How to Void a Customer Refund Check

09/12/2024 6:12 pm EDT

This document will go over how to void a customer refund check that was printed. These steps are being done in SedonaOffice version 6.2.0.16.

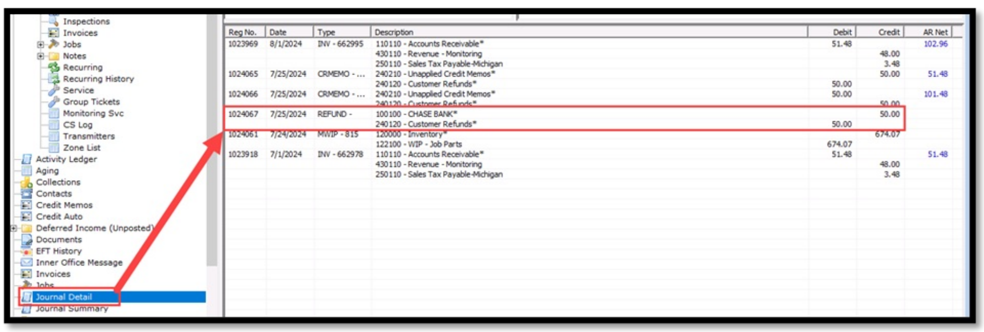
Overview

The steps being preformed assume the user has the correct permissions needed to do them.

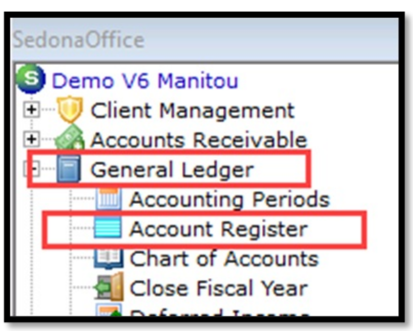
- ***Note: Checks that have already been cleared using the Bank Reconciliation may not be voided.***

Steps:

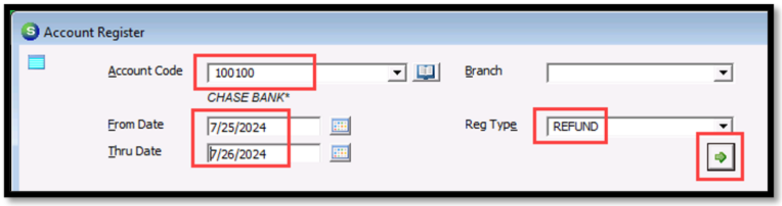
1. Open customer – Click on Journal Detail – Find the refund check to be voided. Verify the GL accounts that were used



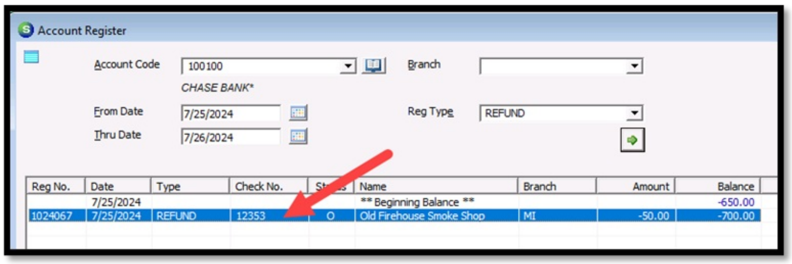
2. Click on SedonaOffice Tree – General Ledger – Account Register option.



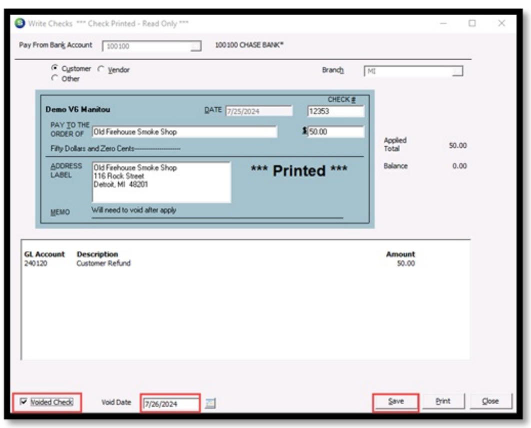
3. The Account Register form will be displayed. Fill in Account Code of bank account the check to be voided - Enter From and Thru dates – Select Reg Type REFUND to narrow search – Click on the Green Arrow button located below the Reg Type field to search



4. A list of all REFUND transactions for the date range selected will be displayed. Double-click on the check to be voided.

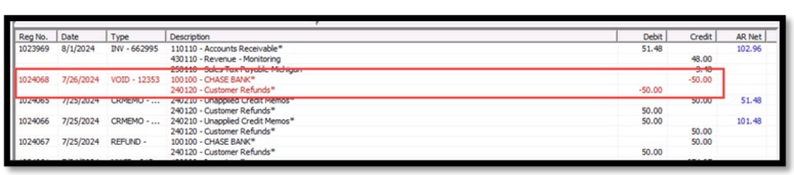


5. The Write Checks form will be displayed. Click the Voided Check in bottom left corner - Select the date on which you want to void the check. Today's date will default, select a void date after the original check date and must be in an open accounting period – Click the Save button

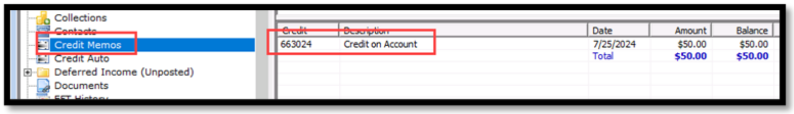


6. The Void Check confirmation message will be displayed; press the Yes button to complete the voiding of the check.

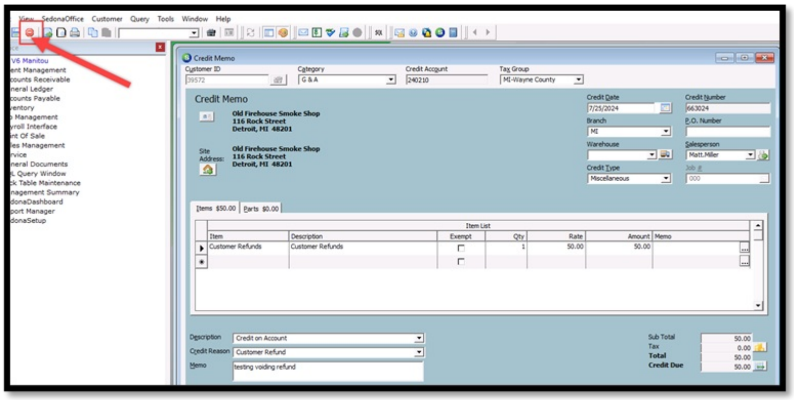
7. In the customer Journal Detail the voided refund will appear



8. Click on Credit Memos in the customer – Double click on the Credit on Account



9. The credit can now be deleted once opened



10. If the credit will be used on another invoice or refunded back via ACH/CC – Right-click on the Open Credit showing in Open Credits and select the correct way the credit will be applied