How to Void a Customer Refund Check

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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 preformed 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

	Inspections							_
-	Invoices	Reg No.	Date	Type	Description	Debit	Credit	AR Net
œ-2	Jobs	1023969	8/1/2024	INV - 662995	110110 - Accounts Receivable*	51.48	and and a	102.96
E -0	Notes				430110 - Revenue - Monitoring		48.00	
-9	S Recurring	L			250110 - Sales Tax Payable-Michigan		3.48	
-8	Recurring History	1024065	7/25/2024	CRMEMO	240210 - Unapplied Credit Memos"		50.00	51.48
	Service	1020000	707 0004	CONTRACT	240120 - Customer Kenunds*	50.00		101.00
	P Group Tickets	1054000	1/25/2024	004240 *	240/20 - Cratparte Def with #	30.00	50.00	101.40
	Monitoring Svc	1024067	7/25/2024	REFUND -	100100 - CHASE BANK"		50.00	
	CS Log	101 1007	1123/2021	na ono	240120 - Customer Refunds*	50.00	30.00	
	Transmitters	1024061	7/24/2024	MWIP - 815	120000 - Inventory*		674.07	
	Zone List				122100 - WIP - Job Parts	674.07		
-IT Acti	vity Ledger	1023918	7/1/2024	INV - 662978	110110 - Accounts Receivable*	51.48		51.48
Agin					430110 - Revenue - Monitoring		48.00	
Coll	ections				250110 - Sales Tax Payable Michigan		3.40	
Con	tacts							
- Cre	dit Memos							
- Cre	dit Auto							
P Defe	erred Income (Unposted)							
- Doc	uments							
FFT	History							
	r Office Message							
- Inve	nices							
The lobe								
IT Jour	roal Datail							
L lour	nal Summary							
2 500	na sommary							

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	- 🛄	Branch		•
<u>F</u> rom Date <u>T</u> hru Date	7/25/2024	H	Reg Typ <u>e</u>	REFUND	•

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

	Account Code	100100 CHASE	D BANK*	-		Branch			_	
	Erom Date	7/25/20)24			Reg Type	REFUND		•	
	Thru Date	7/26/20	124							
	-	17/20/20			-				—	
Reg No.	Date 1	ype	Check No.	St	Name		E	ranch	Amount	Balance

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

Cother	trang	IM	
Demo V6 Manitou	DATE 7/25/2024 12353		
PAY IO THE ORDER OF OId Firehouse Smoke Shop	\$ 50.00	Applied	
Fifty Dollars and Zero Cents		Total	50.00
LABEL 01d Frehouze Smoke Shop 116 Rock Street Detroit, MI 48201	*** Printed ***	salance	0.00
MEMO Will need to void after apply			
count Description		Amount 50.00	_

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

<u></u>			· · · · · · · · · · · · · · · · · · ·		
Reg No.	Date	Type	Description Debit	Credit	AR Net
1023969	8/1/2024	INV - 662995	110110 - Accounts Receivable* 51.48		102.96
			430110 - Revenue - Monitoring	48.00	
			250110 - Solca Tax Payable Michigan	0.10	1
1024068	7/26/2024	VOID - 12353	100100 - CHASE BANK*	-50.00	
			240120 - Customer Refunds* -50.00		
1024065	//25/2024	CKMEMU	240210 - Unapplied Credit Memos "	50.00	51.48
			240 120 - 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		
	min since s				

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

Contacto	ĿЮ	Credit Description	Date	Amount	Balance
- 🔄 Credit Memos		663024 Credit on Account	7/25/2024	\$50.00	\$50.00
Credit Auto			Total	\$50.00	\$50.00
Deferred Income (Unposted)					
- Documents					
EFT History					

9. The credit can now be deleted once opened

CC V6 Manitou ent Management counts Receivable		redit Memo omer ID 72 3	Category 27 G&A	Credit Account	Ta <u>x</u> Group MI-Wayne Counts			:0	0
menter Dayabe mettory Management yeltory vol Isterface nt of Sale ise Management hvice ise Management k. Query Window S. Table Mantenance nagement Summary domaSahboard		Credit Memo Old Firehouse 116 Rock Str Detroit, H1 4 Address Old Firehouse 116 Rock Str Detroit, H1 4	r Smoke Shop eet #201 • Smoke Shop eet #201			Credi 7/25 Branc Ma Ware Credi	iQate 2024 II house Ippe elareous V	Credit Bumber (63024 B.O. Number Salesperson Matt.Miler 3ab # 000	
donaSetup		1			wn List				
		Item	Description	Exempl	t Qty	Rate	Amount Memo		
		Customer Refunds	Customer Refunds		1	50.00	50.00		
	Der	oription Credit on Acco	ount Lind	-			Sub Tota Tax Total		50.00 0.00 (1) 50.00

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

Open Credits	\$50.00 Site Name	Credit Type	Date	Amount	Balance	
663024	Old Firehouse Smoke Shop	COTOT	7/25/2024	\$50.00	\$50.00	
Open Tickets		Apply Refund to CC/ACH				
Ticket #	Problem Code		ity, State	Status		
Open Jobs		Refresh				
Job #	Type	Status	Units	Install	RMR	