

How Do You Correct Amount, Invoice, or Issue Credit?

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1. If I need to charge the customer's card for 1/2 the order amount for the down payment and I accidentally pay in full, how do I correct this?

A. You would need to void or credit the transaction through PromoPayment's web service.

B. You would then need to create a credit memo for the entire invoice and process it, so it leaves a credit on account for the amount applied as a payment/deposit.

C. Within Receipt Allocate, select the credit for payment. Under General Ledgers add a General Ledger for the bank account the transaction posted to. Enter the amount as a positive. In the memo field add PromoPayment refund.

D. Process the transaction.

2. What if I paid a partial payment or incorrect amount to the wrong invoice? (Note: This solution assumes there is still an amount due on the invoice).

A. Receipt-Allocate:

1. Select your customer.

2. The order will show with only the amount remaining still owed. In the payment field enter the amount to move or refund as a negative number.

i. If moving the balance to another customer's account, follow these steps.

a. Under Additional Customer Payments, add a customer payment. Add the customer and payment amount as a positive amount.

b. Process. Then, go into receipt allocate for that customer and select it and apply it where it needs to go.

ii. If the balance is being refunded under General Ledgers, add a General Ledger for the cash account that the deposit was posted to initially.

B. If this is being refunded to the customer, go to the PromoPayment site, and enter a manual transaction to either void, refund, or credit the transaction.

3. Can I issue a credit through PromoPayment?

Currently ASI SmartBooks only will process a sales transaction, and a sales transaction can only be a positive amount. Therefore, a credit cannot be processed within ASI SmartBooks. Go to the PromoPayment site and enter a manual transaction to the credit card.