Transfer Customer Prepay to Unapplied Cash

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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 Unapplied Cash bucket of the Customer's Regular balance.

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.

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. Do not enter any payment amount and click **Save**.

5. Once the above message displays, click **Yes** to move the credit to Unapplied Cash.