



SedonaOffice
Consolidated Customer
Refund Check

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This guide is being provided to explain how to create a single customer refund check from one or more unapplied credits, unapplied cash or advance deposit records.

This document is divided into two sections: Setup and The Process. Please read this document in its entirety before performing this process.

Consolidated Customer Refund Check Overview

When creating a Customer Refund check, the software is designed so that each unapplied item must be a separate refund check. If you have more than one unapplied item that you want to refund to the customer on a check, then each unapplied item will have to be a separate check.

If you want to provide a refund check to a customer using multiples of a particular unapplied payment type or a combination of unapplied payment types, this document will guide you through this process.

Basically, you will transfer the unapplied items into a miscellaneous G/L Account and then create a credit memo for the total amount for which you want to create the refund check.

Setup

Before transferring unapplied amounts to a refund check, three setups must be created. Follow the instructions for each setup below and on the following pages.

- G/L Account
- Invoice Item
- Credit Reason

G/L Account Setup

Create a new G/L account for the purpose of moving unapplied cash, credits or advanced deposits into a “Holding Account”. This account is setup as OCL – Other current Liability. If the user completes the process correctly, the balance in this account should always be zero.

S Chart of Accounts Edit ×

Inactive

Account Code: 244115

Description: AR Consolidated Credits

Account Type: OCL ▼

Other Current Liability

Save Delete Close

Invoice Item Setup

Create an Invoice Item that will be used to create a credit memo and the customer refund check.

Key Fields:

- Item Type – set to OC.
- Account – select the GL Account created on the previous page.
- Category – Typically G&A.
- Taxable – Uncheck this box.
- Available in Sales – Uncheck this box.
- Available in Service – Uncheck this box.

The screenshot shows the 'Item Edit' window with the following fields and values:


Item Type	OC	Account	244115	<input type="checkbox"/> Inactive
	<i>Other Charge</i>		<i>AR Consolidated Credits</i>	<input type="checkbox"/> Taxable
Item	Consolidate Credits	Category	G&A	<input type="checkbox"/> Available in Sales
			<i>General Administrative</i>	
Description	Consolidate Credits	Job Costing		<input type="checkbox"/> Available in Service
Default Rate	0.00	Default Cost	0.00	

Buttons: Apply, New, Delete

Credit Reason Setup


Create a Credit Reason that will be used when creating the credit memo that will be used to create the customer refund check.

Credit Reason

 Credit Reason

Credit Reason	Description	Inactive
3rd Party Cash	3rd Party Cash Collected	N
Bad Debt	Bad Debt	N
Dealer Collected Pmt	Dealer Collected Payment	N
Early Pay Discount	Early Pay Discount	N
EFT Refund	EFT Refund	N
Goodwill	Goodwill	N
Install-Over Invoiced	Install-Over Invoiced	N
Installation Issues	Installation Issues	N
Invoiced in Error	Invoiced in Error	N
Referral	Referral	N
Refund Reversal	Refund Reversal	N
Returned Equipment	Returned Equipment	N
Sales Tax Correction	Sales Tax Correction	N
Sales Tax Credit	Sales Tax Credit	N
Service Issues	Service Issues	N
Service-Over Invoiced	Service-Over Invoiced	N
Software Testing	Software Testing	N
Transfer AR/AP	Transfer AR/AP	N
Transfer Cust CM	Transfer Cust CM	N
Write-Off - Cancel	Write-Off Customer Cancelled	N

Include Inactive

 Credit Reason Edit

Credit Reason Inactive

Description

The Process

Once the setups have been completed, you are now ready to consolidate amounts for which you want to generate a customer refund check.

In our example, the customer has three open credits. Two unapplied cash items and one unapplied credit memo for a total of \$102.36. We will be refunding the total amount of \$102.36.

The screenshot shows a software window titled "47001 Bowen, Jordan". On the left is a navigation tree with categories like "Customer Information", "Payment Options", "Bill To", "Sites", "Systems", "Contacts", "Documents", "Inspections", "Invoices", "Jobs", "Notes", "Recurring", "Recurring History", "Recurring Master Items", "Service", "Group Tickets", "Activity Ledger", "Aging", "Collections", "Contacts", and "Credit Memos".

The main area displays customer details for "Bowen, Jordan" at "65 Beach Plum Ln, Unit 20, Cleveland, OH 44110, (440) 896-9188". To the right, summary statistics are shown: Balance Due: (\$102.36), Total Active RMR: \$5.93, Total Active RAR: \$71.16, Customer Type: Residential, Customer Since: 11/3/2011, Salesperson: Oliver Blais, Last Payment Rec'd: \$10.14 (11/10/2016), and # of Disp Last 90 Days: 0.

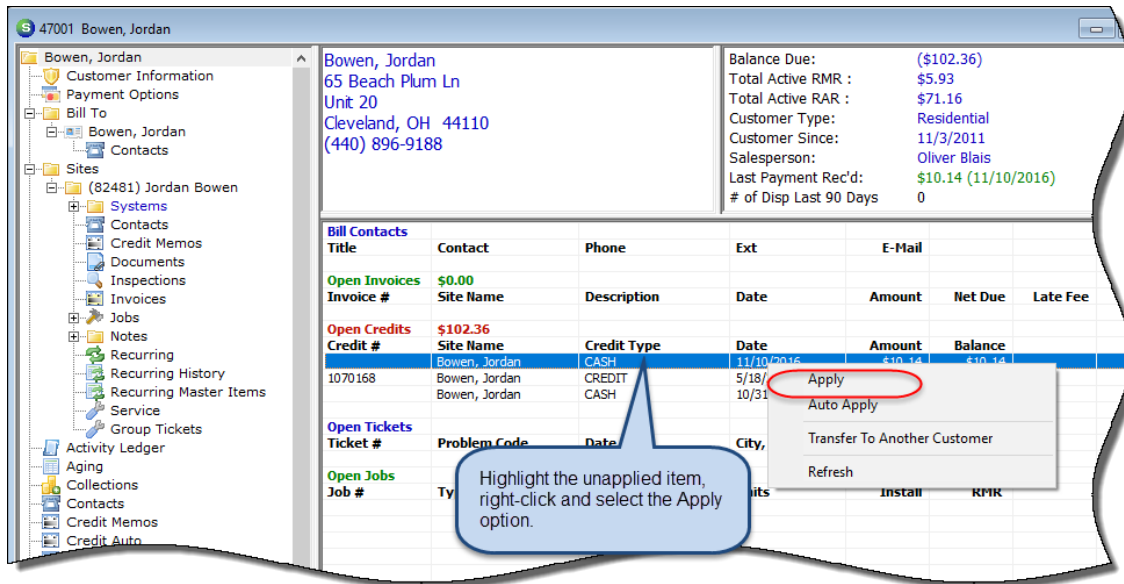
Below this is a table with several sections:

- Bill Contacts**: Columns for Title, Contact, Phone, Ext, E-Mail.
- Open Invoices**: Summary row showing \$0.00.
- Open Credits**: Summary row showing \$102.36.
- Open Credits Table**: A table with columns: Credit #, Site Name, Credit Type, Date, Amount, Net Due, and Balance. It lists three entries:

Credit #	Site Name	Credit Type	Date	Amount	Net Due	Balance
	Bowen, Jordan	CASH	11/10/2016	\$10.14	\$10.14	
1070168	Bowen, Jordan	CREDIT	5/18/2020	\$25.00	\$25.00	
	Bowen, Jordan	CASH	10/31/2016	\$328.69	\$67.22	
- Open Tickets**: Columns for Ticket #, Problem Code, Date, City, State, Status.
- Open Jobs**: Columns for Job #, Type, Status, Units, Install, RMR.

A red circle highlights the "Net Due" column in the "Open Credits" table.

1. First, we will move each of the unapplied items into the GL Account created on page 6 of this document. To do this, highlight the credit item, right-click and select the Apply option.



47001 Bowen, Jordan

Bowen, Jordan
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110
(440) 896-9188

Balance Due: (\$102.36)
Total Active RMR : \$5.93
Total Active RAR : \$71.16
Customer Type: Residential
Customer Since: 11/3/2011
Salesperson: Oliver Blais
Last Payment Rec'd: \$10.14 (11/10/2016)
of Disp Last 90 Days: 0

Open Credits						
Credit #	Site Name	Credit Type	Date	Amount	Balance	
\$102.36						
1070168	Bowen, Jordan	CASH	11/10/2016	\$10.14	\$10.14	
	Bowen, Jordan	CASH	10/31			

Context Menu Options:
Apply
Auto Apply
Transfer To Another Customer
Refresh

Callout: Highlight the unapplied item, right-click and select the Apply option.

2. The Apply Customer Credit form will be displayed.
 - Click on the “Other” tab at the upper left of the form.
 - Check the Miscellaneous checkbox.
 - In the GL Account field, select the GL Account created on page 6 of this document.
 - In the Category Code field, typically you will select G&A.
 - The balance of the credit item will auto-fill into the Amount field.

When finished, press the Save button located at the lower right of the form.

Repeat this same process for each unapplied credit you want to consolidate for the customer refund check.

When finished, no open credits will be shown on the customer record, and the balance in our new GL Account will be \$102.36.

Apply Customer Credit 47001

Bowen, Jordan
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110

Credit Amount and Balance

Credit Amount: 10.14
Balance: 0.00

Credit Date: 11/10/2016
Apply Date: 6/9/2020

Unapplied Cash

Invoices | **Other**

Miscellaneous

GL Account: 244115 (AR Consolidated Credits)
Category Code: G&A
Amount: 10.14

Advance Deposit

Job:
Amount: 0.00

Refund Check

Amount: 0.00
Pay To:
 Unapplied Cash

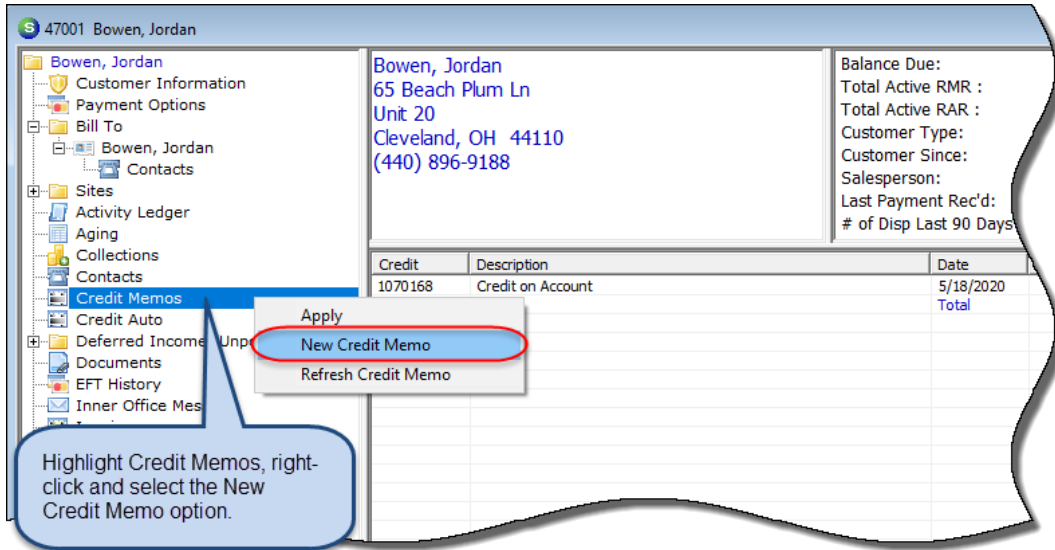
Amount: 0.00

Memo:

Save Close

- Now we will create a new credit memo for the total amount of the open credits that we transferred into our “consolidation” account. This credit memo will then be turned into a customer refund check.

From the customer tree, highlight Credit Memos, right-click and select the New Credit Memo option.



The Credit Memo form will be displayed. Fill in the Credit Memo form then press the Save button when finished.

Credit Memo Key Fields:

- Category – Typically select G & A.
- Item Code – Select the Invoice Item Code created on page 7 of this document.
- Qty – enter 1.
- Rate – Enter the total amount of the open credits that were transferred into the GL Account for consolidation.
- Description – Typically select Credit on Account.
- Credit Reason – Select the Credit Reason created on page 8 of this document.
- Memo – You may enter an optional note describing the purpose of this credit mem.

Credit Memo

Customer ID: 47001 | Category: G&A | Credit Account: 242210 | Tax Group: OH-Cuyahoga County

Credit Memo

Bowen, Jordan
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110

Site Address: **Jordan Bowen**
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110

Credit Date: 6/9/2020 | Credit Number: 1070169
Branch: OH | P.O. Number:
Warehouse: | Salesperson: Oliver.Blais
Credit Type: Miscellaneous | Job #:
Posting Date: 6/9/2020

Items \$102.36 | Parts \$0.00

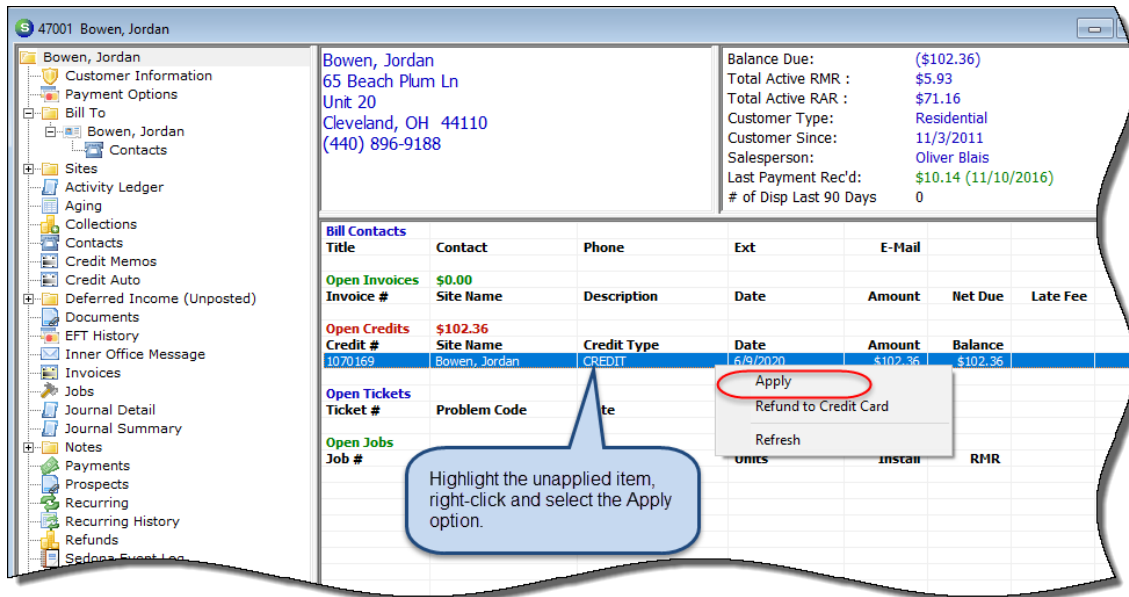
Item	Description	Exempt	Qty	Rate	Amount	Memo
Consolidate Cred	Consolidate Credits	<input type="checkbox"/>	1	102.36	102.36	
*		<input type="checkbox"/>				

Description: Credit on Account
Credit Reason: Consolidate Credits
Memo: Combining open credits for customer refund check.

Sub Total: 102.36
Tax: 0.00
Total: 102.36
Credit Due: 102.36

Future Auto Apply | **Save** | Close

- We now have one credit memo on the customer's account for \$102.36. We will now turn this credit memo into a customer refund check.
Highlight the credit memo, right-click and select the Apply option.



47001 Bowen, Jordan

Bowen, Jordan
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110
(440) 896-9188

Balance Due: (\$102.36)
Total Active RMR : \$5.93
Total Active RAR : \$71.16
Customer Type: Residential
Customer Since: 11/3/2011
Salesperson: Oliver Blais
Last Payment Rec'd: \$10.14 (11/10/2016)
of Disp Last 90 Days: 0

Bill Contacts						
Title	Contact	Phone	Ext	E-Mail		
Open Invoices \$0.00						
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee
Open Credits \$102.36						
Credit #	Site Name	Credit Type	Date	Amount	Balance	
1070169	Bowen, Jordan	CREDIT	6/9/2020	\$102.36	\$102.36	
Open Tickets						
Ticket #	Problem Code	te				
Open Jobs						
Job #		Units	Instan	RMR		

Apply
Refund to Credit Card
Refresh

Highlight the unapplied item, right-click and select the Apply option.

5. The Apply Customer Credit form will be displayed.
 - Click on the “Other” tab at the upper left of the form.
 - Check the Refund Check checkbox.
 - The credit memo amount will auto-fill into the Amount field.
 - In the Memo field, you may enter a brief note that will print on the Customer Refund Check.

When finished, press the Save button located at the lower right of the form.

Apply Customer Credit 47001

Bowen, Jordan
65 Beach Plum Ln
Unit 20
Cleveland, OH 44110

Credit Memo

Invoices **Other**

Miscellaneous

GL Account []

Category Code []

Amount [0.00]

Refund Check

Amount [102.36]

Pay To [Bowen, Jordan]

Advance Deposit

Job []

Amount [0.00]

Unapplied Cash

Amount [0.00]

Memo
Refund of credits on account.

Save Close

Credit Amount and Balance

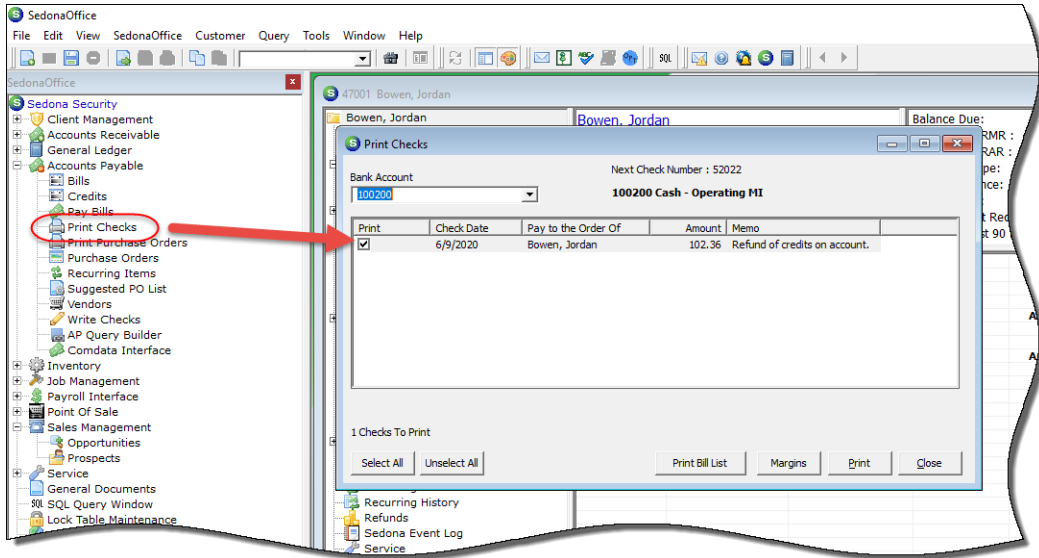
Credit Amount [102.36]

Balance [0.00]

Credit Date [6/9/2020]

Apply Date [6/9/2020]

6. The Customer Refund Check will now appear in the Accounts Payable check printing queue.



Once the check has been printed, the check number will be shown on the Customer record under the Refunds tree option.

