

How to Move Unapplied Cash from One Customer to Another

04/29/2024 11:00 am EDT

There may come a time when one account has Unapplied Cash that needs to be moved to another account. When this happens there is a way to move either the full Unapplied Cash amount or partial amount from that account to a different account.

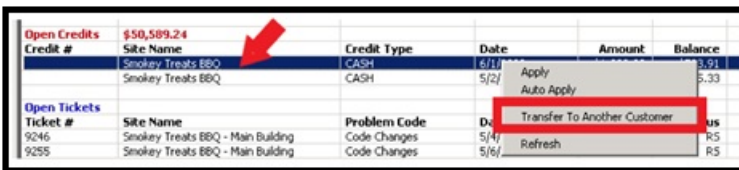
Overview

Below are the steps you will need to take to move the Unapplied Cash off of Customer A and add it to Customer B. The steps will go over how you will move the Unapplied Cash in the quickest and easiest way while maintaining accountability.

The steps below will be using test accounts using Unapplied Cash of \$793.91. In the example, we need to move \$500 of that unapplied cash from Customer 48781 to Customer 49069.

Steps:

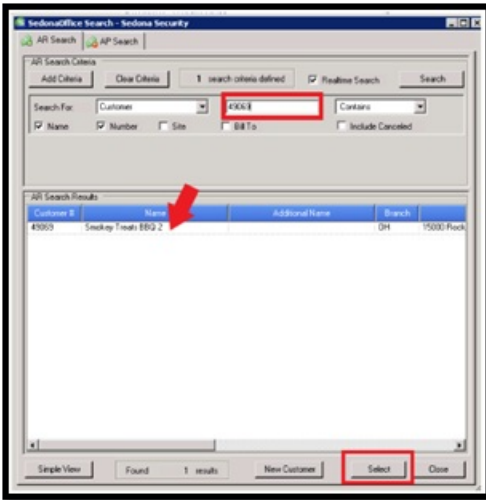
1. In Customer 48781 – Highlight the cash to be moved – Right-click and Select Transfer To Another Customer



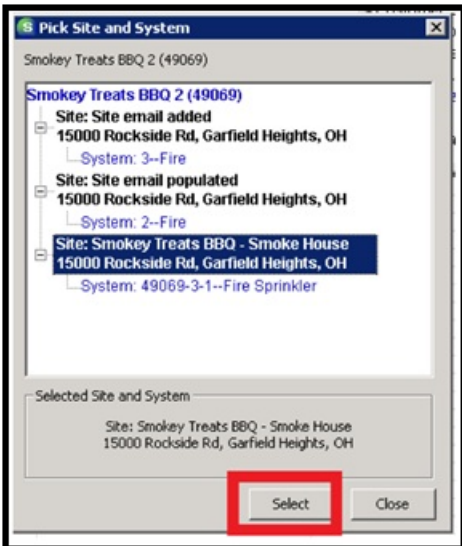
Open Credits	\$50,589.24				
Credit #	Site Name	Credit Type	Date	Amount	Balance
	Smoky Treats BBQ	CASH	5/2/		5.33
				Apply	
				Auto Apply	
				Transfer To Another Customer	
				Refresh	

Open Tickets					
Ticket #	Site Name	Problem Code	D		us
9246	Smoky Treats BBQ - Main Building	Code Changes	5/4/		RS
9255	Smoky Treats BBQ - Main Building	Code Changes	5/6/		RS

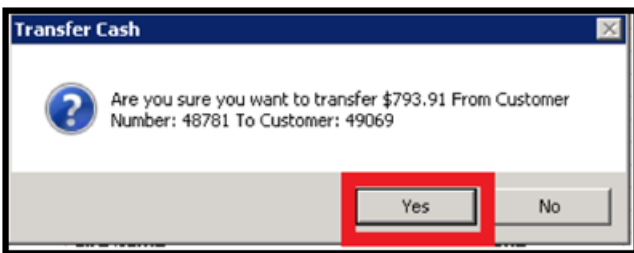
2. When the Search window opens – enter the Customer number the cash will be going to – Our example is 49069 – Then double-click on the customer or highlight and click Select



3. Click on the Site the money is supposed to go to – Click on Select



4. Transfer Cash window will open asking if sure want to transfer – Click on the Yes button

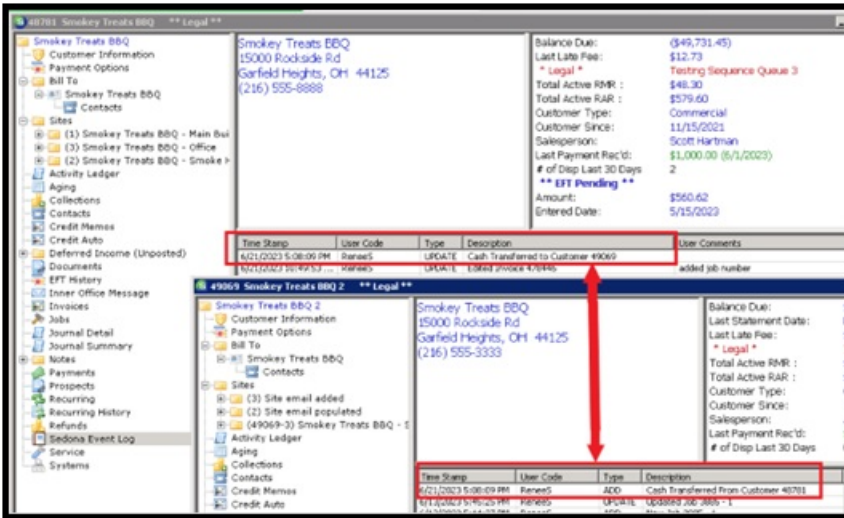


5. Look at Customer 48781 and the Unapplied Cash is no longer showing. Click on Customer 49069 and the Unapplied Cash is now on that account

48781 Smokey Treats BBQ ** Legal **																
Smokey Treats BBQ Customer Information Payment Options Bill To Smokey Treats BBQ Contacts Sites (1) Smokey Treats BBQ - Main Bui (3) Smokey Treats BBQ - Office (2) Smokey Treats BBQ - Smoke- Activity Ledger Aging Collections Contacts Credit Memos Credit Auto Deferred Income (Unposted) Documents EFT History Inter Office Message Invoices Jobs Journal Detail Journal Summary Notes Payments Prospects	Smokey Treats BBQ 15000 Rockside Rd Garfield Heights, OH 44125 (216) 555-8888 erick@gmail.com	Balance Due: (\$49,731.45) Last Late Fee: \$12.73 * Legal * Testing Sequence Queue 3 Total Active RMR: \$48.30 Total Active RAR: \$279.60 Customer Type: Commercial Customer Since: 11/15/2021 Salesperson: Scott Hartman Last Payment Rec'd: \$1,000.00 (5/1/2023) # of Disp Last 30 Days: 2 ** EFT Pending ** Amount: \$560.62 Entered Date: 5/15/2023														
Bill Contacts <table border="1"> <thead> <tr> <th>Title</th> <th>Contact</th> <th>Phone</th> <th>Fax</th> <th>E-Mail</th> </tr> </thead> <tbody> <tr> <td></td> <td>Danese Shandy</td> <td>(330) 525-7799</td> <td></td> <td>RASTEST...</td> </tr> <tr> <td></td> <td>Smokey Treats BBQ</td> <td>(216) 555-8888</td> <td></td> <td>raastest...</td> </tr> </tbody> </table>		Title	Contact	Phone	Fax	E-Mail		Danese Shandy	(330) 525-7799		RASTEST...		Smokey Treats BBQ	(216) 555-8888		raastest...
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	Smokey Treats BBQ	(216) 555-8888		raastest...												
Open Invoices \$63.88 <table border="1"> <thead> <tr> <th>Invoice #</th> <th>Site Name</th> <th>Description</th> <th>Date</th> <th>Amount</th> <th>Net Due</th> <th>Late Fee</th> </tr> </thead> <tbody> <tr> <td>971478446</td> <td>Smokey Treats BBQ - Main Building</td> <td>Returning</td> <td>7/1/2023</td> <td>\$63.88</td> <td>\$63.88</td> <td>\$0.00</td> </tr> </tbody> </table>		Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee	971478446	Smokey Treats BBQ - Main Building	Returning	7/1/2023	\$63.88	\$63.88	\$0.00	
Invoice #	Site Name	Description	Date	Amount	Net Due	Late Fee										
971478446	Smokey Treats BBQ - Main Building	Returning	7/1/2023	\$63.88	\$63.88	\$0.00										
Open Credits \$49,785.33 <table border="1"> <thead> <tr> <th>Credit #</th> <th>Site Name</th> <th>Credit Type</th> <th>Date</th> <th>Amount</th> <th>Balance</th> </tr> </thead> <tbody> <tr> <td></td> <td>Smokey Treats BBQ</td> <td>CASH</td> <td>5/2/2023</td> <td>\$49,785.33</td> <td>\$49,785.33</td> </tr> </tbody> </table>		Credit #	Site Name	Credit Type	Date	Amount	Balance		Smokey Treats BBQ	CASH	5/2/2023	\$49,785.33	\$49,785.33			
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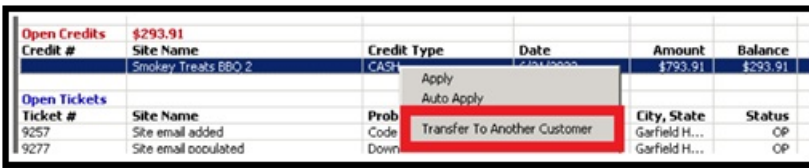
49069 Smokey Treats BBQ 2 ** Legal **															
Smokey Treats BBQ 2 Customer Information Payment Options Bill To Smokey Treats BBQ Contacts Sites (3) Site email added (2) Site email populated (49069-3) Smokey Treats BBQ - 1 Activity Ledger Aging Collections Contacts Credit Memos Credit Auto Deferred Income (Unposted) Documents EFT History Inter Office Message Invoices Jobs Journal Detail Journal Summary	Smokey Treats BBQ 2 Smokey Treats BBQ 15000 Rockside Rd Garfield Heights, OH 44125 (216) 555-3333 rastwo@gmail.com	Balance Due: \$2,731.20 Last Statement Date: Never Last Late Fee: \$4.61 * Legal * Testing Sequence Queue 3 Total Active RMR: \$45.00 Total Active RAR: \$540.00 Customer Type: Commercial Customer Since: 11/1/2021 Salesperson: Amy Bartmus Last Payment Rec'd: \$15.00 (5/12/2023) # of Disp Last 30 Days: 0													
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- Now the Unapplied Cash can be used as needed. If the remaining balance is to be fully used for this customer, the steps are done.
- However, if only a portion is being used and the remaining balance, after applying the amount needed, needs to be moved either to another customer or back to the original customer, do the same steps above to move it again.
- Logging of the move will show on both accounts in the Sedona Event Log.

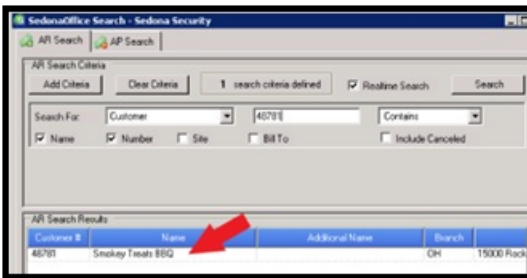


9. After the amount needed is applied to Customer 49069, the remaining \$293.91 will be moved back to Customer 48781.

10. Highlight the Unapplied Cash in Customer 49069 – Right-click and Select Transfer To Another Customer



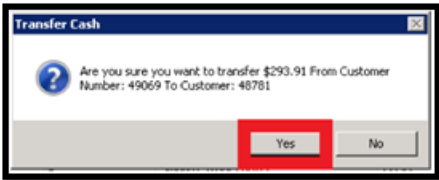
11. In the Search Window – Enter Customer number 48781 – Double Click or Highlight and Select



12. Pick the Site/System to add the Unapplied Cashback to – Click Select



13. Click on the Yes button to transfer the cashback



14. The Unapplied Cash is now back on the Original customer account to be used as needed

