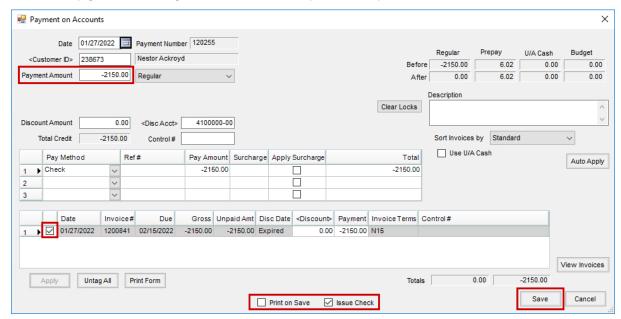
Refund Credit

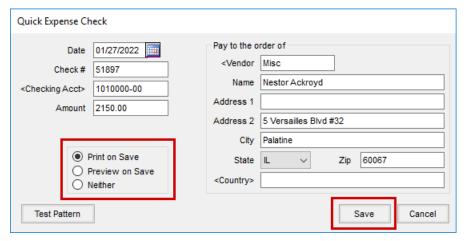
Last Modified on 01/27/2022 11:09 am CST

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 key to add a Payment on Account.



- 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.



7. 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 is also automatically populated by Agvance. This is the information that will print on the check.
- 8. After verifying that the check number and all other information on the check is correct, set the *Print on Save* option and **Save**.