

Handling a Refund to a Customer

To use Lakeshore's refund option, you will need to make sure that your system options are set correctly. Go to Reference Information – System Options – Accounts Receivable and make sure that you have a Refund Vendor set up and that you have assigned a G/L account for Customer Refunds.

Accounts Receivable System Options V12

Miscellaneous options

Print monthly statement?

Generate service charges for past due invoices?

Generate service charges as customer invoices?

Set/Check credit limits?

Default credit limit: 1000

Display credit exception if past due: 60 days *Leave blank if you do not want to check for past due*

For credit exception, send email to: *Leave blank if you do not want e-mail*

Do you offer cash discounts for prompt payment?

Automatically apply deposits?

When applying deposits, match on: Master Order # Order #

Usually pay sales tax when: Invoiced Customer Pays

Do you usually charge sales tax on freight?

Allow separate A/R customer number?

Default value for option to post deposit entered in A/R to the order: *Check the box if you want the box checked by default. Uncheck the box if you want the box left unchecked.*

Vendor used for customer refunds: 999980 MISC VENDOR

Standard G/L Accounts (first 3 digits)

Accounts Receivable:	110	ACCOUNTS RECEIVABLE
Customer Deposits:	113	Customer deposits
Cash Discounts Given:	315	Cash discount
Service Charges:	900	SERVICE CHARGE INCOME
Customer Refunds:	300	Sales - General
Gift Cards Used:	242	Gift Cards Used

Save Exit

Make sure that that the box “Ask Address?” box is checked on the Update Vendor File for the Customer Refund Vendor.

Update Vendor File Vendor Number: 999980 MISC VENDOR

2:

3:

4:

5:

Other Information:

Does this Vendor acknowledge orders?

Does this Vendor offer a rebate?

Do you need to send this Vendor a Form-1099?

Does this Vendor accept credit cards?

Do you want to be prompted for an address when writing checks to this vendor?

Our Account Number:

Tax ID:

Message Code:

Preferred Communication Method

General Mail Fax E-mail

Orders Mail Fax E-mail

Art Mail E-mail

Selection Codes: 1:

Handling a Refund to a Customer

Now to do the refund, follow these steps.

1. Start a new Cash Receipts Session.
2. Go to Enter Payments and Adjustments and select “Application/Correction with no Cash Receipt”

Enter A/R Payments & Adjustments

Type Entry: Cash Receipt Deposit from Customer Miscellaneous Receipt (no Customer)
 A/R Credit A/R Debit Application/Correction with no Cash Receipt

Invoice Number: Enter an Invoice number to find Customer (optional)

Order Number: Enter an Order number to find Customer (optional)

Customer: French's Bait Shop

Show Cleared Detail?

Receipt/Transaction Date: Book period will be: June, 2012

Submit **Reset** **Exit**

3. Enter your customer number and click “Submit”.
4. On the Application screen that opens, find the line that has the amount that you want to refund. To the right of the amount that you owe them, you will see a red link that says “Refund”. Click this link.

Application/Correction of A/R data Customer: 293103 *A/R notes* **V12**

Unapplied amount: Unapplied discount: *Oldest balance Uncheck all 'apply' flags*

Apply?	Invoice #	Order #	Date	Due on	Original Amount	Already applied	Amount due	New application	Cash Discount	Disc. Date	Discount Taken	Adjustment links
<input type="checkbox"/>	011069	711394	1/20/12	2/19/12	962.94		962.94		19.26	1/30/12		Tax Credit
<input type="checkbox"/>	011079	711413	3/12/12	4/11/12	868.00		868.00		17.36	3/22/12		Tax Credit
<input type="checkbox"/>	011088	711478	5/29/12	6/28/12	411.22		411.22		8.22	6/8/12		Tax Credit
<input type="checkbox"/>	011096	711458	5/31/12	6/30/12	271.25	265.82	5.43		5.43	6/10/12		Tax Credit
<input type="checkbox"/>	CM0134		6/13/12	6/13/12	-44.00		-44.00			6/13/12		Debit Refund Print

Click the Refund link.

Handling a Refund to a Customer

5. A new window will open for you to complete the information for the refund. Double check the amount and enter a short description of the refund. Once you have this done, click the “Submit” button which will close the Refund window.

Application/Correction of A/R data

Unapplied amount: .00

Apply?	Invoice #	Order #	Date	Due on
<input type="checkbox"/>	011069	711394	1/20/12	2/19/12
<input type="checkbox"/>	011079	711413	3/12/12	4/11/12
<input type="checkbox"/>	011088	711478	5/29/12	6/28/12
<input type="checkbox"/>	011096	711458	5/31/12	6/30/12
<input type="checkbox"/>	CM0134		6/13/12	6/13/12

Enter Refund to Customer

Amount: 44.00
 Description: Refund - merch. returned
 Transaction date: 6/13/12

Enter a short description of the reason for the refund.

Submit Reset Exit

6. You will notice that the invoice amount due has been cleared. Click the “Submit” button or the “Exit” button to leave the screen.

Application/Correction of A/R data

Customer: 293103 *A/R notes* French's Bait Shop

Unapplied amount: .00 Unapplied discount: .00 Oldest balance Uncheck all 'apply' flags

Apply?	Invoice #	Order #	Date	Due on	Original Amount	Already applied	Amount due	New application	Cash Discount	Disc. Date	Discount Taken	Adjustment links
<input type="checkbox"/>	011069	711394	1/20/12	2/19/12	962.94		962.94		19.26	1/30/12		Tax Credit
<input type="checkbox"/>	011079	711413	3/12/12	4/11/12	868.00		868.00		17.36	3/22/12		Tax Credit
<input type="checkbox"/>	011088	711478	5/29/12	6/28/12	411.22		411.22		8.22	6/ 8/12		Tax Credit
<input type="checkbox"/>	011096	711458	5/31/12	6/30/12	271.25	265.82	5.43		5.43	6/10/12		Tax Credit
<input type="checkbox"/>	CM0134		6/13/12	6/13/12	-44.00	-44.00	.00			6/13/12		Debit Refund Print

The credit has now been cleared.
Click Submit or Exit to leave the screen.

7. Once you close the Cash Receipts Journal, everything gets posted and a new invoice will be posted to the Customer Refund vendor. The invoice number will be the Customer Number of the customer getting the refund followed by a slash, then the debit memo number that cleared the credit on the customer. You can see this if you go to Accounts Payable – Display A/P Detail – Display A/P Detail by Vendor and enter the Customer Refund Vendor number.

Handling a Refund to a Customer

Display A/P detail Vendor # 999980 MISC VENDOR

The vendor's invoice number is the customer number, a slash, and the debit memo number that cleared the credit.

Invoice number	#											
151413/DB0001		7/20/10	1007	100.00		100.00			7/20/10		006900	
293703/DB0082		6/13/12	1206	44.00		44.00			6/13/12			
Total open invoices				144.00		144.00						
Paid invoices												
031408		3/14/08	0803	100.00		100.00			3/14/08		000347	

8. When you do your check run a check will appear for the Customer Refund Vendor. If you click on the pencil and paper icon next to the total of the check, a window will open that allows you to edit the address on the check. The customer's address should be filled in.

Request #15	Vendor 999980 MISC VENDOR								Total for MISC VENDOR
Include this invoice?	Invoice number	Invoice date	Amount due	Due date	Amount to pay	Discount date	Cash Discount	Net	
<input checked="" type="checkbox"/>	293703/DB0082	6/13/12	44.00	6/13/12	44.00	6/13/12		44.00	
									Total for MISC VENDOR
									44.00
									Total for check run
									44.00

Click on the "pen/paper" icon to review or edit the address on the check for the refund.

Submit Reset Exit

Update A/P Check Address

	Address to use on this check	Clear address	Address on vendor's file
Attention:	Gary French		MISC VENDOR
Company Name:	French's Bait Shop		
Street Line 1:	123 River Basin Road		
Street Line 2:			
City:	Baton Rouge		
State / Province:	LA	Postal Code:	70816
Country:			

If you make changes to the address, make sure to click "Submit" to save the changes.

If you are cutting the check using "Enter/Print Single Check", then enter the Customer Refund Vendor and then the you can use the look-up to find the invoice number. To check the address or edit it, click the "Enter Address" link. If you make changes to the address, make sure to click the save button.

Handling a Refund to a Customer

Enter/Print Single Check

Vendor Number: 999980 MISC VENDOR
Invoice Number: 700000/DB0028
Order Number:
Invoice Date: 5/9/14 Due Date: 5/9/14 Book Period: 1405
Invoice Amount: 125.13 Already Paid:
[Print this Check?](#) (Additional check information may be entered below)

Account Distribution:

Amount	G/L Account
1: \$ 125.13	30000 Sales - General
2: \$	
3: \$	
4: \$	
5: \$	

Cash Discount: % of \$ = \$ Discount Date: 5/9/14
Comments: REFUND
Ship Date:

[Enter Address](#)

To edit the address, click the "Enter Address" link