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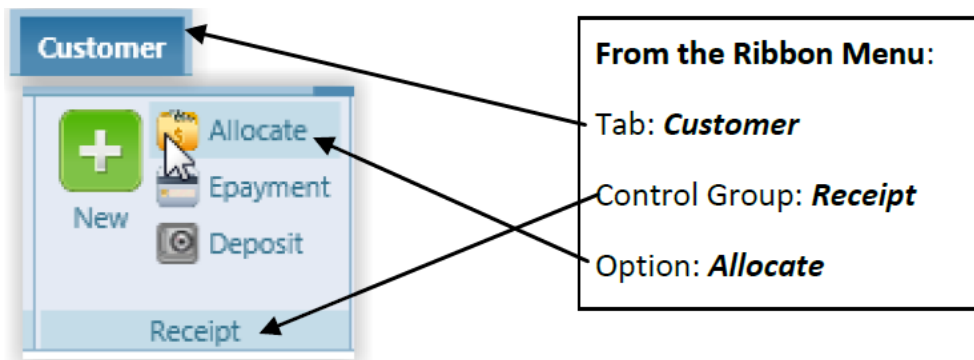
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How Do You Issue a Customer Refund for Order Deposit/On Account Amount?

Tammy Mason - 2024-06-18 - in Customers

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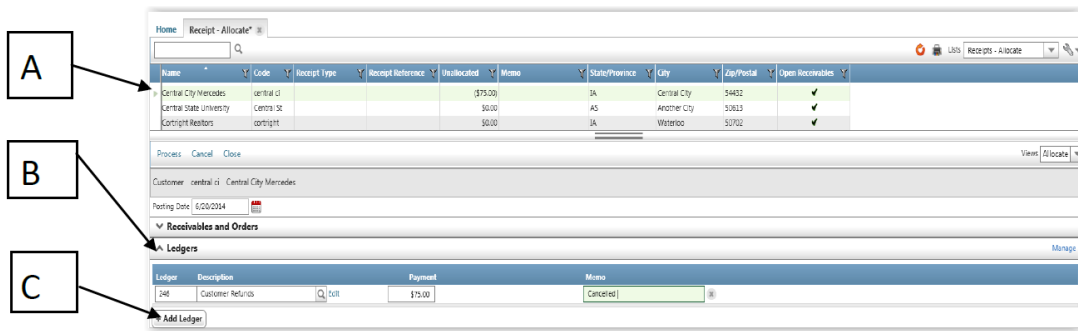
Short Answer: Receipt-Allocate with a general ledger distribution with no invoice.



Explanation: This option allows customer funds to be allocated to a ledger account.

Examples:

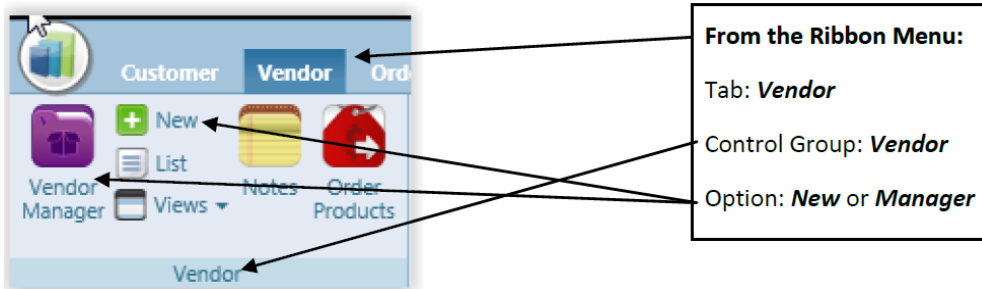
- Funds on account that need to be refunded back to the customer
- An existing invoice that needs to be adjusted off to an account (other than those already listed)
- Funds from non-customers applied to the appropriate expense account
 - Refund from UPS
 - Reimbursement from employees



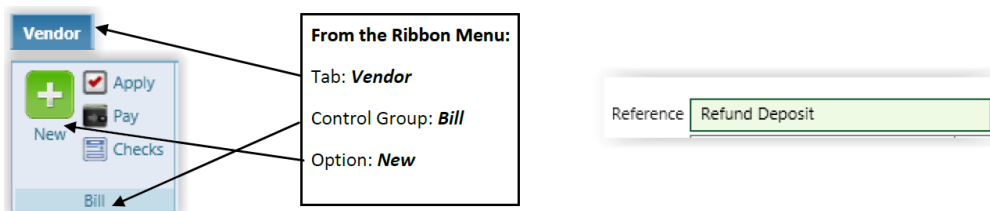
1. In **Receipt-Allocate**,

- A. Select the Customer.
- B. Open the **General Ledgers** expander.
- C. Add General Ledger (238 Suspense)
- D. Process

2. In order for you to write a check, the **customer needs to be setup as a vendor**. This can be done through Vendor-New or Vendor Manager.



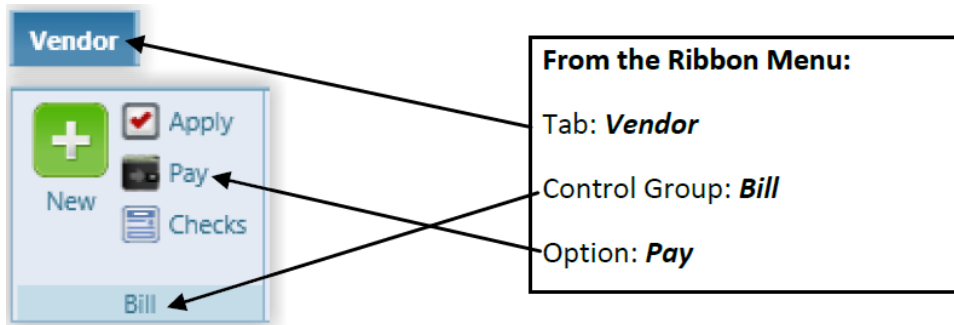
3. Create a **New Bill** using the customer set up as a vendor, enter the amount. In the reference field enter the customer name or invoice number and the word refund.



4. In **Bills Apply**, allocate the amount, as non-order, to your Suspense general ledger (238).



5. In **Bill Pay**, select the appropriate vendor, write the check. Select the proper check from the list and click Process.



6. In **Bill Checks**, select the appropriate bank account that the check is issued from. Check the box for the corresponding check to print, and then Process.

