

## How Do You Handle Customers Paying partial (Unhappy with Damaged Product)? - Cash Basis

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### **How Do You Handle Customers Paying partial (Unhappy with Damaged Product)? - Cash Basis**

1. Highlight the invoice being paid and click Inv edit.
2. In the Amt paid field enter the entire payment amount. This is less than the Amt due. Either adjust of the remaining balance to a general ledger of your choice or enter a Credit Memo for the remaining balance.