

Refunds

Last Modified on 06/11/2026 8:19 am CDT

Refund Credit

When the Customer has a credit Regular balance, a refund check may be written to them with the following procedure.

1. Go to *Accounting / A/R / Payments* and select **Add** to choose the Customer who will be receiving a refund check. Alternatively, go to *Accounting* and choose shortcut icon to add a *Payment on Account*.

The screenshot shows the 'Payment on Accounts' window with the following details:

- Date: 05/15/2026
- Payment Number: 120353
- <Customer ID>: 238673
- Customer Name: Nestor Ackroyd
- Payment Amount: -2150.00 (highlighted with a red box)
- Regular: Regular
- Surcharge Amount: 0.00
- Payment Collected: -2150.00
- Discount Amount: [Empty]
- <Disc Acct>: 4100000-00
- Total Credit: -2150.00
- Control #: [Empty]
- Clear Locks button
- Description field
- Sort Invoices by: Standard
- Use U/A Cash checkbox (unchecked)
- Auto Apply button
- Table with columns: Pay Method, Ref #, Pay Amount, Surcharge, Apply S
- Table with columns: Date, Invoice #, Due, Gross, Unpaid Amt, Disc Date, <Discount>, Payment, Invoice Terms, Contr
- Apply, Untag All, Print Form buttons
- Totals: 0.00, -2150.00
- Print on Save checkbox (unchecked)
- Issue Check checkbox (checked, highlighted with a red box)
- Save button (highlighted with a red box)
- Cancel button

2. Tag the Credit Invoice that will be used to issue the refund check.
3. Enter the amount of the refund (as a negative number) in the *Payment Amount* field. An amount in Unapplied Cash to be refunded would also be entered as a negative number in this field.
4. Select the *Issue Check* option at the bottom of the screen.
5. To print the payment, also select *Print on Save* at the bottom of the screen.
6. Choose **Save** to save the payment and view the information that will print on the check.

Quick Expense Check

Date: 05/15/2026
 Check #: 51934
 <Checking Acct>: 1010000-00
 Amount: 2150.00

Pay to the order of
 <Vendor>: Misc
 Name: Nestor Ackroyd
 Address 1:
 Address 2: 5 Versailles Blvd #32
 City: Palatine
 State: IL Zip: 60067
 <Country>:

Print on Save
 Preview on Save
 Neither

Test Pattern Save Cancel

- The information on this screen will automatically populate, but, the first time using the screen, the *Vendor ID* must be selected by double-clicking in the data field and choosing the appropriate Vendor. The Miscellaneous Vendor is normally chosen so that all checks from this function will be in a central location. The Customer name and address are also automatically populated by Agvance. This is the information that will print on the check.
- After verifying that the check number and all other information on the check is correct, set the *Print on Save* option and **Save**.

Refund UAC

When the Customer has Unapplied Cash on account to be refunded, use the following steps to issue a check.

Start by adding a Payment for the Customer at *Accounting / A/R / Payments*.

Payment on Accounts

Date: 06/10/2026 Payment Number: 120605

1 Customer ID: AndBa Barry Anderson
 Payment Amount: -700.00 Regular
 Surcharge Amount: 0.00
 Payment Collected: -700.00
 Discount Amount: <Disc Acct> 4100000-00
 Total Credit: -700.00 Control #:

	Regular	Prepay	U/A Cash	Budget
Before	327.75	0.00	700.00	0.00
After	0.00	0.00	0.00	0.00

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Pay Method	Ref #	Pay Amount	Surcharge	Apply Surcharge	Total
1 Adjustment		-700.00	0.00	<input type="checkbox"/>	-700.00
2				<input type="checkbox"/>	
3				<input type="checkbox"/>	

3

	Date	Invoice #	Due	Gross	Unpaid Amt	Disc Date	<Discount>	Payment	Invoice Terms	Control #
1	05/05/2026	1201109	05/15/2026	267.75	267.75	Expired	0.00	267.75	N15	
2	05/05/2026	1201110	05/15/2026	60.00	60.00	Expired	0.00	60.00	N15	

4 Use U/A Cash

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Apply Untag All Print Form

View Invoices

Email This Show Email Addresses

Print on Save Issue Check Save Cancel

1. Enter a negative payment for the amount of the Unapplied Cash.
2. Select *Adjustment* as the *Pay Method* in the *Payment* grid.
3. Deselect all rows in the *Invoice* grid.
4. Check *Use U/A Cash*.
5. Select the *Issue Check* option.
6. Save the payment.

The *Quick Expense Check* screen appears showing the *Date*, *Check #*, and *Customer Name* and *Address*. Confirm the check number and select the appropriate print option. Choose **Save** to save/print the check.

Quick Expense Check

Date	06/10/2026
Check #	52011
<Checking Acct>	1010000-00
Amount	700.00

Print on Save
 Preview on Save
 Neither

Test Pattern

Pay to the order of

<Vendor	Misc		
Name	Barry Anderson		
Address 1			
Address 2	2220 N 1000 Rd E		
City	Assumption		
State	IL	Zip	62510
<Country>			

Save Cancel