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How Do you Refund Customer for Damaged Goods and Print Correct Invoice?

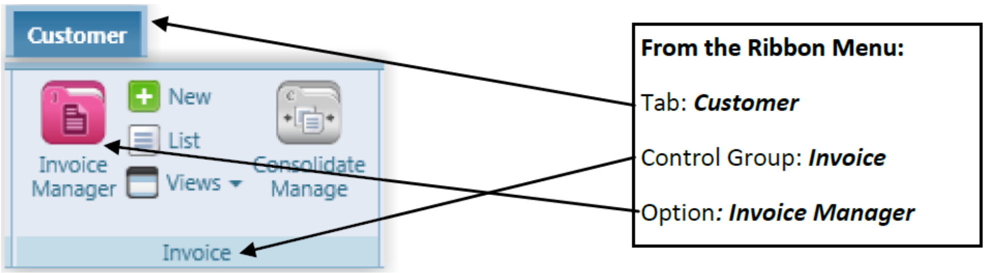
Tammy Mason - 2022-07-18 - in Customers

How Do You Refund Customer for Damaged Goods & Print Corrected Invoice?

In order to try to cover all scenarios, the answer to this question will be divided into 2 different Questions/Answers.

How Do You Adjust and reprint an invoice?

Short Answer: Modify the invoice and print a new one.



Explanation: Open the invoice through Invoice Manager. Correct the amount and "Process the Invoice". Change the View to "Send" and Print a new invoice. This will reflect changes made.

1. If the customer has not paid the invoice, the updated amount due is showing correctly on their account.

2. If the customer has already paid the invoice short, do nothing else, the amount due now equals the amount paid.

3. If the customer has already paid the invoice in full, there will be a credit on their account. Continue on to Part 2 on "How do I refund a customer for a credit on their account?".

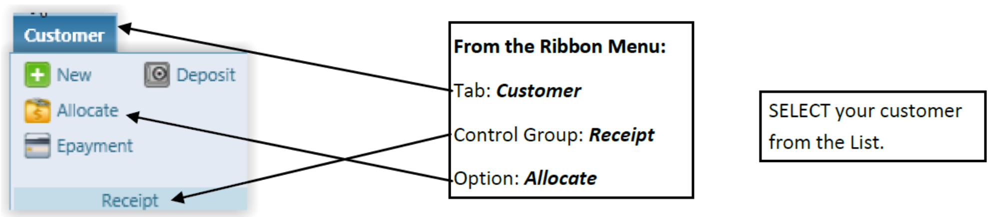
Refund a customer for a credit on their account?

Short Answer: Leave it on account or Refund customer by writing the customer a check.

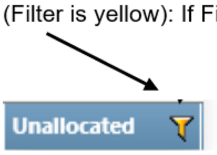
Explanation: In this scenario, the customer has been invoiced. If you feel you will be invoicing this customer soon, you can leave it on account and they can use it later by paying another invoice short for that amount.

If you need to issue a refund check, follow these steps:

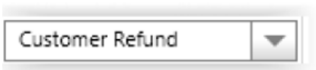
Because you have adjusted the invoice, there will be amount for this customer to **Allocate**.

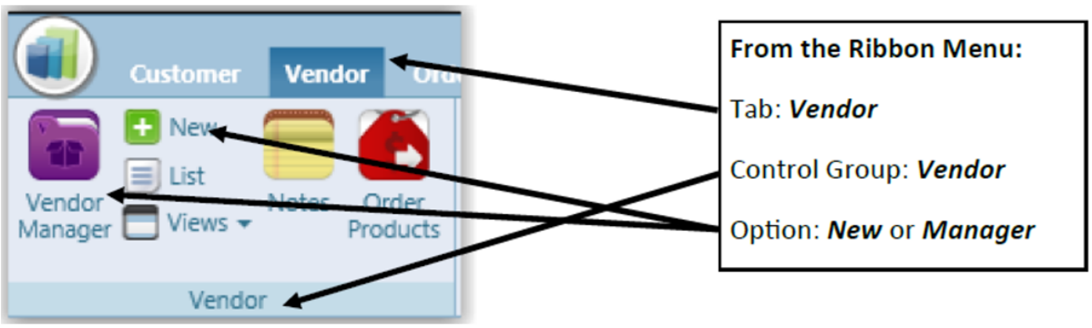


(Filter is yellow): If Filter is Yellow, click filter and then click "Clear Filter"

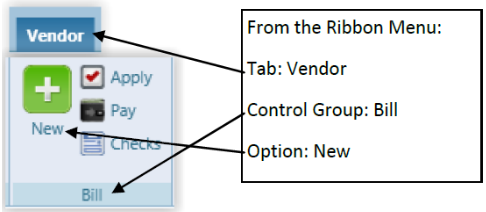


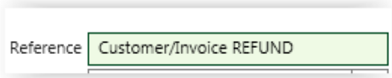
Find the invoice with the refund amount, and change Reason to be Customer Refund, and Process. Do not check the box in front of the invoice, it will be automatically checked when you select the reason.



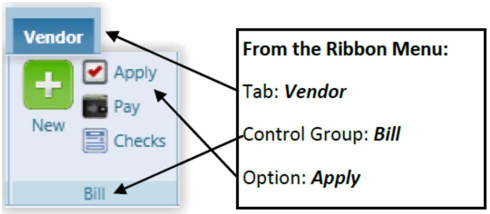


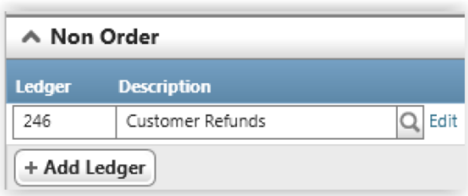
Create a New Bill using the customer set up as a vendor, enter the amount. In the reference field enter the customer name or invoice number and the word refund.





In Bills Apply, allocate the amount, as non-order, to your Customer Refunds ledger (246).





In Bill Pay, select the appropriate Pay To (if this was used), write the check. Select the proper check from the list and click Process.