

Training Guide		Guide Number: 1212 Revision 1.1
Page 1 of 7	Title: Refund Overpayment to Customer	Effective Date: 07/26/2018

1.0 **PURPOSE**

- 1.1** The purpose of this System Training Guide is to establish and document the system process steps for refunding a customer overpayment.

2.0 **SCOPE**

- 2.1** This guide applies to persons authorized to refund a customer for overpayment of invoice(s).

3.0 **PROCESS STEPS**

The major elements of this System Procedure are:

[Refund Overpayment to Customer](#)

Refund Overpayment to Customer

When a deposit or cash receipt is entered for a customer, the following process can be used if the customer has overpaid and a refund is desired to be sent to the customer.

See example below. JNB Inc has an outstanding Invoice for \$4,900.00, and does not do a lot of business with you.

801 Customer card - Macola

File Edit View Help

Customer, Bank 3893/JNB Inc
 Contact, Phone Katie Katz/216-555-7537

Date 07/01/2018 To 07/31/2018 All

Display Card Receivables Invoice list All

Calculate Opening Balances

Filter

Opening balance										USD 0.00
Date	Our ref.	Your reference	Description			Debit USD	Credit USD	Transaction: Subtype	Cur.	FC amount
7/3/2018	11404	11404	AR Inv: 11404			4,900.00		Sales invoice	USD	4,900.00

Rows 1

Debit	Credit	Balance
Display 4,900.00		4,900.00 D
Hidden (0)		0.00
Closing balance		USD 4,900.00 D

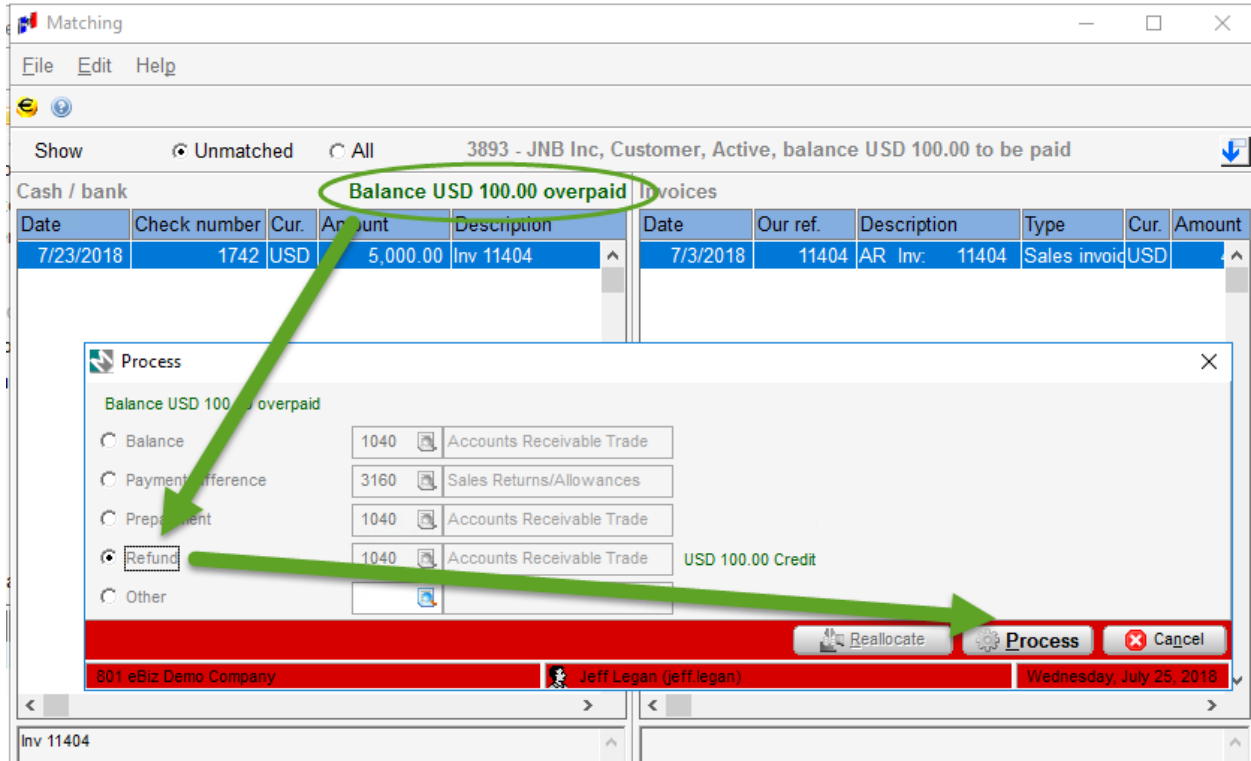
JNB Inc sends a check for \$5,000.00, and you know they will simply want a refund check for the difference of \$100.00.

When the Check is entered for deposit, the Match button is used to link the cash flow with the appropriate invoice.

To Cash account	987654321-9876	Bank Journal (US)	G/L	1010	Bank Account US
Amount / Date	5,000.00	USD Receipt	07/23/2018	Amount / XRate	5,000.00 USD 1.000000
Payment reference	Inv 11404		Notes		
Type / Method / No.	Bank statement	Check	1742		
Deposit number	20180723		07/23/2018		
Statement number					
Project code					
Customer	JNB Inc		3893	G/L	1040 Accounts Receivable Trade
Address	1234 Inverness Dr Euclid, OH 44119 US (Customer,Active)			Attachment	
Bank A/C /Name/City				Search	Match Bank costs Costs Unallocate Block

Date	G/L	General ledger account description	Description	Our ref.	Cur.	Debit	Credit	Type
7/23/2018	1010	Bank Account US	Inv 11404		USD	5,000.00		Cash receipt
7/23/2018	1040	Accounts Receivable Trade	Inv 11404		USD		5,000.00	Cash receipt

After highlighting the Invoice, click on the Match/Process button at the bottom of the screen. Because there is an overpayment difference, the Process screen will display:



Select Refund button to create a Credit Memo for the customer, and select the Process button at the bottom of the pop-up screen.

This leaves a \$100.00 credit balance on the customer card.

Customer, Bank		3893/JNB Inc		Date	07/01/2018	To	07/31/2018	All
Contact, Phone	Katie Katz/216-555-7537			Display	<input checked="" type="radio"/> Card	<input type="radio"/> Receivables	<input type="radio"/> Invoice list	<input type="radio"/> All
				<input checked="" type="checkbox"/> Calculate Opening Balances				
Filter								
Opening balance								USD 0.00
Date	Our ref.	Your reference	Description	Debit USD	Credit USD	Transaction: Subtype	Cur.	FC amount
7/3/2018	11404	11404	AR Inv: 11404	4,900.00		Sales invoice	USD	4,900.00
7/23/2018	11404	11404	Inv 11404		5,000.00	Cash receipt	USD	-5,000.00
Rows	2			Debit	Credit	Balance		
Display				4,900.00	5,000.00	100.00 C		
Hidden (0)						0.00		
Closing balance						USD 100.00 C		

Go to Cash Flow > Miscellaneous > Refund

General ledger	Accounts receivable	Accounts payable	Cash flow	Assets	Order Entry	RMA	BOM/IM	Purchase order	SC & SR	Mfg Planning
Mfg Execution	POP	PR & HRM	BC	System	Macola 10 Web					
Entries			Cash accounts				Reports			
Cash flow			Maintain				Balance list			
To be allocated			Select / Search				Cash flow statement			
To be matched			Bank statement				Check status			
Bank reconciliation			Revalue Bank Account				Deposit ticket report			
							Graph			
							Actual			
							Planning			
							Transactions			
Miscellaneous			Payments				Statistics			
Advice list			Authorize				Who authorized			
Refund			Process				Who processed			
Terms			Payment specification				Payment Date Chart			
			Created bank files				Costs			
							Interest			
							Statistics			

Enter the appropriate Customer Code, and click on Display at the bottom of the screen.

Refund

Group

Group by: Details

Range

Payment date: [] to [] All

Invoice date: [] to [] All

Due date: [] to [] All

Payment method: All

Transaction type: All

Account

Type: Customer

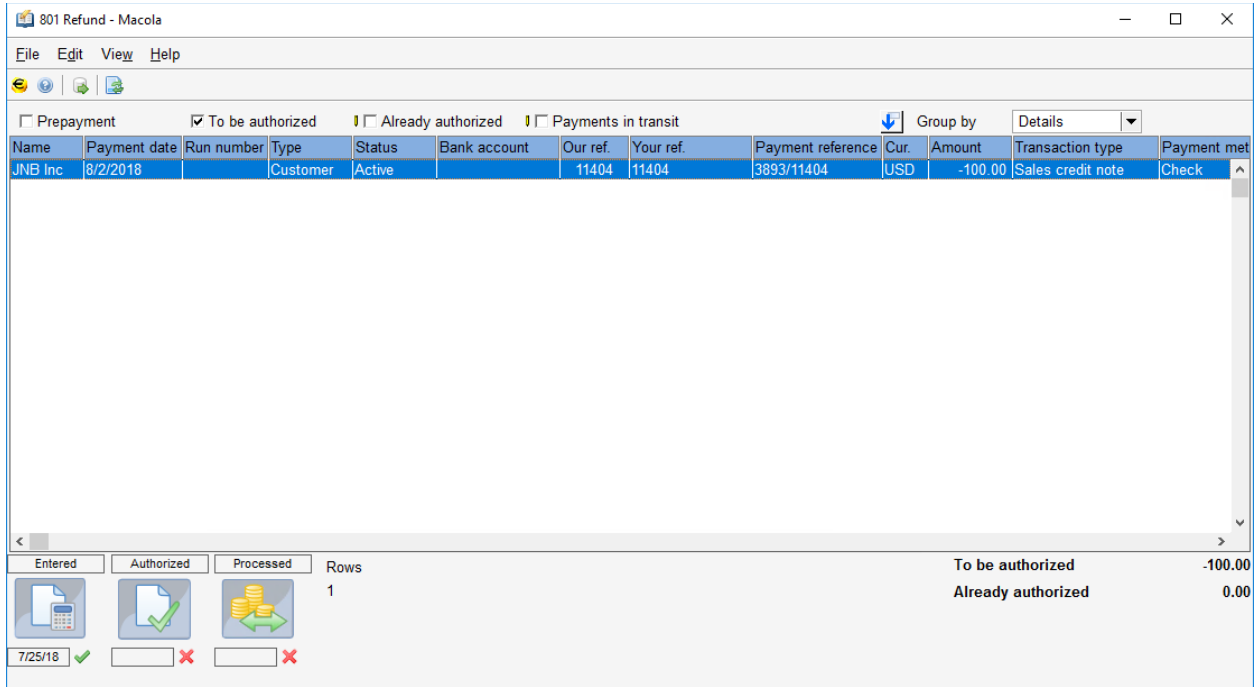
Account: Code Name

Code: 3893

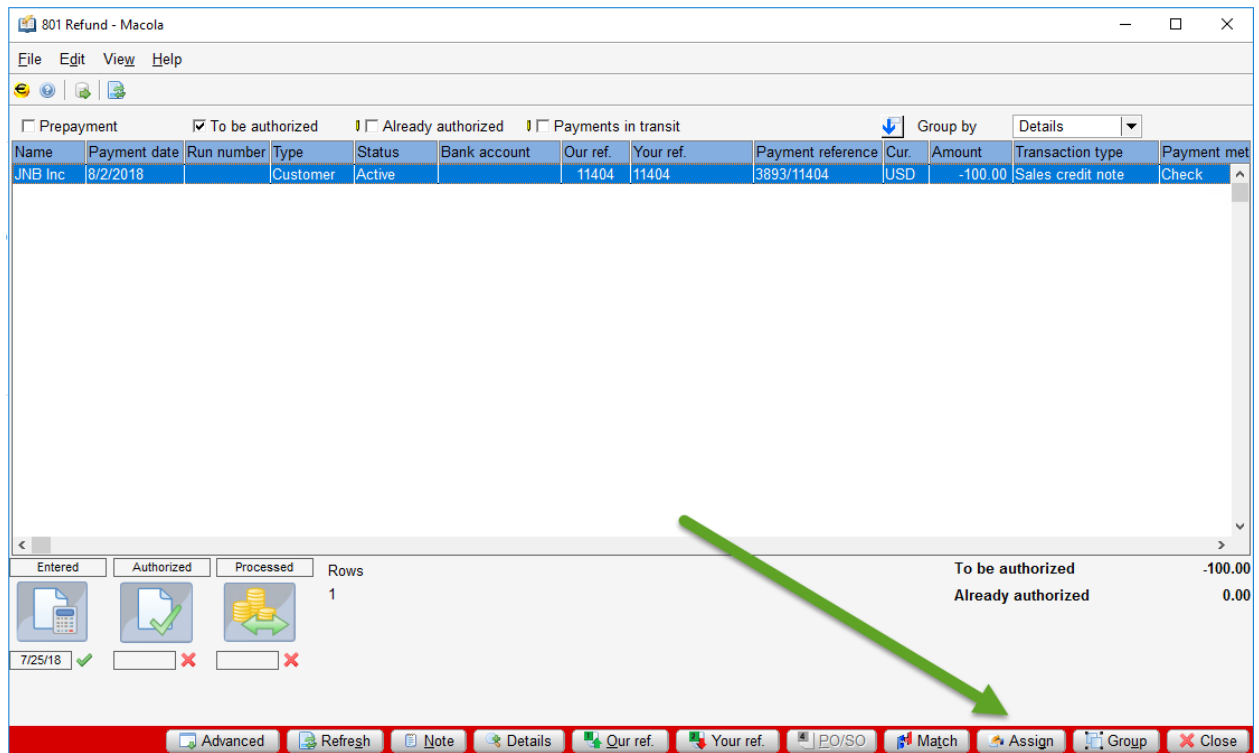
Exclude unknown debtor

Additional criteria...

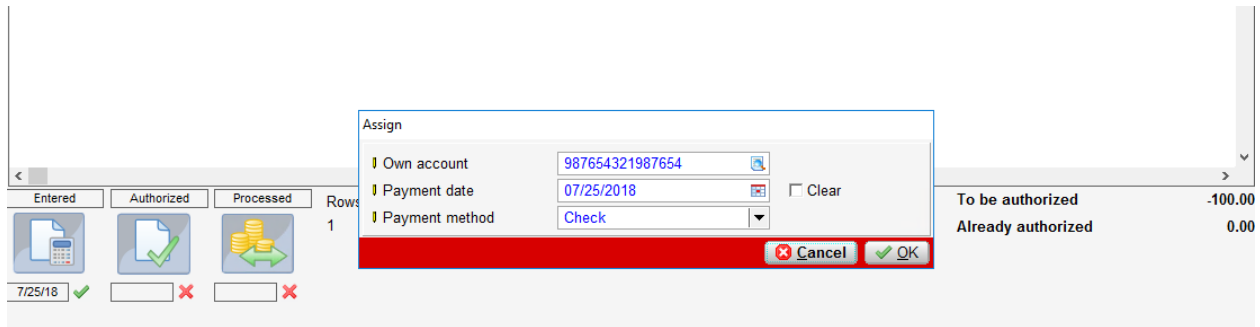
Display Close



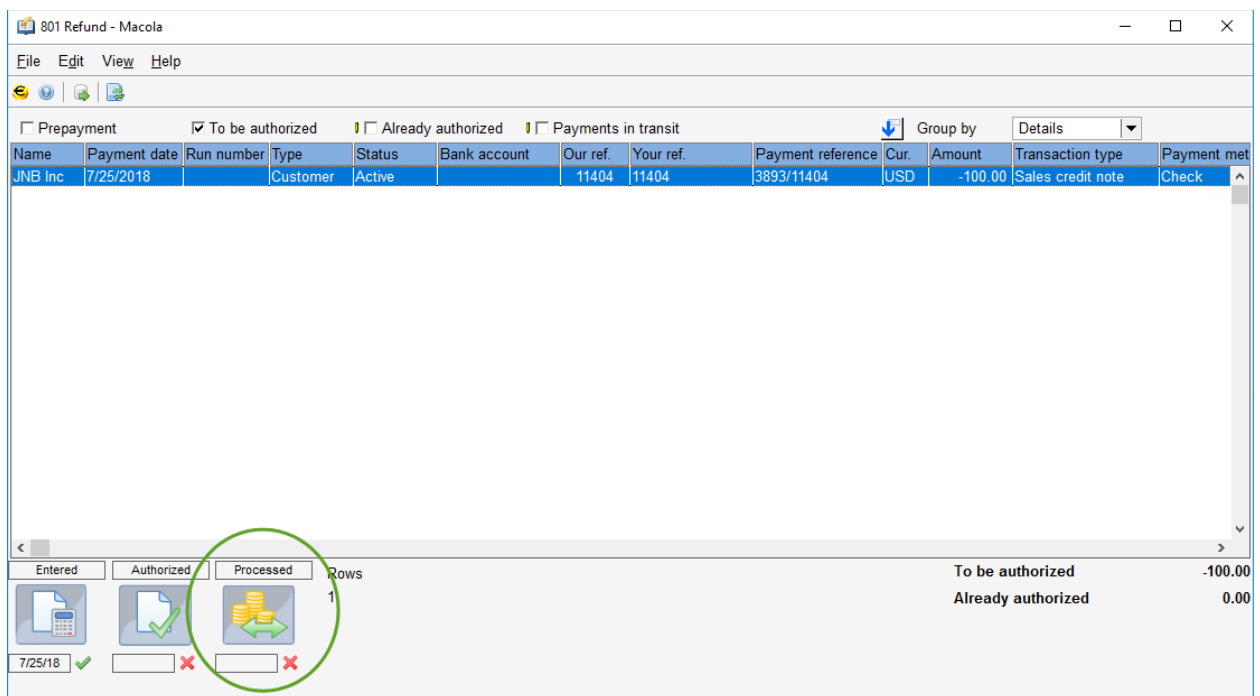
Highlight the desired Refund to be released to the customer, and click on Assign.



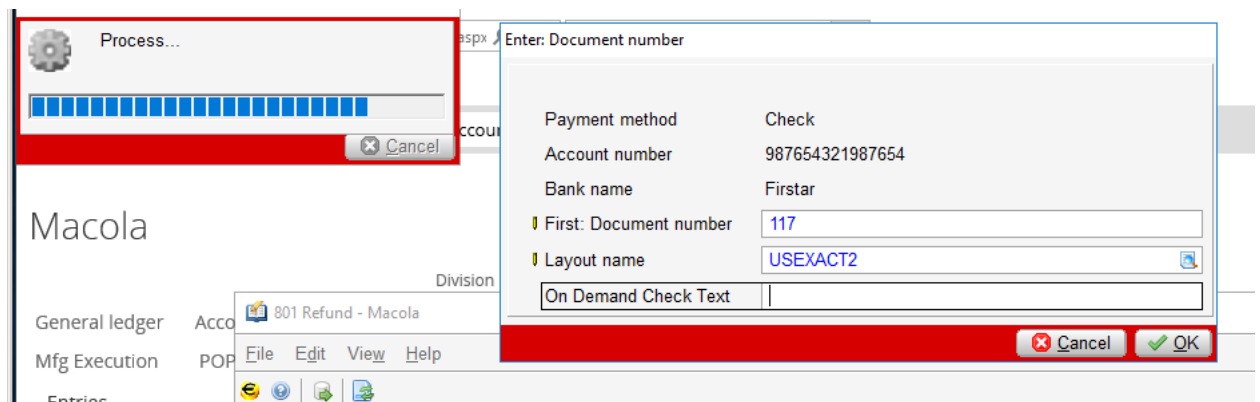
Enter the desired cash account to be used for the refund check, as well as the payment date.



Select OK, and then click on Processed.



Verify the Check Number to be used to print the Refund Check, and click on OK.



After the check has been successfully printed, the customer card will show the effect of the refund check; and in our example, show a \$0.00 balance for the customer.

Customer, Bank		3893/JNB Inc		Date	07/01/2018	To	07/31/2018	All																																									
Contact, Phone		Katie Katz/216-555-7537		Display	<input checked="" type="radio"/> Card	<input type="radio"/> Receivables	<input type="radio"/> Invoice list	<input type="radio"/> All																																									
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7/23/2018	11404	11404	Inv 11404				5,000.00	Cash receipt	USD	-5,000.00																																							
7/25/2018	11404	11404	Check number 117		✓	100.00		Payment	USD	100.00																																							
<table border="0" style="width: 100%;"> <tr> <td>Rows</td> <td>3</td> <td></td> <td></td> <td></td> <td></td> <td>Debit</td> <td>Credit</td> <td>Balance</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Display</td> <td>5,000.00</td> <td>5,000.00</td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Hidden (0)</td> <td></td> <td></td> <td>0.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>Closing balance</td> <td></td> <td></td> <td>USD 0.00</td> </tr> </table>										Rows	3					Debit	Credit	Balance								Display	5,000.00	5,000.00	0.00							Hidden (0)			0.00							Closing balance			USD 0.00
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Note: The same process can be used with any Credit Balance transactions for a customer beginning at the [Go to Cash Flow > Miscellaneous > Refund](#) step on Page 4 of this document.