

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.

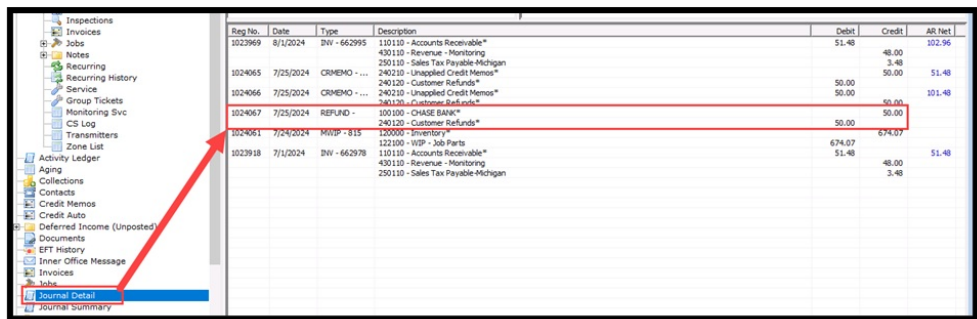
Overview

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.

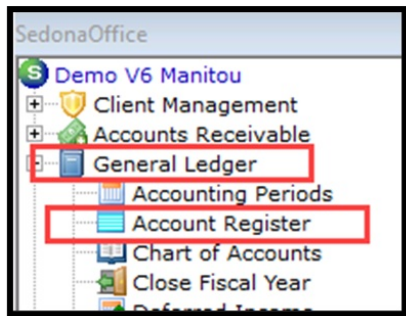
Steps:

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



Reg No.	Date	Type	Description	Debit	Credit	Alt Desc
1022969	6/1/2024	DIV - 662095	110110 - Accounts Receivable*	\$1.48		102.95
			430110 - Revenue - Monitoring		48.00	
			250110 - Sales Tax Payable-Michigan		3.48	
1024065	7/25/2024	CRMEMO - ...	240210 - Unapplied Credit Memos*	50.00		101.48
			240120 - Customer Refunds*		50.00	
1024066	7/25/2024	CRMEMO - ...	240210 - Unapplied Credit Memos*	50.00		
			240120 - Customer Refunds*		50.00	
1024067	7/25/2024	REFUND - ...	100100 - CHASE BANK*	50.00		
			240120 - Customer Refunds*		50.00	
1024061	7/24/2024	MISDP - 815	120000 - Inventory*		674.07	
			122100 - WSP - Job Parts	674.07		
1023918	7/1/2024	DIV - 662078	110110 - Accounts Receivable*	\$1.48		101.48
			430110 - Revenue - Monitoring		48.00	
			250110 - Sales Tax Payable-Michigan		3.48	

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

Account Register

Account Code: 100100 CHASE BANK* Branch: []

From Date: 7/25/2024 Thru Date: 7/26/2024 Reg Type: REFUND

[Green Arrow Icon]

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

Account Register

Account Code: 100100 CHASE BANK* Branch: []

From Date: 7/25/2024 Thru Date: 7/26/2024 Reg Type: REFUND

Reg No.	Date	Type	Check No.	Status	Name	Branch	Amount	Balance
7/25/2024					*** Beginning Balance ***			-650.00
1024067	7/25/2024	REFUND	12353	O	Old Firehouse Smoke Shop	MI	-50.00	-700.00

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

Write Checks *** Check Printed - Read Only ***

Pay From Bank Account: 100100 CHASE BANK* Branch: []

Customer: [] Vendor: [] Other: []

Check # 12353 DATE: 7/25/2024

PAY TO THE ORDER OF: Old Firehouse Smoke Shop \$ 50.00

Fifty Dollars and Zero Cents

ADDRESS LABEL: Old Firehouse Smoke Shop, 116 Rack Street, Detroit, MI 48201

MEMO: Will need to void after apply

GL Account Description Amount: 240120 Customer Refund 50.00

[VOIDED CHECK] Void Date: 7/26/2024 [Save] [Print] [Close]

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

Void Check

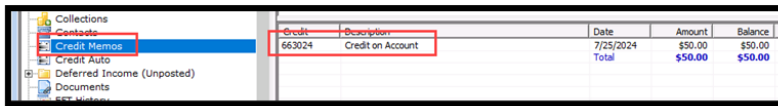
Are you sure that you wish to void this check?

[Yes] [No]

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

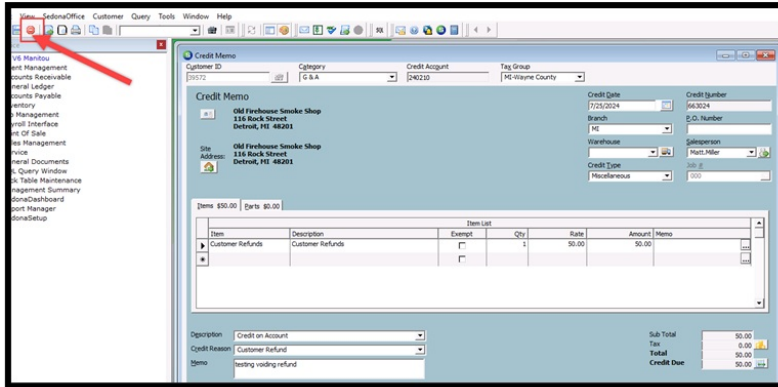
Reg No.	Date	Type	Description	Debit	Credit	AR Net
1023969	8/1/2024	240120	Accounts Receivable*	51.48		102.96
		430110	Revenue - Monitoring		48.00	
		240120	Customer Refunds*		50.00	
1024068	7/26/2024	VOID - 12353	Old Firehouse Smoke Shop		50.00	51.48
1024069	7/25/2024	CRMEMO	Unapplied Credit Memos*	50.00		
1024066	7/25/2024	CRMEMO	Unapplied Credit Memos*	50.00		101.48
1024067	7/25/2024	REFUND	Old Firehouse Smoke Shop		50.00	

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



Credit	Description	Date	Amount	Balance
663024	Credit on Account	7/25/2024	\$50.00	\$50.00
	Total		\$50.00	\$50.00

9. The credit can now be deleted once opened



Customer ID: 25172, Category: G.S.A., Credit Account: 240210, Tax Group: RE-Wayne County

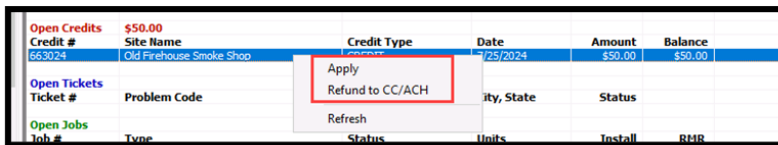
Credit Date: 7/25/2024, Credit Number: 663024, Batch: 10, Warehouse: , Salesperson: Matt Miller, Credit Type: Household

Item	Description	Exempt	Qty	Rate	Amount	Memo
Customer Refunds	Customer Refunds		1	\$0.00	\$0.00	

Disposition: Credit on Account, Credit Reason: Customer Refund, Memo: testing voiding refund

Sub Total: \$0.00, Tax: \$0.00, Total: \$0.00, Credit Due: \$0.00

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



Open Credits	\$50.00	Credit Type	Date	Amount	Balance
Credit #	Site Name				
663024	Old Firehouse Smoke Shop		7/25/2024	\$50.00	\$50.00
Open Tickets	Problem Code		ity, State	Status	
Open Jobs	Type	Status	Units	Install	BHR