Apply a Credit Memo to a Refund Check

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1. Navigate to the Main Application Menu and select the Accounts Receivable / Unapplied Cash/Credits option. The Customer Cash/Credit List will be displayed. This listing displays all customers with unapplied items; Unapplied Cash, Unapplied Credit Memos or Unapplied Advance Deposits. Each unapplied item is listed separately for each customer.
2. Select the Unapplied Credit Memo – Either highlight the Item and click the Apply button located at the lower right of the form, or double-click on the Unapplied Item.

The Apply Customer Credit form will be displayed.

3. The The Apply Date will default to today's date; you may override this to any date that is in an open accounting period, but not prior to the date the Unapplied Credit Memo was created.
4. Click on the "Other" tab. On the left side of the Other tab, select the checkbox to the left of the Refund Check option.
5. The Amount field will automatically fill in with the entire amount of unapplied credit memo available. You may change this to a lower amount if desired. If the entire amount of the unapplied credit memo was not applied to the Refund Check, the balance will remain open to apply in the future.
6. The Pay To name will automatically default to the name of the Primary BillTo on the customer's account.
7. In the Memo field you may type a brief note that will print on the customer refund check.
8. When finished, click the Save button located at the lower right of the form to complete the transaction.

Once saved, a check will appear in the Accounts Payable Print Check Queue.