

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.

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 ICT

| 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 |

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 Committed Terms Disc. Available

On Order (PO) 0 Back Order 0 Due Date 12/21/2018 Disc. Taken 0.000

Line of Business

Subtotal 100.000

Tax 0.000

Total 100.000

Amount Received 0.000

Amount Due 100.000

? 24.12s 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-210

Customer Apple Spice Sales Date Paid 11/21/2018 Total AR 24,676.300

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 Remove Export View Filter (F3)

| Location | Discount Date | Due Date | Invoice | Scale T | 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 |
| | | | | | | | -100.00 | 0.00 | 0.00 | 0.00 | 0.00 | -100.00 |

? 9.18s 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 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 |
|--|---------------------|-------------|----------------|----------------|------------|--------|-----------------------------|
| 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-54 | | 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-54 | | 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 |
| |