amount Due	Payment
0001-Fort W...		12/21/2018	CPP...			Net...	-100.00	0.00	0.00	0.000	0.00	-100.000

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 Prepaids-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: -12,840,583.78 Record No: Created on Save

Date: 11/21/2018 Payor: Amount: 0.000 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	Apple Spice Sales	RCV-210 Prepay	BATCH-8603	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...	

Undeposited Payments

OK Cancel

Details

☒ Select All ☐ Clear All Export View Filter (F3) 93 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...
09/06/2018	Cedric Noble (test)	RCV-208	Cash		BATCH-8534	5.50	0001-Fort Way...	IRELY A...

- e. Click **Post**.
 - 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. Create Cash Refund to return customer's prepayment.
 - a. Sales > Activities > Invoices
 - b. Click **New** to open new Invoice screen
 - c. In the header > Details tab,
 - i. Set **Type** field to Cash Refund
 - ii. Select customer in the **Customer** field
 - d. Click on **Prepaids and Credit Memos** tab, select the Customer Prepayment transaction you would like to refund the customer by clicking **Apply** button.

Cash Refund - Apple Spice Sales										
New Save Search Delete Undo Print Add Shipment Add Orders Email Duplicate Post Recurring Close										
Details Prepaids and Credit Memos Instructions Post Preview Post History Payments Attachments Audit Log Activities Approval										
Record No.	Prepay Type	Contract	Sequence	Item	Description	Invoice Amount	Line Applied	Amount Applied	To Pay	Apply
CPP-3	Standard		D2D	#2 Dyed Diesel (low sulfur)		500.000	1	0.000	500.000	<input type="checkbox"/>
CPP-5						1,000.000	2	0.000	1,000.000	<input type="checkbox"/>
CPP-10						100.000	3	0.000	100.000	<input type="checkbox"/>
CPP-54	Standard					100.000	4	100.000	0.000	<input checked="" type="checkbox"/>

- e. That Customer Prepayment info will then populate the Items grid.

Cash Refund - Apple Spice Sales

New Save Search Delete Undo Print Add Shipment Add Orders Email Duplicate Post 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 SI-694

Type Cash Refund Bill To Apple Spice Sales Freight Term FOB Split

Customer Apple Spice Sales Ship To Apple Spice Sales Ship Date 11/21/2018 Payment Method

Book SubBook Ship Via Salesperson Currency USD Accrual 1

Invoice Date 11/21/2018 Contact Tom Green Account 10500-0001-000 Applicator

Post Date 11/21/2018 Comments

Id	Sequence	Description	Customer Storage	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Currency Unit	Price	Total	Tax Group	Weight UOM
		CPP-S4		0.00		1.00		0.00%	0.00	USD	100.000	100.000		
				0.00		0.00		0.00%	0.00		0.000	0.000		

- f. Select AP account in **Account** field, then click **Post**.

Cash Refund - Apple Spice Sales

New Save Search Delete Undo Print Add Shipment Add Orders Email Duplicate Post 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 SI-694

Type Cash Refund Bill To Apple Spice Sales Freight Term FOB Split

Customer Apple Spice Sales Ship To Apple Spice Sales Ship Date 11/21/2018 Payment Method

Book SubBook Ship Via Salesperson Currency USD Accrual 1

Invoice Date 11/21/2018 Contact Tom Green Account 20013-0001-000 Applicator

Post Date 11/21/2018 Comments

Id	Sequence	Description	Customer Storage	Ordered	Order UOM	Shipped	UOM	Discount %	Tax	Currency Unit	Price	Total	Tax Group	Weight UOM
		CPP-S4		0.00		1.00		0.00%	0.00	USD	100.000	100.000		
				0.00		0.00		0.00%	0.00		0.000	0.000		

4. Create Pay Voucher to cut a check for the Customer



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