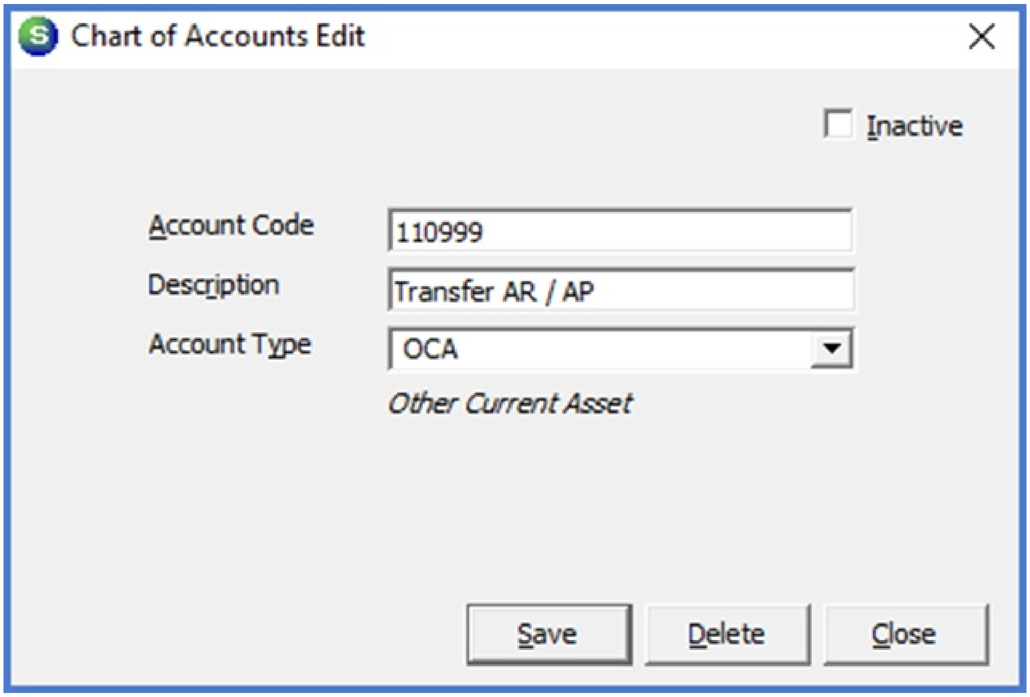
Vendor Refund to a Credit Card

Last Modified on 03/03/2026 3:43 pm EST

A few setups are involved before processing any Vendor Credit Card Refunds.

Create a new G/L Account

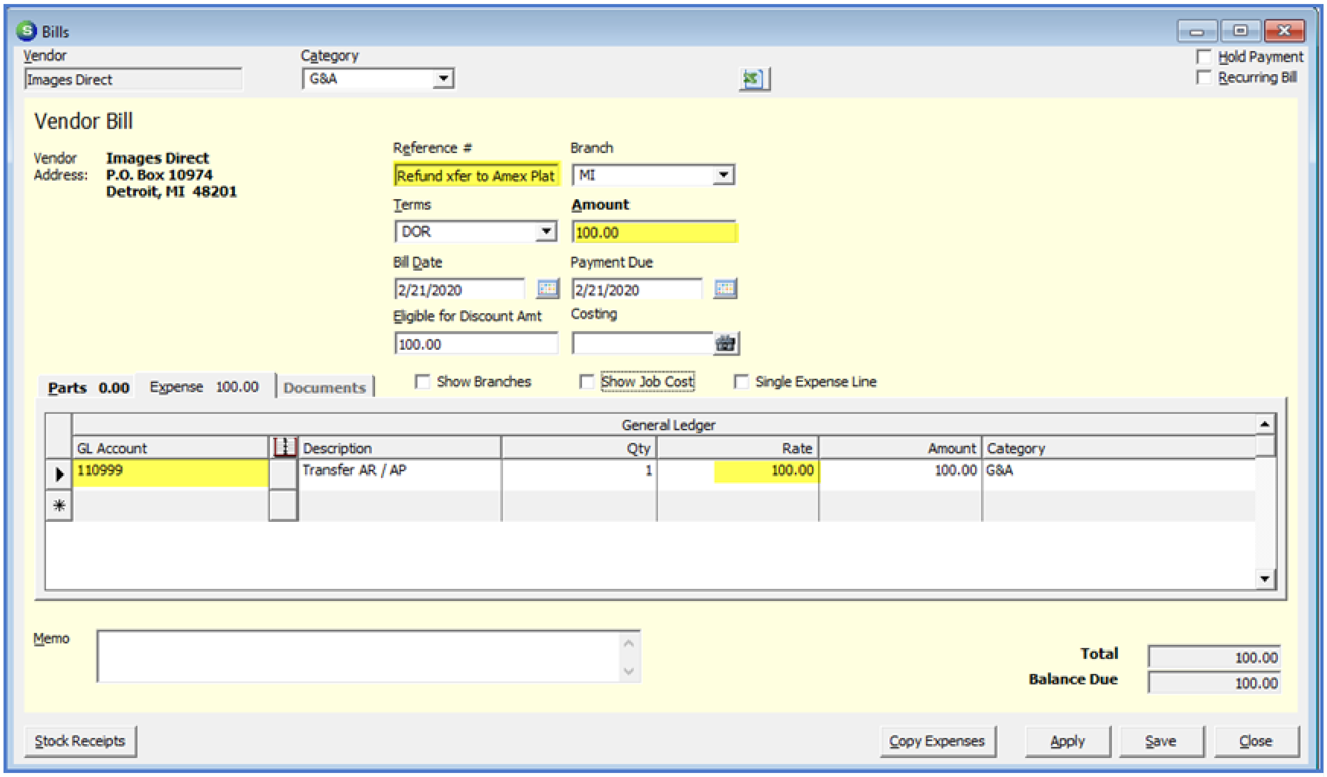
1. Create a G/L Account to use for moving the credit from the source vendor to the credit card vendor. If the process is completed correctly, this G/L Account will always have a zero balance.



Account Code 110999
Description Transfer AR / AP
Account Type OCA
Other Current Asset

Open the vendor record where the credit memo resides.

1. On the vendor tree, click on Bills, right-click, and select New Bill.
2. In the Reference #field, type a reference; for example, "Refund transfer to AMEX".
3. In the Amount field, enter the amount of the credit memo.
4. On the Expense tab, use the GL Account you created on the previous page and enter the amount in the rate field.
5. Click Save when finished.



Bills
Hold Payment
Recurring Bill
Show Branches
Show Job Cost
Single Expense Line
Stock Receipts
Copy Expenses
Apply
Save
Close

Vendor: Images Direct
Category: G&A

Vendor Bill

Vendor Address: **Images Direct**
P.O. Box 10974
Detroit, MI 48201

Reference #: Refund xfer to Amex Plat
Branch: MI
Terms: DOR
Amount: 100.00
Bill Date: 2/21/2020
Payment Due: 2/21/2020
Eligible for Discount Amt: 100.00
Costing:

Parts 0.00 Expense 100.00 Documents

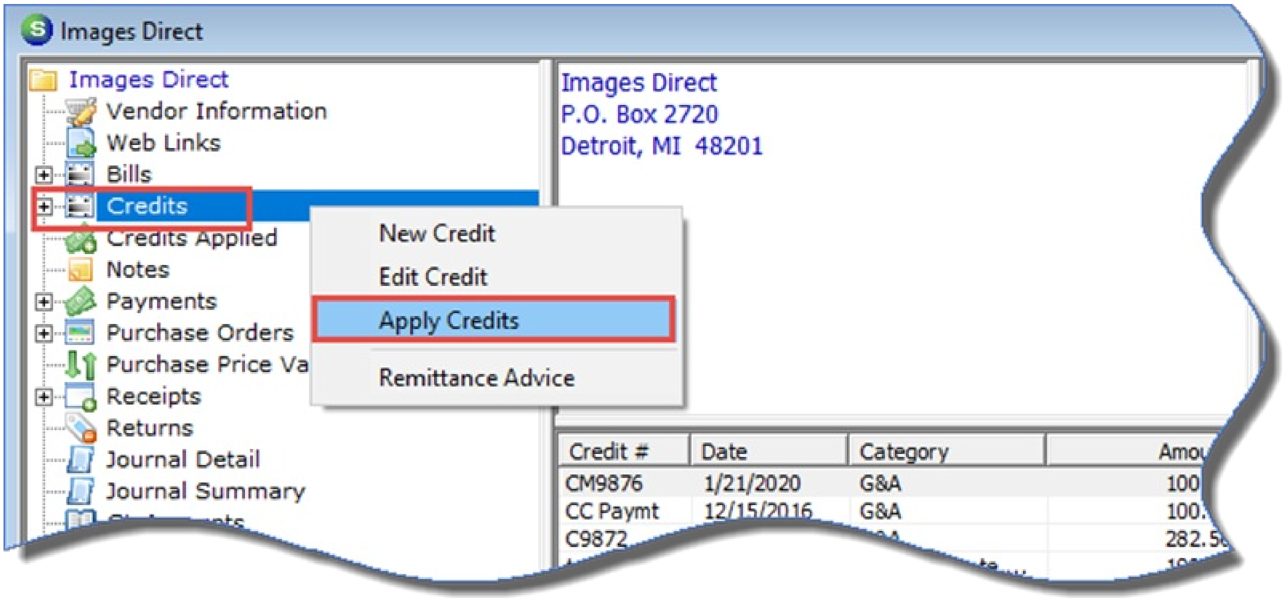
General Ledger

GL Account	Description	Qty	Rate	Amount	Category
110999	Transfer AR / AP	1	100.00	100.00	G&A

Memo:

Total 100.00
Balance Due 100.00

6. Next, apply the credit memo to the bill you just created. On the vendor tree, highlight Credits, right-click and select Apply Credits.



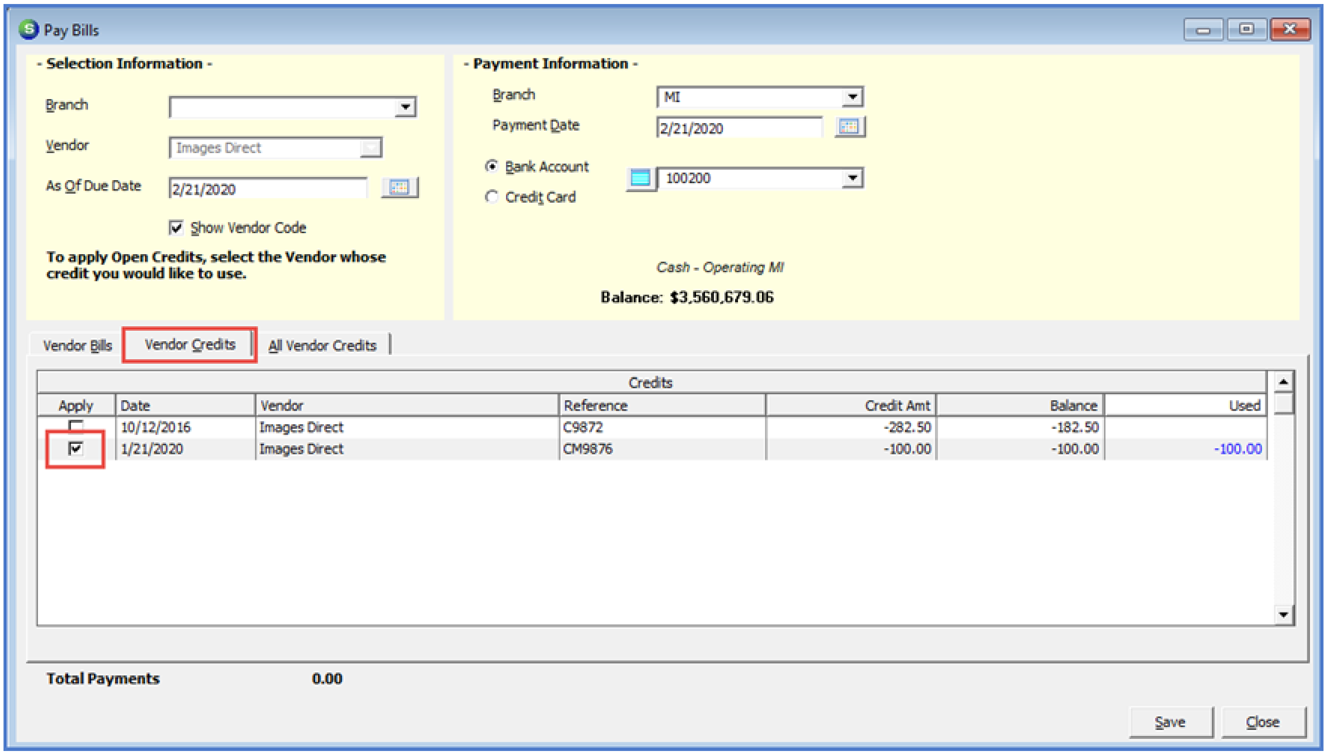
Images Direct
Images Direct
Vendor Information
Web Links
Bills
Credits
Credits Applied
Notes
Payments
Purchase Orders
Purchase Price Va
Receipts
Returns
Journal Detail
Journal Summary
New Credit
Edit Credit
Apply Credits
Remittance Advice

Images Direct
P.O. Box 2720
Detroit, MI 48201

Credit #	Date	Category	Amou
CM9876	1/21/2020	G&A	100
CC Paymt	12/15/2016	G&A	100.
C9872			282.5

The Pay Bills form opens.

7. Click on the Vendor Credits tab and select the checkbox to the left of the credit to apply to the bill.


Pay Bills
Vendor Bills
Vendor Credits
All Vendor Credits
Save
Close

Selection Information

Branch:
Vendor: Images Direct
As Of Due Date: 2/21/2020
☑ Show Vendor Code

To apply Open Credits, select the Vendor whose credit you would like to use.

Payment Information

Branch: MI
Payment Date: 2/21/2020
● Bank Account: 100200
○ Credit Card

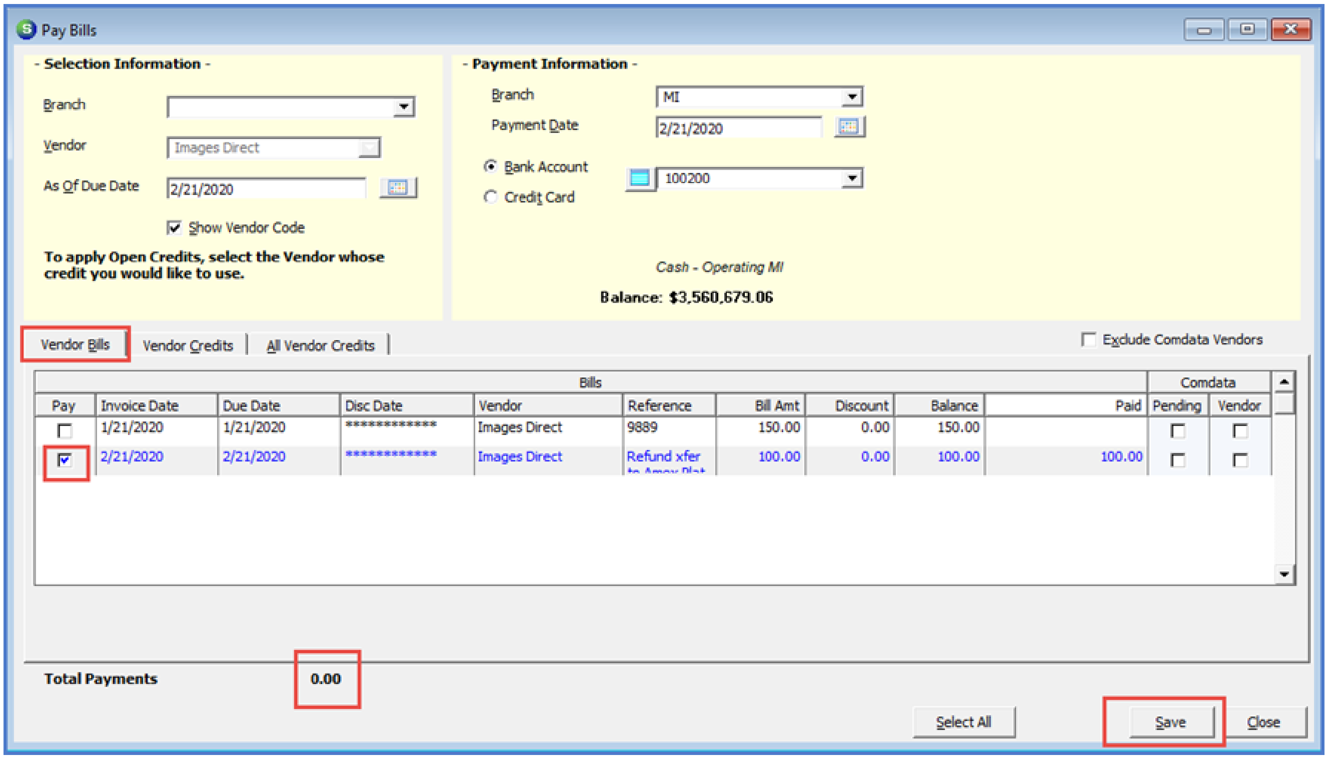
Cash - Operating MI

Balance: $3,560,679.06

Credits						
Apply	Date	Vendor	Reference	Credit Amt	Balance	Used
☐	10/12/2016	Images Direct	C9872	-282.50	-182.50	
☑	1/21/2020	Images Direct	CM9876	-100.00	-100.00	-100.00

Total Payments 0.00

8. Click on the Vendor Bills tab and select the checkbox to the left of the bill created in steps 1 through 5 above. The total amount at the bottom of the form should be zero.
9. Click the Save button.


Pay Bills
Vendor Bills
Vendor Credits
All Vendor Credits
Select All
Save
Close

Selection Information

Branch:
Vendor: Images Direct
As Of Due Date: 2/21/2020
☑ Show Vendor Code

To apply Open Credits, select the Vendor whose credit you would like to use.

Payment Information

Branch: MI
Payment Date: 2/21/2020
● Bank Account: 100200
○ Credit Card

Cash - Operating MI

Balance: $3,560,679.06

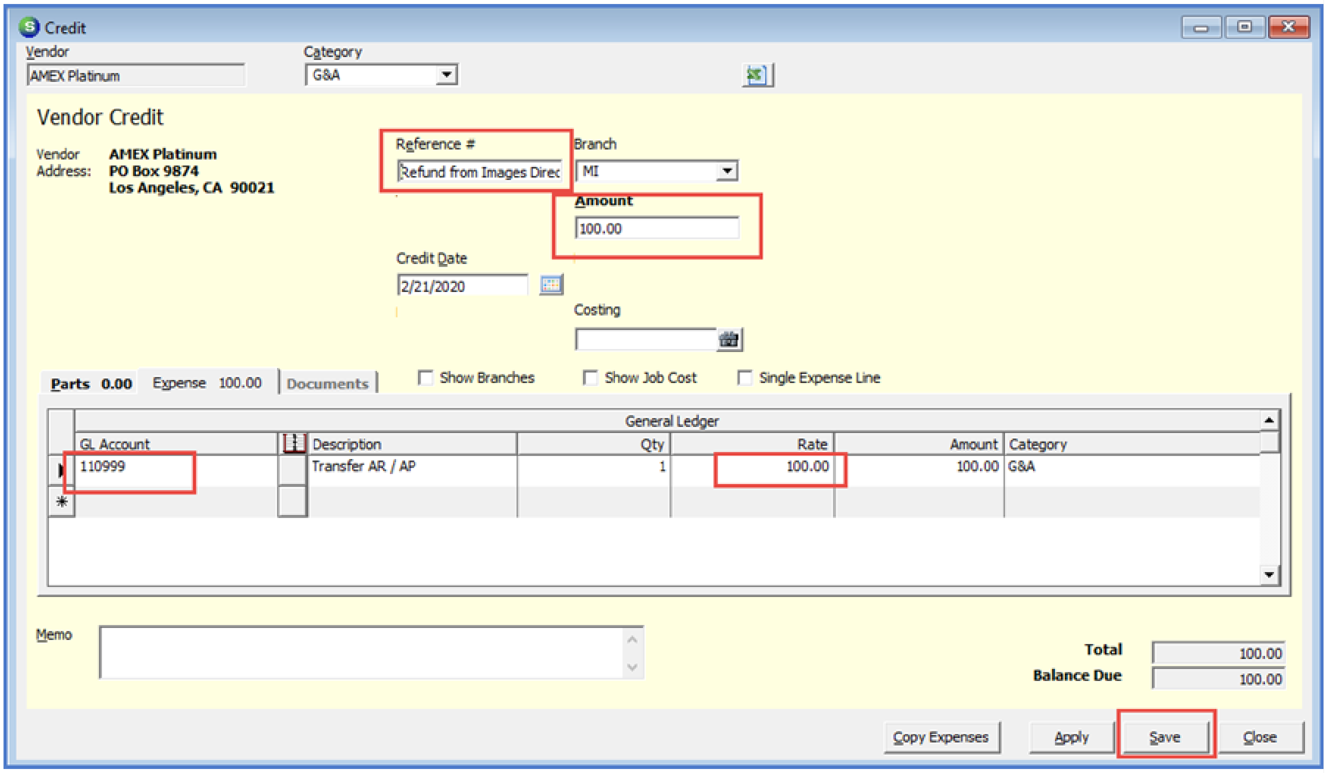
☐ Exclude Comdata Vendors

Bills										Comdata	
Pay	Invoice Date	Due Date	Disc Date	Vendor	Reference	Bill Amt	Discount	Balance	Paid	Pending	Vendor
☐	1/21/2020	1/21/2020	************	Images Direct	9889	150.00	0.00	150.00		☐	☐
☑	2/21/2020	2/21/2020	************	Images Direct	Refund xfer	100.00	0.00	100.00	100.00	☐	☐

Total Payments 0.00

Open your credit card vendor.

1. On the vendor tree, click on Credits, right-click and select new credit.
2. In the Reference #field, type a reference; for example "Refund from Images Direct".
3. In the Amount field, enter the amount of the credit card credit from your vendor.
4. On the Expense tab, use the GL Account you created on the setup page, and enter the amount in the rate field.
5. Click Save when finished.



Vendor: AMEX Platinum

Category: G&A

Vendor Credit

Vendor Address: **AMEX Platinum**
PO Box 9874
Los Angeles, CA 90021

Reference #: Refund from Images Direc

Branch: MI

Amount: 100.00

Credit Date: 2/21/2020

Costing:

Parts 0.00 Expense 100.00 Documents ☐ Show Branches ☐ Show Job Cost ☐ Single Expense Line

General Ledger

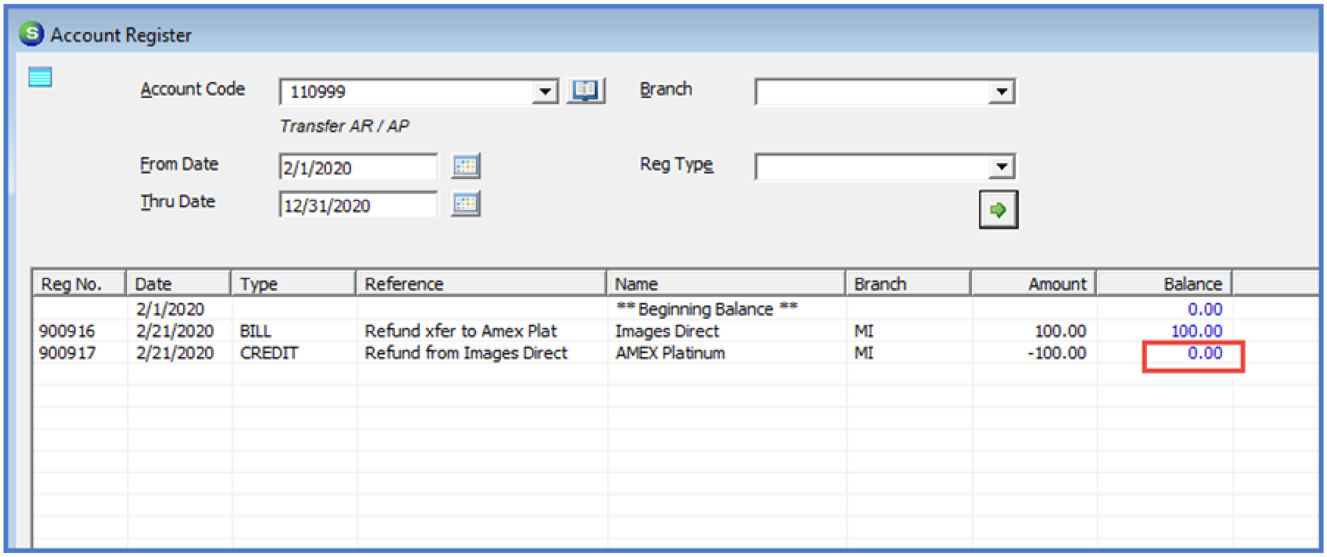
GL Account	Description	Qty	Rate	Amount	Category
110999	Transfer AR / AP	1	100.00	100.00	G&A

Memo

Total 100.00

Balance Due 100.00

If all steps in this process were followed, when viewing the account register for your new GL Account for transferring credits, the balance should be zero.



Account Code: 110999

Transfer AR / AP

Branch:

From Date: 2/1/2020

Thru Date: 12/31/2020

Reg Type:

Reg No.	Date	Type	Reference	Name	Branch	Amount	Balance
	2/1/2020			** Beginning Balance **			0.00
900916	2/21/2020	BILL	Refund xfer to Amex Plat	Images Direct	MI	100.00	100.00
900917	2/21/2020	CREDIT	Refund from Images Direct	AMEX Platinum	MI	-100.00	0.00