Transfer Customer Prepay

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When the billing season ends, there are different options available for handling money left in Customer Prepay accounts, including:

- Allow the balance to remain in the Customer's Prepay so that it may be used on future Invoices (no action required).
- Transfer the Prepay balance to the Customer's Regular balance.
- Transfer the Prepay balance to the Customer's UAC balance.
- Refund the Prepay balance to the Customer.
- Transfer the Prepay balance to another Customer's account.

The Transfer Customer Prepay function, found at *Accounting / A/R*, is designed to help streamline the process used to handle leftover Prepay money. Whether transferring the balance or issuing a refund, an Invoice is created to move the selected Prepay dollars to the Regular balance, as a credit. If the *Issue Refund* option is used, a *Quick Check* is generated before the Invoice is printed.

Prior to using the Transfer Customer Prepay function for the first time, setup is required. See the *Setup* tab for details.

Setup

This is a one-time setup required prior to using the Transfer Customer Prepay function for the first time.

The system needs two pieces of information to automate the Prepay transfer:

- What non-inventory miscellaneous Product to use on the Invoice.
- What Vendor to use on the Quick Check.

Note: Best practice is to designate a specific Prepay Refund Vendor so all refunds affect the same Vendor. This makes for easier research in the future if the need arises.

To designate the Vendor and Product, go to Accounting / A/R / Transfer Customer Prepay.

1. Select a Customer from the Customer list.

Note: For these purposes, the Customer selected does not matter. The system needs to advance to the next screen to access the Setup option and that is done by loading a Customer.

2. On the Transfer Customer Prepay screen, select Setup.

The Transfer Customer Prepay Setup window opens, and each Location will list.

- For each Location that will process refunds:
 - Double-click in the corresponding *Prepay Product* field. Identify and Select the Prepay Product to use for that Location.
 - Double-click in the corresponding *Prepay Vendor* field. Identify and Select the Vendor to use for that Location.

The Use User's Current Location instead of Customers Location option allows the user's current Location to override the Location and Product used on the Invoice created by the Transfer Customer Prepay utility.

Trar	nsfer Custom	er Prepay Setup									
	Location ID	Location Name	<prepay product=""></prepay>	<prepay vendor=""></prepay>							
1 🕨	00MAIN	SSI Farm Ser	Transfer Prepay	Miscellaneous							
2	01IND	SSI Farm Ser	Transfer Prepay	Miscellaneous							
3	02MISO	SSI Farm Ser	Transfer Prepay	Miscellaneous							
4	03MINN	SSI Farm Ser	Transfer Prepay	Miscellaneous							
5	04STIN	SSI Farm Ser	Transfer Prepay	Miscellaneous							
6	05STIL	SSI Farm Ser	Transfer Prepay	Miscellaneous							
7	zMast	zMast - MAS	Transfer Prepay	Miscellaneous							
7	zMast	zMast - MAS	Transfer Prepay	Miscellaneous							
Use User's Current Location instead of Customer's Location											

- 1. When complete, select Save.
- 2. Back on the Transfer Customer Prepay window, select Cancel.

Transfer Customer Prepay Window

🖳 Transfer Custom	ner Pr	ерау							- • •
<custid></custid>	AndE	a Cu	urrent Prepay \$	Balance		100.00	Date	02/05/2025 Transfer	to Regular Acct
Description	Farbi	e 🗸			~	1	Check #	O Issue Re	fund
					~	<checking< th=""><th>g Account></th><th></th><th></th></checking<>	g Account>		
Bo	ook #	Book Loc	Book Date	Dept ID	Prod ID			Prepay S Left	Refund Amount
1 🕨 🗹 120	0291	00MAIN	01/06/2025	Pet-00	1	Dog123		100.00	100.00
							Total Amt	of Refund	100.00
Setup	ag All	Untag A						oice D	one Cancel

• **CustID** – The ID for the selected Customer is displayed.

- Current Prepay \$ Balance This displays the selected Customer's Prepay balance.
- Date This will be the date of the Invoice that is generated to accomplish the movement of money.
- Salesperson ID The Salesperson ID may optionally be selected from the drop-down list. If selected, it appears on the Invoice generated by transferring Prepay.
- Transfer to Regular Acct This removes the money from the Customer's Prepay account and places a credit on the Regular account for the amount of the transfer.

Note: One Invoice is created with two line-items, one negative and one positive that offset each other. The positive line item is marked as *Paid*, stealing enough paid Booking to cover the dollars in the *Total Amt of Refund*. The Product used for the Invoice is the *Prepay Product* for the Location at the *Transfer Customer Prepay Setup* window found by selecting **Setup**.

• Issue Refund – This removes the money from the Customer's Prepay account. Selecting this option enables the *Check #* and *Checking Account* fields for the check that will print.

Note: This option transfers the Total Amount of Refund dollars to the Regular account as described above, makes a negative Payment on Account against the Credit Invoice, and follows with a Quick Check using the Vendor entered under Setup as the Prepay Vendor for this Location. The Quick Check debits the General Ledger Account specified for the Adjustment payment method to offset the posting to the same account by the payment. The name and address of the Customer involved is substituted on the check for the Vendor Name. The Invoice, Payment, and Quick Check post to the Customer's Location.

- Description Optionally enter a description to appear on the Transfer Prepay Invoice.
- Checkbox column Check the box(es) to select the Booking to transfer the Prepay \$ for that Product.
- **Refund Amount** Optionally, a portion of a Booking may be refunded, or transferred, by editing the amount in the *Refund Amount* column.

Transfer to Regular Account

- 1. Navigate to Accounting / A/R / Transfer Customer Prepay.
- 2. Highlight the appropriate Customer and choose **Select**.
- 3. On the Transfer Customer Prepay window, select the Date.
- 4. Choose the Transfer to Regular Acct option to create a Credit Invoice.

🖳 Transfer C	Customer Pr	epay						- • ×
<cu< td=""><td>stID> AndE</td><td>a C</td><td>urrent Prepay \$</td><td>Balance</td><td>322.50</td><td>Date</td><td>01/29/2025</td><td></td></cu<>	stID> AndE	a C	urrent Prepay \$	Balance	322.50	Date	01/29/2025	
<salesperso< td=""><td>n ID> Farbi</td><td>re v</td><td></td><td></td><td></td><td></td><td>Transfer</td><td>to Regular Acct</td></salesperso<>	n ID> Farbi	re v					Transfer	to Regular Acct
Descri	iption						O Issue Ref	und
					^	Check #	51984	
					✓ <checking< p=""></checking<>	Account>	1010000-00	
	Book #	Book Loc	Book Date	Dept ID	Prod ID	P	repay \$ Left	Refund Amount
1 🕨 🗹	1200285	00MAIN	01/06/2025	Pet-00	Dog123		300.00	
2	1200285	00MAIN	01/06/2025	Misc00	PPSalesTax		22.50	22.50
						Tatal A at	of Dofund	200.00
Setup	Tag All	Untag	All		[Print Invo	or Retund Do	300.00

- 5. Optionally select the Salesperson ID and enter a Description.
- 6. Select the option for the Booking line item to be transferred. If necessary, edit the *Refund Amount* column.
- 7. Optionally choose **Print Invoice**.
- 8. Select Done.
- 9. A Credit Invoice is created on the Customer's Regular Account.

Note: In the event that a Prepay Transfer was entered in error, and the *End of Prepay Season* process has not been run, the Credit Invoice created can be voided or reversed. Doing so will put the Prepay dollars back to the Booking.

If a Customer requests a Refund Check be issued, after the Prepay balance has been transferred to the Regular account, information regarding that process can be found here.

Transfer to Unapplied Cash

There are times it may be necessary to transfer a Customer's Prepay balance to their Regular balance. More specifically, it may be desired to transfer the Prepay balance to the Customer's Unapplied Cash.

- 1. At A/R / Transfer Customer Prepay, select the Customer whose account holds the Prepay balance.
- 2. Select the Booking line item(s) to be used for this transfer. Edit the *Refund Amount* column if desired to specify the dollar amount to be transferred for each line item.

🖳 Transfer C	Customer Pr	epay						- • ×
<cu< td=""><td>stID> And</td><td>Ba C</td><td>urrent Prepay \$</td><td>Balance</td><td>100.00</td><td>Date</td><td>02/05/2025</td><td></td></cu<>	stID> And	Ba C	urrent Prepay \$	Balance	100.00	Date	02/05/2025	
<salesperso< td=""><td>n ID> Farb</td><td>re v</td><td></td><td></td><td></td><td></td><td>Transfer to</td><td>Regular Acct</td></salesperso<>	n ID> Farb	re v					Transfer to	Regular Acct
Descri	iption				~	Check #		na
					Checking	Account>		
	Book #	Book Loc	Book Date	Dept ID	Prod ID	P	Prepay S Left	Refund Amount
1 🕨 🗹	1200291	00MAIN	01/06/2025	Pet-00	Dog123		100.00	100.00
Setup	Tag Al	I Untag	All		[Total Amt	of Refund oice Don	100.00 Ie Cancel

- 3. With the *Total Amt of Refund* reflecting the amount to be transferred and the option set to *Transfer to Regular Acct*, choose **Done** to save the transaction.
- 4. Go to the Payment on Accounts screen (A/R / Payments / Add) for the Customer selected in Step 1. There should be a credit on the Customer's account for the amount that was transferred. Deselect all items in the grid except the Credit Invoice created by the Transfer Prepay process. Best practice is to change the Pay Method to Adjustment. Do not enter a payment amount, and select Save.
- 5. Once the below message displays, select **Yes** to move the credit to Unapplied Cash.

🖳 Pay	ment on A	ccount	ts									×
	Date	02/05/	2025	Payment Numbe	er 120448	1						
<cu< td=""><td>stomer ID></td><td>AndB</td><td>a –</td><td>Barry Anderso</td><td>n</td><td></td><td></td><td></td><td>Regular</td><td>Prepay</td><td>U/A Cash</td><td>Budget</td></cu<>	stomer ID>	AndB	a –	Barry Anderso	n				Regular	Prepay	U/A Cash	Budget
Deve			-			_		Before	389.84	0.00	3222.50	0.00
Payme	ent Amount			Regular		\sim		After	489.84	0.00	0.00	0.00
Surchar	ge Amount		0.00					De	scription			
Paymen	t Collected		0.00			Paymen	t on Accou	ints				× ^
Discou	int Amount			<disc acct=""></disc>	41000	00						~
	Total Cradit		0.00	Oracles 1.4			-					
	otal credit		0.00	Control #	4	— X	Do your	ment amour wish to place	t does not the balan	: match the grid ce in Unapplied	l payment I Cash?	total.
	Pay Meth	od	Ref	f #	Pay Am	our	boyou	insir to place		ee in onoppiee	cusin	lv.
1	Adjustmer	nt	\sim						_		-	-
2			\sim							Ves		lo
<										105		
			1									
	Date		Invoice#	Due	Gross	Unpaid Amt	Disc Date	<discount></discount>	Payment	Invoice Terms	Control	
1	02/05	5/2025	1201037	02/05/2025	0.00	-100.00	Expired	0.00	-100.00			
2	01/22	2/2025	1201027	02/21/2025	157.00	52.34	Expired	0.00	52.34	2/10n30		
3	02/03	112020	1201020	00/00/2020	525.00	401.00	0271072	0.75	420.75	2/10/130		
<											>	View Invelope
	_	_						_			_	view involces
	Apply	Unta	g All P	rint Form				Totals		0.00	-100.00	
Em Show	ail This Email Addre	sses				Print on Save	e Iss	ue Check			Save	Cancel

Issue Refund

- 1. Navigate to Accounting / A/R / Transfer Customer Prepay.
- 2. Highlight the appropriate Customer and choose **Select**.
- 3. On the Transfer Customer Prepay window, select the Date.
- 4. Choose the Issue Refund option to issue a check to the Customer.

🖳 Trar	nsfer C	ustom	er Pre	epay								3
<custid> AndBa Current Prepay \$ Balance 322.50 Date 01/29/2025</custid>												
<sales< td=""><td>sperso</td><td>n ID></td><td>Farbr</td><td>e v</td><td></td><td></td><td></td><td>O Transfer</td><td>to Regular Acct</td><td></td></sales<>	sperso	n ID>	Farbr	e v				O Transfer	to Regular Acct			
	Descri	ption			1		Issue Re	fund				
^ Check # 51984												
							\vee	<checking< td=""><td>g Account></td><td>101000-00</td><td></td><td></td></checking<>	g Account>	101000-00		
		Bo	ok #	Book Loc	Book Date	Dept ID		Prod ID	P	repay S Left	 Refund Amount	1
1	• 🗹	1200	0285	00MAIN	01/06/2025	Pet-00	1	Dog123		300.00	300.00	
2		1200	0285	00MAIN	01/06/2025	Misc00	1	PPSalesTax		22.50		
									Total Amt	of Refund	300.00	
Se	Setup Tag All Untag All Print Invoice Done Cancel											

- 5. If necessary, edit the Check Number or the Checking Account listed.
- 6. Optionally select the Salesperson ID and enter a Description.
- 7. Select the option for the Booking line item to be transferred. If necessary, edit the Refund Amount column.
- 8. Optionally choose Print Invoice.
- 9. Select Done.
- 10. The Transfer Prepay Invoice is created.
- 11. The Adjustment Payment is created.
- 12. The refund check, issued to the Customer, is created and printed automatically.

Note: In the event the refund was issued in error, the refund can be backed out by voiding the 3 entries created during the *Transfer Customer Prepay* process:

- 1. Void the Disbursement under the Vendor selected on the Transfer Customer Prepay Setup window.
- 2. Void the Transfer Prepay Invoice.
- 3. Void the Adjustment Payment.

Transfer Customer Prepay Setup must be completed before it is available. See the Setup tab for more information.

Transfer to Another Customer

Sometimes it is necessary to transfer one Customer's prepay money to another Customer. The following steps remove Prepay from one Customer and add it to another Customer's Prepay in the form of a Paid Booking.

Although not necessary, it is suggested to have a non-inventoried Product in a Miscellaneous Department called Transfer Prepay that has the Sales Account pointing to a miscellaneous Income Account.

Step 1

- 1. At A/R / Transfer Customer Prepay, select the Customer whose account holds the Prepay balance.
- 2. Select Transfer to Regular Acct.
- 3. Select the Booking line item(s) to be used for this transfer.
- 4. As needed, edit the Refund Amount column to specify the dollar amount to be transferred for each line item.

🖳 Trans	sfer C	Customer Pr	epay							- • •
	<cu< td=""><td>stID> AndE</td><td>a C</td><td>urrent Prepay \$</td><td>Balance</td><td></td><td>322.50</td><td>Date</td><td>01/29/2025</td><td></td></cu<>	stID> AndE	a C	urrent Prepay \$	Balance		322.50	Date	01/29/2025	
<sales;< td=""><td>perso</td><td>n ID> Farb</td><td>re v</td><td></td><td></td><td></td><td></td><td></td><td>Transfer</td><td>to Regular Acct</td></sales;<>	perso	n ID> Farb	re v						Transfer	to Regular Acct
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								Check #	51984	
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		Book #	Book Loc	Book Date	Dept ID	P	rod ID	F	Prepay \$ Left	Refund Amount
1)		1200285	00MAIN	01/06/2025	Pet-00	D	og123		300.00	300.00
2		1200285	00MAIN	01/06/2025	Misc00	P	PSalesTax		22.50	22.50
								Total Amt	of Refund	300.00
Set	tup	Tag All	Untag	All				Print Inv	oice Do	one Cancel

5. Choose **Done** to save the transaction.

Step 2

- Go to the Payment on Accounts screen (select Add at A/R / Payments) for the Customer selected above.
 Note: There will be a credit on the Customer's account for the amount that was transferred.
- 2. Deselect all items in the grid except the Credit Invoice created by the Transfer Prepay process.
- 3. In the Payment Amount, enter a negative amount equal to the transferred amount.
- 4. In the *Description* field, enter information, such as the other Customer's account, noting where the funds are being transferred to. This step is extremely important, as it will create a paper trail in the event of future questions regarding the transfer.

🔡 Payment on	Accounts										×
Date	01/29/2025	Payment Numbe	er 120436								
<customer id=""></customer>	AndBa	Barry Anderso	n	-				Regular	Prepay	U/A Cash	Budget
	000.00						Before	e 189.84	22.50	3000.00	0.00
Payment Amount	-300.00	Regular	~	*			After	r 489.84	22.50	0.00	0.00
Surcharge Amount	0.00							Description			
Payment Collected	-300.00					(Clear Locks	Transferring	to Larry Baker	's account	~
Discount Amount		<disc acct=""></disc>	4100000-00	D							\sim
Total Credit	-300.00	Control #						Sort Invoices	s by Standar	d	~
Pay Met	nod Re	ef #	Pay Amount	Surcharge	Apply	Surcharge	Total	Use U/A	ACash		Auto Apply
1 🕨 Adjustme	ent 🗸		-300.00	0.00			-300.00				Auto Apply
2	~										
3	~										
Dat	e Invoice	# Due	Gross Unp	aid Amt Dis	sc Date	<discount< td=""><td>Payment I</td><td>nvoice Terms</td><td>Control #</td><td></td><td></td></discount<>	Payment I	nvoice Terms	Control #		
1 🕨 🗹 01/2	9/2025 1201029	01/29/2025	0.00	-300.00 Ex	pired	0.00	-300.00				
2 01/2	2/2020 1201027	02/21/2025	157.00	52.34 02/	01/2	1.08	51.29 2	2/10/130			
3 02/0	3/2025 1201028	03/05/2025	525.00	437.50 02/	13/2	8.75	428.75 2	2/10n30			
											view invoices
Apply	Untag All	Print Form					Totals		0.00	-300.00	
Email This Show Email Addr	PSSPS			Print on	Save	Issue (Check			Save	Cancel

- 5. Change the Pay Method to Adjustment.
- 6. Save the payment.

Step 3

- 1. If the Customer receiving the Prepay money does not have an existing Booking for the money to be applied, enter a Booking for this Customer.
- 2. Mark the Booking as Paid.

🖳 Add Booking #1200286 Custo	mer 1 of 1											×
Splits Customer ID 239873	?	Regular		PrePay	UAC	Cre	edit Limit			Book Date	1/29/2025	
Field ID	?	87.50		2262.63	3 0.00	2	25000		Exp	Start Date iration Date	<u></u>	
<comments></comments>							~			Price By F	Products	~
Generic Prepay	ce Level	Prepa	iy Am	ount					Pr	ice Default S	ame None)	~
<product name=""></product>	Quantity In	v Levi	Р	Dwn	<unit \$=""></unit>	Bill U	Total	S S#	<%>	Your Shar	e <amt paid<="" td=""><td>> Q</td></amt>	> Q
1 General Prepay	300.000 Ea	ich List			1.00	Each	300.0	0 1	100.0000	300.0	0 300.0	00
<	Plann	ed Bookin	g Pay	ment M	ethod							-
Analysis								\sim	Total Boo	oked 30	0.00	
Apply Rollups Contra	ct Format:							~	Amount	Paid 30	0.00	
Extra Charges <salesperson< td=""><td>D> CroJam</td><td>```</td><td></td><td>] Contra</td><td>act Signed</td><td>Additio</td><td>nal Comments</td><td>c –</td><td></td><td></td><td></td><td></td></salesperson<>	D> CroJam	```] Contra	act Signed	Additio	nal Comments	c –				
Control #		ssign Sel	ler Sig	nature								^
Print Method												×
1. No Roll up					\sim		Cance		<back< td=""><td>Next></td><td>Save</td><td></td></back<>	Next>	Save	

3. Change the Pay Method in the grid to Adjustment before saving the positive payment.

4. In the Receive Payment(s) on Account window, in the Description field, enter information, such as the other Customer's account, noting where the funds are being transferred from. This step is extremely important, as it will create a paper trail in the event of future questions regarding the transfer.

Rec	Receive Payment(s) on Account											
o yo	heck are	c wh e rec f	ich custor eiving pay from.	ners These vment automatically the booking	Payments will y be applied against g you just created.		Payment N	lumber 120437	,	Date	01/29/2025	
			ID	Name	Gross	Disc	Payment Total	Pay Method 1	Ref#	Use UAC	UAC Balance	Pay Amount
1	•	\checkmark	239873	Larry Baker	300.00	0.00	300.00	Adjustment 🧹			0.00	300.00
<												>
<0	isc A	cct	41	00000-00							Clear Locks	Apply
D	escri	ption	Prepay	y transfered from Barı	ry Anderson	$\hat{\mathbf{v}}$	Control #	F	Print Receipts		Save	Cancel

Transfer Customer Prepay Setup must be completed before it is available. See the Setup tab for more information.