

## How Do You Issue a Refund Check to a Customer? - Accrual

Tammy Mason - 2017-09-18 - in Customer

### **How Do You Issue a Refund Check to a Customer? - Accrual**

#### **Over Payment On Invoice**

1. In cash receipts enter the customer number and click add customer check. Do not enter a check number or check amount. Highlight the credit and click Inv edit. In the adjustment field, enter the refund amount as a negative amount and use G/L # 238, Suspense Account or 285, Clearing Account. This will clear the credit from the open invoices. Click Ok. Click finish.
2. In Vouching/Adjustments/Auto Vouching vouch the refund amount to the Miscellaneous vendor. Use the same G/L # as above.
3. During checkwriting, change the pay to name and address to the customer's name and address.

#### **Refund Check For An Order Deposit**

1. In cash receipts enter the customer number and click add customer check. Do not enter a check number or check amount. Highlight the credit and click Inv edit. In the adjustment field, enter the refund amount as a negative amount and use G/L # 238, Suspense Account or GL # 285, Clearing Account. This will clear the credit from the open invoices. Click Ok.
2. In Vouching/Adjustments/Auto Vouching, vouch the refund amount to the Miscellaneous vendor. Use the same G/L # as above.
3. During checkwriting, change the pay to name and address to the customer's name and address.
4. If the order has been entered, go into Order Entry on the shortcut menu and delete the order if no longer valid. If the order has not been entered, after adjusting off the deposit, a Verify window will appear and ask "Order was never entered. Delete Order?" Click Yes.