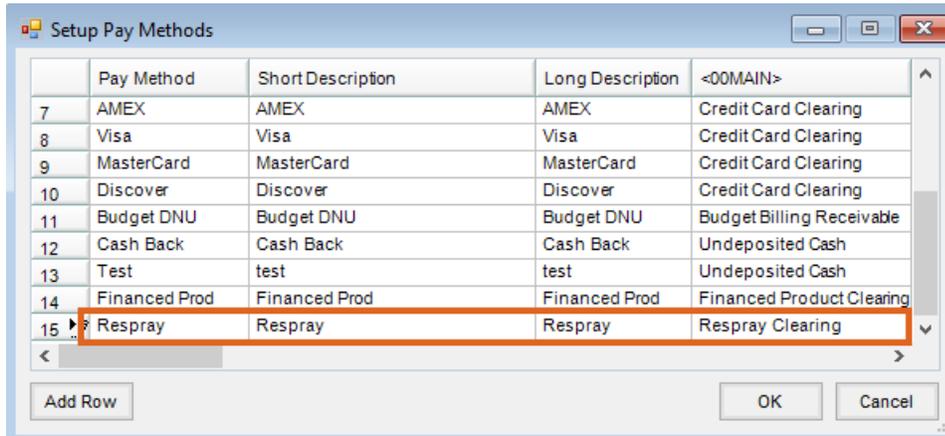


Vendor Refunds for Customer Respray or Complaint

Last Modified on 02/23/2026 11:00 am CST

It is recommended to have a General Ledger Account set up called Respray Clearing and a Respray payment method set up at *Accounting / Setup / A/R / Pay Methods* pointing to the *Respray Clearing* account.



1. Invoice the Customer for the Product that was resprayed or on which the complaint was filed. This will properly record the use of the Product in the Customer's Field history.
2. Add a payment at the *Payment on Account* screen. The payment amount will be the amount due on the Invoice created in Step 1.
3. Change the *Pay Method* to *Respray* and save the payment.

If the Vendor refund comes in the form of new Product:

1. Enter a Purchase Invoice for the new Product at *Inventory / Purchase Invoice* using a reasonable cost.
2. Proceed to *A/P / Pay Bills*, and use the *Memo Check* option to pay the bill. Change the *Checking Account* to the *Respray Clearing Account*.

If the Vendor refund comes in the form of a credit:

1. Enter a credit A/P Bill for the Vendor.
2. Choose the *Respray Clearing Account* as the expense account.

If the Vendor credit comes in the form of a check from the Vendor:

1. Add a Journal Entry for the Vendor check.
2. Debit the Checking Account and credit the Respray Clearing Account