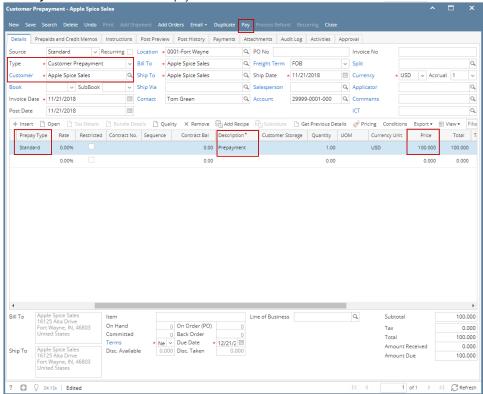
Refund a Customer Prepayment - Manual

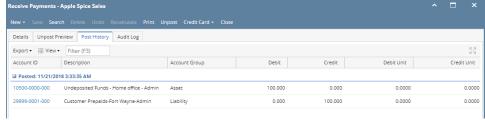
The following will guide you from Creating Customer Prepayment, Receiving Payment Received, Making Bank Deposit of the payment received, Manually creating a Cash Refund, Manually creating a Pay Voucher for the Cash Refund and then Cutting a Check for that refund.

- 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,
 - 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.

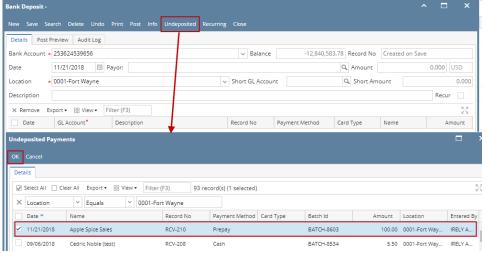


f. When Receive Payments screen opens, click Post. Details Post Preview Post History Audit Log Cash Receipts * 0001-Fort Wayne Q Record No Q Date Paid 11/21/2018 Total AR * Apple Spice Sales ✓ Bank Account Q Forex Rate Type -100.000 Check No Forex Rate 1.000 Unapplied Amount 0.000 Currency → Apply on Account Apply to Budget Location Discount Date Due Date Invoice Scale T Custon Terms Invoice Total Discount Availa Discount Taken Interest Amount Due 12/21/2018 -100.000 0.00 0.00 0.00 -100.00

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



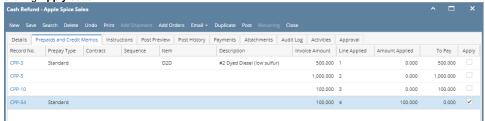
- 2. Make a deposit for the Customer Payment received.
 - a. Cash Management > Activities > Bank Deposits
 - b. Click New to open new Bank Deposit screen.
 - c. Click Undeposited, and look for the Receive Payment transaction.
 - d. Select that transaction and click OK.



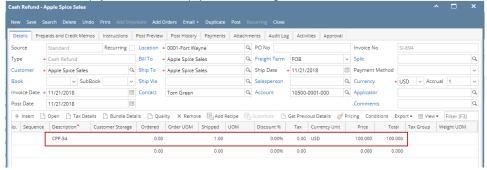
- e. Click Post.
 - i. GL entries for Bank Deposit via Undeposited Funds.



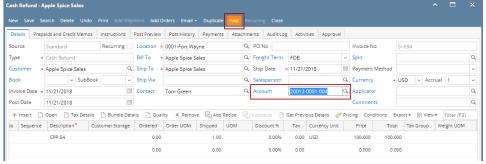
- 3. Create Cash Refund to return customer's prepayment.
 - a. Sales > Activities > Invoices
 - b. Click New to open new Invoice screen
 - c. In the header > Details tab,
 - i. Set Type field to Cash Refund
 - ii. Select customer in the Customer field
 - d. Click on **Prepaids and Credit Memos** tab,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



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



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



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

