

Apply a Credit Memo to a Customer Refund Check or Misc GL

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To apply an Unapplied Credit Memo to a Refund Check or a Miscellaneous G/L Account, open the desired Customer Explorer record and follow the instructions below.

1. Once the Customer Explorer record is open, within the Active Pane area under the Open Credits header, highlight the unapplied Credit Memo to be applied, right-click and select the Apply option.
2. The Apply Customer Credit form will be displayed. Click on the Other tab of this form. In the header area of this form, the Apply Date will default to today's date; this date may be overridden if necessary.
3. Select the checkbox to the left of the option where the unapplied Credit Memo will be applied. You may apply all of the unapplied Credit Memo to one option or divide the amount between multiple options. The entire amount of the unapplied Credit Memo does not have to be applied. Any unapplied amounts will remain as an Unapplied Credit Memo on the customer account.

If the Refund Check option is selected, you may type in a brief note into the Memo field which will print in the Memo field of the Refund Check. Once saved, the Refund Check will appear in the Accounts Payable Check Printing Queue.

4. Save - When finished, click the Save button located at the bottom of the form.

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