

How to Void a Customer Refund Check

Last Modified on 09/12/2024 6:12 pm EDT

This document will go over how to void a customer refund check that was printed. These steps are being done in SedonaOffice version 6.2.0.16.

Overview

The steps being performed assume the user has the correct permissions needed to do them.

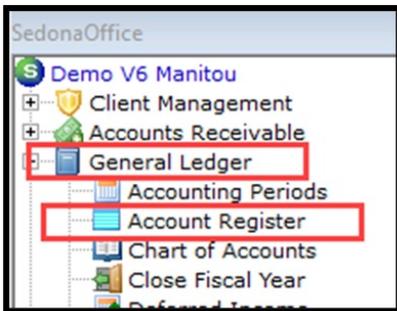
- **Note:** Checks that have already been cleared using the Bank Reconciliation may not be voided.

Steps:

1. Open customer – Click on Journal Detail – Find the refund check to be voided. Verify the GL accounts that were used

Reg No.	Date	Type	Description	Debit	Credit	AR Net
1023959	8/1/2024	DIV - 662995	110110 - Accounts Receivable**	51.48		102.96
			430110 - Revenue - Monitoring		48.00	
			250110 - Sales Tax Payable-Michigan		3.48	
1024065	7/25/2024	CRMEMO - ...	240210 - Unapplied Credit Memos**	50.00	50.00	51.48
1024066	7/25/2024	CRMEMO - ...	240210 - Customer Refunds*	50.00		101.48
1024067	7/25/2024	REFUND - ...	240210 - Unapplied Credit Memos**		50.00	
			240110 - Customer Refunds*		50.00	
1024061	7/24/2024	WSP - 815	100100 - CHASE BANK*	50.00		
			240120 - Customer Refunds*		50.00	
1023918	7/1/2024	DIV - 662978	122000 - "Inventory"	674.07	674.07	
			122100 - WSP - Job Parts			
			110110 - Accounts Receivable**	51.48		51.48
			430110 - Revenue - Monitoring		48.00	
			250110 - Sales Tax Payable-Michigan		3.48	

2. Click on SedonaOffice Tree – General Ledger – Account Register option.



3. The Account Register form will be displayed. Fill in Account Code of bank account the check to be voided - Enter From and Thru dates – Select Reg Type REFUND to narrow search – Click on the Green Arrow button located below the Reg Type field to search

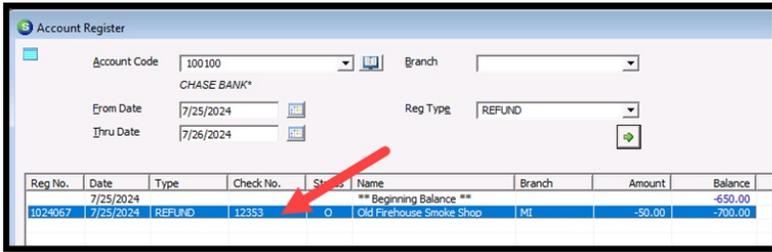
Account Register

Account Code: 100100 CHASE BANK* Branch: []

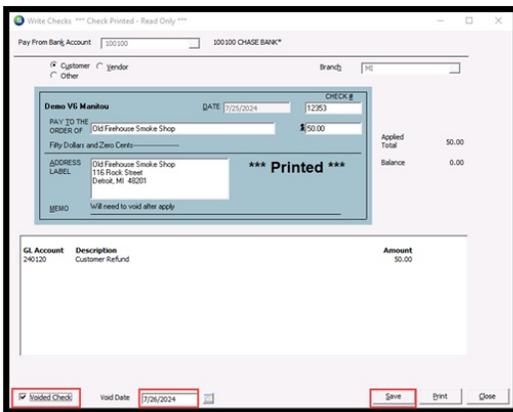
From Date: 7/25/2024 Reg Type: REFUND

Thru Date: 7/25/2024

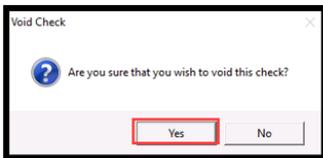
4. A list of all REFUND transactions for the date range selected will be displayed. Double-click on the check to be voided.



5. The Write Checks form will be displayed. Click the Voided Check in bottom left corner - Select the date on which you want to void the check. Today's date will default, select a void date after the original check date and must be in an open accounting period - Click the Save button



6. The Void Check confirmation message will be displayed; press the Yes button to complete the voiding of the check.



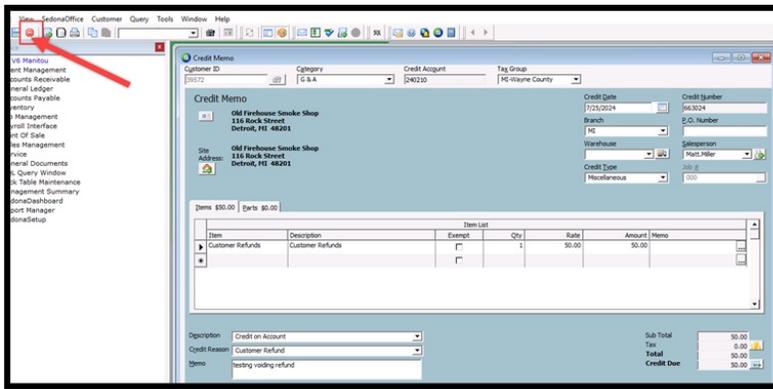
7. In the customer Journal Detail the voided refund will appear

Reg No.	Date	Type	Description	Debit	Credit	Alt Net
1022965	8/1/2024	SW - 662995	130110 - Accounts Receivable*	51.48		102.96
			430110 - Revenue - Monitoring		48.00	
			206650 - Sales Tax Payable Michigan		30.00	
1024068	7/26/2024	VOID - 12353	100100 - CHASE BANK*		-50.00	
			240120 - Customer Refunds*	-50.00		
1024065	7/25/2024	CRMEMO - ...	240220 - Unapplied Credit Memos*		30.00	51.48
			240120 - Customer Refunds*	50.00		
1024066	7/25/2024	CRMEMO - ...	240210 - Unapplied Credit Memos*		50.00	101.48
			240120 - Customer Refunds*	50.00		
1024067	7/25/2024	REFUND - ...	100100 - CHASE BANK*		50.00	
			240120 - Customer Refunds*	50.00		

8. Click on Credit Memos in the customer - Double click on the Credit on Account

Credit	Description	Date	Amount	Balance
663024	Credit on Account	7/25/2024	\$50.00	\$50.00
	Total		\$50.00	\$50.00

9. The credit can now be deleted once opened



10. If the credit will be used on another invoice or refunded back via ACH/CC – Right-click on the Open Credit showing in Open Credits and select the correct way the credit will be applied

