

# How to Refund an EFT Payment with a Paper Check

06/20/2024 4:27 pm EDT

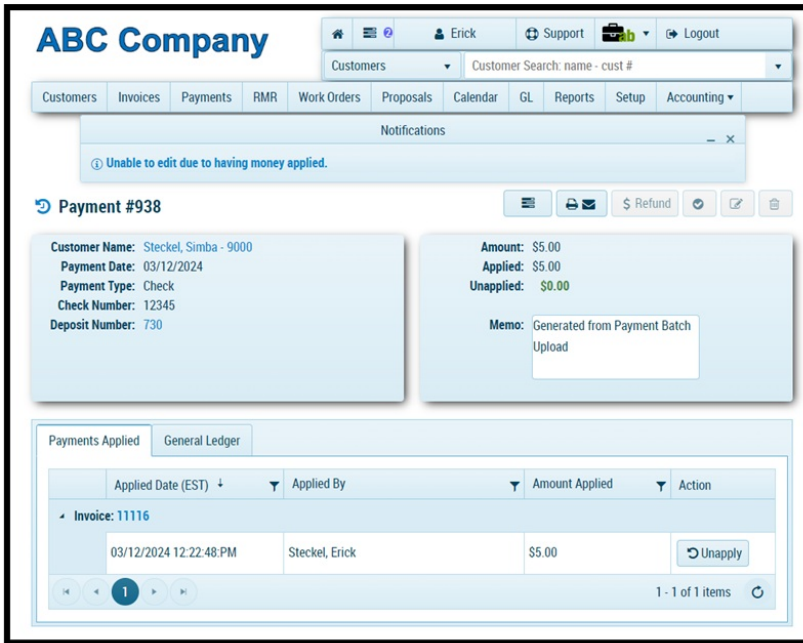
In case 105059 the customer originally paid with an eCheck but that account was no longer active, so they needed to refund the customer via paper check. Follow these steps below to issue a paper check refund when the customer originally paid with eCheck

1) Go into the customers account in question and click on the payments tab below, then click on the pmt # in blue

The screenshot shows the ABC Company software interface. At the top, there's a navigation bar with 'Customers' selected. Below it, a notification says 'Simba is my Bimba!!'. The main section displays customer details for 'Simba Steckel - 9000'. The details are organized into three columns: contact information, status and terms, and financial summary.

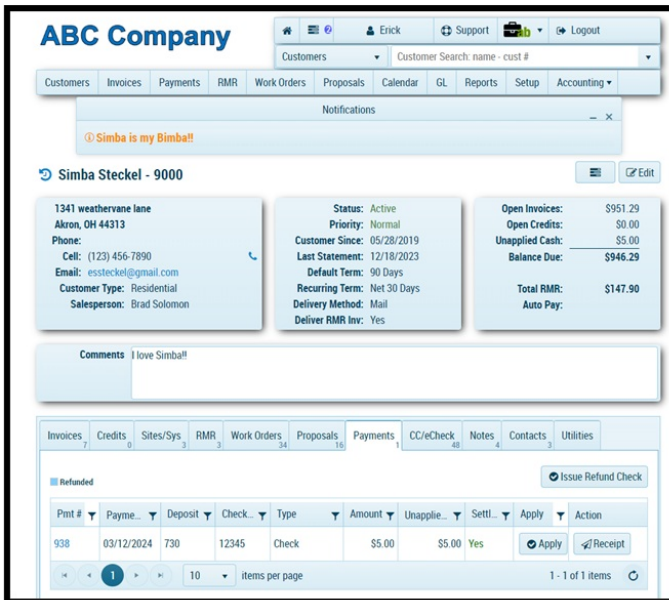
Pmt #	Payme...	Deposit	Check...	Type	Amount	Unapplie...	Settl...	Apply	Action
938	03/12/2024	730	12345	Check	\$5.00	\$0.00	Yes		Receipt

2) Click the unapply button to unapply the payment from the invoice



3) Go back into the customers page and click on the payments tab below

4) Click on the Issue Refund Check button



5) Fill out the fields (as shown below) and push the Add Refund Check button

**ABC Company** | Erick | Support | Logout

Customers | Customer Search: name - cust #

Customers | Invoices | Payments | RMR | Work Orders | Proposals | Calendar | GL | Reports | Setup | Accounting

**Refund Check For Simba Steckel - 9000** | Cancel | Add Refund Check

**Enter Refund Check Information:**

Check Number:

Check Date: 3/13/2024

Check Memo: Refund for payment (232 characters remaining)

**Select Bank:**

Bank: KeyBank

Balance: \$0.00

**Enter Refund Check Amount:**

Max Refund Available: \$5.00

Refund Amount: \$0.00

Check Amount: \$0.00

Issue Refund	Payment #	Payment Date	Payment Amount	Unapplied Amou...	Refund Amount
No	938	3/12/2024	\$5.00	\$5.00	\$0.00
				\$5.00	\$0.00

1 - 1 of 1 items

6) The refund is recorded on the customers account

**ABC Company** | Erick | Support | Logout

Customers | Customer Search: name - cust #

Customers | Invoices | Payments | RMR | Work Orders | Proposals | Calendar | GL | Reports | Setup | Accounting

Notifications: Simba is my Simba!!

**Simba Steckel - 9000** | Edit

**1341 weathervane lane**  
Akron, OH 44313  
Phone: (123) 456-7890  
Email: essteckel@gmail.com  
Customer Type: Residential  
Salesperson: Brad Solomon

**Status:** Active  
**Priority:** Normal  
**Customer Since:** 05/28/2019  
**Last Statement:** 12/18/2023  
**Default Term:** 90 Days  
**Recurring Term:** Net 30 Days  
**Delivery Method:** Mail  
**Deliver RMR Inv:** Yes

**Open Invoices:** \$951.29  
**Open Credits:** \$0.00  
**Unapplied Cash:** \$0.00  
**Balance Due:** \$951.29  
**Total RMR:** \$147.90  
**Auto Pay:** Yes

Comments: I love Simba!!

Invoices: 7 | Credits: 9 | Sites/Sys: 3 | RMR: 3 | Work Orders: 34 | Proposals: 16 | Payments: 96 | CC/eCheck: 48 | Notes: 4 | Contacts: 3 | Utilities: 1

Refunded | Issue Refund Check

Pmt #	Payme...	Deposit	Check...	Type	Amount	Unapplie...	Settl...	Apply	Action
939	03/13/2024	731	31524	Check	(\$5.00)	\$0.00	Yes		Receipt

7) You can then issue the paper check refund by writing a check outside the software or you can do it from AlarmBiller.

8) To do it from AlarmBiller click on the accounting tab up top and then go into Vendors

9) Click on the Print Checks tab up top, click the checkbox to the left of the check in question, insert check paper into your printer and then click the Print Selected button

**ABC Company**

Erick Support Logout

Vendors Vendor Search: vendor name - vendor #

Vendors Bills Payments **Print Checks** Purchase Orders GL Reports Setup Accounting

### Print Checks

Check Print Queue Printed Batch History

Select All:  Selected: 1 Remove From Queue Print Selected

Check #	Payable To	Check Date	Bank	Amount
Bank: KeyBank <input type="checkbox"/>				
<input checked="" type="checkbox"/> 31524	9000 - Simba Steckel	3/13/2024	KeyBank	\$5.00

10 items per page 1 - 1 of 1 items

10) Your check will be available for download

3/13/2024

Simba Steckel \*\*\*\*\* 5.00

Five and 00/100 .....

Simba Steckel  
1341 weathervane lane  
Akron, OH 44313

31524 Refund for payment

Simba Steckel					3/13/2024
Date	Reference	Amount	Date	Reference	Amount
31524	Refund for payment				<b>Total: \$5.00</b>

Simba Steckel					3/13/2024
Date	Reference	Amount	Date	Reference	Amount

Note: Follow these steps if you need to do a paper check refund for a credit card. You may also want to credit off the invoice that you unapplied the payment from originally