

Issuing Client Refunds

How to issue a check for a client overpayment before it is placed on account:

1. Setup the client as a vendor in vendor maintenance.

The screenshot shows the Vendor Maintenance form for 'ABC Children's Clothing'. The form is divided into two main sections: 'Name and Address' and 'Pay To Name and Address'. Both sections contain identical fields for Name, Address (Address 1, 2, 3), City, County, State, Zip, and Country. Below these are fields for Phone, Fax, and Ext. There are also dropdown menus for 'Default Category' (set to Newspaper) and 'Federal Tax ID'. A 'Media Categories Allowed' section includes checkboxes for Internet, Magazine, Newspaper (checked), Out of Home, Radio, and Television. Other fields include Website, Email, and Payment Manager Email.

2. Enter an Accounts Payable invoice against this vendor in the amount of the overpayment. Distribute under the *Non-Client* tab to a balance sheet account that can be used as wash account.

The screenshot shows the Accounts Payable invoice form. The 'General Info' tab is active. The Vendor is 'abc - ABC Direct Mail Coupon Delivery' and the Invoice Number is 'refund for credit'. The Pay To is 'ABC Direct Mail Coupon Delivery' and the Description is 'refund for credit invoice 2287'. The Entry Date is 7/17/2017, Invoice Date is 7/17/2017, and Date to Pay is 7/27/2017. The Amount is 87.21, Tax is 0.00, and Total is 87.21. The Posting Period is 201707 - July, Discount % is 0.000, and Total Due is 87.21. The Office is 'main - Main Office', Terms are '10d - Net 10 Days with discount 2.0', and GL Account is '01.2000.00 - Accounts Payable - Production'. The Distribution summary shows Client Total: 0.00, Non Client Total: 87.21, and Balance to Apply: 0.00. The 'Non-Client' tab is selected, and the table below shows the distribution detail.

1 Account Payable GL Distribution Detail(s)									
P.O. Number	P.O. Line	P.O. Complete	Office	GL Account	GL Account Description	Amount	P.O. Amount	P.O. Balance	Comment
*					Click here to add a new row				
		<input type="checkbox"/>	nc	02.2999.00	Client Refunds	87.21			

3. Enter a client cash receipt and apply the full payment to the appropriate invoice(s).
4. On the invoice(s) with the overpayment, write off the overpayment to the same balance sheet account used in step 2. Enter or select the account in the GL Account column. The Write off Amount will automatically calculate.

Client Cash Receipt

File

Add
 Cancel

Apply
 Partial Payment
 Undo

Apply
 Undo

Apply
 Undo

Client: abc - ABC Childrens Clothing Posting Period: 201707 - July

Check Number: 20170717

A/R Comment: AR Comment text Payment Type:

Distribution Transactions

Client Invoice: 11,345.42

On Account: 0.00

Balance: -11,345.42

Check Information

Date: 7/17/2017

Amount: 0.00

On Account

Division:

Product:

Office:

Campaign:

GL Account:

Amount: 0.00

Comment:

Deposit Information

Date: 7/17/2017 Is Cleared

Bank: op - Operating Account

Office: main - Main Office

Account: 01.1000.00 - Cash in Bank - Checking

11 Client Invoice(s)

	Invoice Date	Invoice Amount	Current Balance	Payment Amount	GL Account	GL Account Description	Write Off Amount	Division Code
*	1/13/2017	500.00	0.00	500.00				abc
*	1/27/2017	500.00	0.00	500.00				abc
*	2/15/2017	1,000.00	0.00	1,000.00				abc
▶*	2/15/2017	9,258.21	0.00	9,345.42	02.2999.00	Client Refunds	-87.21	abc
	3/24/2017	120.00	30.00					abc

5. Write a check against the AP invoice created with the client as a vendor.

How to issue a check for cancelled pre-billed jobs:

1. Set up the client as a vendor in vendor maintenance.

The screenshot shows the 'Vendor Maintenance' form for 'ABC Children's Clothing'. The form is divided into two main sections: 'Name and Address' and 'Pay To Name and Address'. Both sections contain identical fields for Name, Address (Address 1, 2, 3), City, County, State, Zip, and Phone/Fax. The 'Default Category' is set to 'Newspaper'. Under 'Media Categories Allowed', 'Newspaper' is checked. The 'Federal Tax ID' and 'Website' fields are empty.

2. Enter an Accounts Payable against this vendor in the amount of the refund. Distribute under the *Non-Client* tab to a balance sheet account that can be used as wash account.

The screenshot shows the 'Account Payable' entry form. The 'Vendor' is 'abc - ABC Direct Mail Coupon Delivery'. The 'Invoice Number' is 'refund for credit'. The 'Pay To' is 'ABC Direct Mail Coupon Delivery'. The 'Description' is 'refund for credit invoice 2287'. The 'Entry Date' is 7/17/2017, 'Invoice Date' is 7/17/2017, and 'Date to Pay' is 7/27/2017. The 'Posting Period' is 201707 - July. The 'Amount' is 87.21, 'Tax' is 0.00, and 'Total' is 87.21. The 'Discount %' is 0.000, resulting in a 'Total Due' of 87.21. The 'Office' is 'main - Main Office', 'Terms' are '10d - Net 10 Days with discount 2.0', and 'GL Account' is '01.2000.00 - Accounts Payable - Production'. The 'Distribution' tab is active, showing a summary table:

Client Total:	0.00
Non Client Total:	87.21
Balance to Apply:	0.00
Total Paid:	0.00
<input type="checkbox"/> On Hold	<input type="checkbox"/> 1099 Invoice

Below the summary table, the 'Non-Client' tab is selected, showing a table of '1 Account Payable GL Distribution Detail(s)':

P.O. Number	P.O. Line	P.O. Complete	Office	GL Account	GL Account Description	Amount	P.O. Amount	P.O. Balance	Comment
		<input type="checkbox"/>	nc	02.2999.00	Client Refunds	87.21			

3. For jobs billed using Income Only or Service fees, enter a negative income only record in the amount of the refund. Process the credit invoice through the billing command center.

Income Only Service Fee Contract

Options

Client: abc - ABC Childrens Clothing Job: 481 - Back to School Ads Reference Code:

Division: abc - ABC Childrens Clothing Component: 1 - Back to School Ads Invoice Date: / /

Product: abc - ABC Childrens Clothing Function: projec - Project Fee Contract: [Please Select]

1 Income Only(s)

Function	Function Description	Invoice Date	Quantity	Rate	Amount	Markup %	Markup Amount	Tax Code	Taxes	Total	Description
Click here to add a new row											
projec	Project Fee	7/17/2017	1.00	-87.1200	-87.12	0.000	0.00		0.00	-87.12	

For jobs billed through Advance Billing, enter a negative net advance in the amount of the refund. Process the credit invoice through the billing command center.

Employee Time Income Only Vendor **Advance Billing** Documents

1 Advance Billing Item(s)

Function Type	Function	Function Description	Qty/Hours	Rate	Net Amount	Markup %	Markup Amount	Amount	Tax Code	Non Resale Tax	Total Advance	Resale Tax	Total Advance with Tax
Click here to add a new row													
E	bill	Billing	1.00	-87.210	-87.21	0.000	0.00	-87.21		0.00	-87.21	0.00	-87.21

4. Do a zero dollar Client Cash Receipt, writing off the credit invoice to the same balance sheet account used in step 2. Enter or select the account in the GL Account(s) column. The Write off Amount will automatically calculate. Do not enter an amount in the Payment Amount Column.

Client Cash Receipt

File

Add
 Cancel
 Apply
 Partial Payment
 Undo
 Apply
 On Account
 Apply
 Write Off

Client: abc - ABC Childrens Clothing Posting Period: 201707 - July

Check Number: 20170717

A/R Comment: AR Comment text Payment Type:

Check Information
 Date: 7/17/2017 Amount: 0.00

Deposit Information
 Date: 7/17/2017 Is Cleared
 Bank: op - Operating Account
 Office: main - Main Office
 Account: 01.1000.00 - Cash in Bank - Checking

On Account
 Division:
 Product:
 Office:
 Campaign:
 GL Account:
 Amount: 0.00
 Comment:

Distribution Transactions
 Client Invoice: 0.00
 On Account: 0.00
 Balance: 0.00

Message:

10 Client Invoice(s)

Invoice Number	Seq Nbr	Description	Category	Invoice Date	Invoice Amount	Current Balance	Payment Amount	GL Account	GL Account Description	Write Off Amount
2147	0	Inv by Job/Office		1/13/2017	500.00	500.00				
2151	0	Inv by Job/Office		1/27/2017	500.00	500.00				
2177	0	Inv by Sales Class		2/15/2017	1,000.00	1,000.00				
2178	0	Inv by Sales Class		2/15/2017	9,258.21	9,258.21				
2218	0	Inv by Job/Office		3/24/2017	120.00	30.00				
2219	0	Inv by Job/Office		3/24/2017	1,185.00	1,185.00				
2281	0	Inv by Job/Office		5/31/2017	4,106.25	4,106.25				
2282	0	Inv by Job/Office		6/30/2017	2,238.00	2,238.00				
2283	0	Inv by Job/Office		7/13/2017	3,336.46	3,336.46				
* 2287	0	Inv by Job/Office		7/17/2017	-87.21	0.00		02.2999.00	Client Refunds	-87.21

5. Write a Check against the AP invoice created with the client as a vendor.

How to issue a check for an existing credit invoice on the client's AR:

1. Set up the client as a vendor in vendor maintenance.

The screenshot shows the Vendor Maintenance form for 'ABC Children's Clothing'. The form is divided into several sections:

- Name and Address:** Name: ABC Children's Clothing; Address 1: 555 Apple Avenue; City: Los Angeles; State: CA; Zip: 90888.
- Pay To Name and Address:** Vendor: abc; Name: ABC Children's Clothing; Address 1: 555 Apple Avenue; City: Los Angeles; State: CA; Zip: 90888.
- Default Category:** Newspaper.
- Media Categories Allowed:**
 - Internet
 - Magazine
 - Newspaper
 - Out of Home
 - Radio
 - Television
- Other Fields:** Federal Tax ID, Website, Email, Payment Manager Email, Phone, Fax, and Country.

2. Enter an Accounts Payable against this vendor in the amount of the credit. Distribute under the *Non-Client* tab to a balance sheet account that can be used as wash account.

The screenshot shows the Accounts Payable form for a 'refund for credit' invoice. The form is divided into several sections:

- General Info:** Vendor: abc - ABC Direct Mail Coupon Delivery; Invoice Number: refund for credit; Description: refund for credit invoice 2287; Entry Date: 7/17/2017; Invoice Date: 7/17/2017; Date to Pay: 7/27/2017; Posting Period: 201707 - July; Amount: 87.21; Tax: 0.00; Total: 87.21; Discount %: 0.000; Total Due: 87.21.
- Address:** ABC Direct Mail Coupon Delivery; Address 1: 555 Apple Avenue; City: Los Angeles; State: CA; Zip: 90888.
- Office:** main - Main Office; Terms: 10d - Net 10 Days with discount 2.0; GL Account: 01.2000.00 - Accounts Payable - Production.
- Distribution Summary:**
 - Client Total: 0.00
 - Non Client Total: 87.21
 - Balance to Apply: 0.00
 - Total Paid: 0.00
 - On Hold:
 - 1099 Invoice:
- Production Newspaper Magazine Non-Client:**

1 Account Payable GL Distribution Detail(s)										
P.O. Number	P.O. Line	P.O. Complete	Office	GL Account	GL Account Description	Amount	P.O. Amount	P.O. Balance	Comment	
Click here to add a new row										
		<input type="checkbox"/>	nc	02.2999.00	Client Refunds	87.21				

3. Do a zero dollar client cash receipt, writing off the credit invoice to the same balance sheet account used in step 2. Enter or select the account in the GL Account column. The Write off Amount will automatically calculate. Do not enter an amount in the Payment Amount Column.

Invoice Number	Seq Nbr	Description	Category	Invoice Date	Invoice Amount	Current Balance	Payment Amount	GL Account	GL Account Description	Write Off Amount
2147	0	Inv by Job/Office		1/13/2017	500.00	500.00				
2151	0	Inv by Job/Office		1/27/2017	500.00	500.00				
2177	0	Inv by Sales Class		2/15/2017	1,000.00	1,000.00				
2178	0	Inv by Sales Class		2/15/2017	9,258.21	9,258.21				
2218	0	Inv by Job/Office		3/24/2017	120.00	30.00				
2219	0	Inv by Job/Office		3/24/2017	1,185.00	1,185.00				
2281	0	Inv by Job/Office		5/31/2017	4,106.25	4,106.25				
2282	0	Inv by Job/Office		6/30/2017	2,238.00	2,238.00				
2283	0	Inv by Job/Office		7/13/2017	3,336.46	3,336.46				
2287	0	Inv by Job/Office		7/17/2017	-87.21	0.00		02.2999.00	Client Refunds	-87.21

4. Write a Check against the AP invoice created with the client as a vendor.

How to issue a check to a client for an amount on account:

1. Set up the client as a vendor in vendor maintenance.

The screenshot shows the Vendor Maintenance form for 'ABC Children's Clothing'. The form is divided into two main sections: 'Name and Address' and 'Pay To Name and Address'. Both sections contain identical fields for Name, Address (Address 1, 2, 3), City, County, State, Zip, and Country. The 'Name and Address' section also includes fields for Phone, Fax, and Default Category (set to Newspaper). The 'Pay To Name and Address' section includes a 'Vendor' dropdown menu and a 'Refresh' button. Below these sections are checkboxes for 'Media Categories Allowed' (Internet, Magazine, Newspaper, Out of Home, Radio, Television) and fields for 'Federal Tax ID', 'Website', 'Email', and 'Payment Manager Email'.

2. Enter an Accounts Payable invoice against this vendor in the amount of the on account. Distribute under the *Non-Client* tab to a balance sheet account that can be used as wash account.

The screenshot shows the Accounts Payable invoice entry form for 'ABC Direct Mail Coupon Delivery'. The form is titled 'Account Payable' and has a 'General Info' tab selected. The 'Vendor' is 'ABC Direct Mail Coupon Delivery' and the 'Invoice Number' is 'refund for credit'. The 'Description' is 'refund for credit invoice 2287'. The 'Entry Date' is 7/17/2017, 'Invoice Date' is 7/17/2017, and 'Date to Pay' is 7/27/2017. The 'Posting Period' is 201707 - July. The 'Amount' is 87.21, 'Tax' is 0.00, and 'Total' is 87.21. The 'Discount %' is 0.00 and 'Total Due' is 87.21. The 'Office' is 'main - Main Office', 'Terms' are '10d - Net 10 Days with discount 2.0', and 'GL Account' is '01.2000.00 - Accounts Payable - Production'. The 'Distribution' tab is selected, showing a 'Client Total' of 0.00, 'Non Client Total' of 87.21, and 'Balance to Apply' of 0.00. The 'Production' tab is also visible, showing a 'Non-Client' sub-tab. Below the form is a table titled '1 Account Payable GL Distribution Detail(s)'. The table has columns for P.O. Number, P.O. Line, P.O. Complete, Office, GL Account, GL Account Description, Amount, P.O. Amount, P.O. Balance, and Comment. The table contains one row with P.O. Number 'nc', P.O. Line '02.2999.00', P.O. Complete 'Client Refunds', Amount '87.21', and P.O. Balance '87.21'.

P.O. Number	P.O. Line	P.O. Complete	Office	GL Account	GL Account Description	Amount	P.O. Amount	P.O. Balance	Comment
nc	02.2999.00	Client Refunds				87.21		87.21	

3. Enter two manual invoices, one positive and one negative, for the amount of the on account, changing the sales account to the *Suspense* account.

Add New Manual Client Invoice

File

Add
 Cancel
 Print Current Batch
 Print Last Invoice

Actions

Client: abc - ABC Childrens Clothing Post Period: 201707 - July
 Division: abc - ABC Childrens Clothing Type: P - Production
 Product: abc - ABC Childrens Clothing Date: 7/17/2017
 Office: nc - North Carolina
 Sales Class:
 Description:

Amounts: Invoice Amount: 87.21 Sales: 87.21 Cost of Sales: 0.00
 GL Accounts: A/R: 02.1200.00 - Accounts Receivable Sales: 02.9999.00 - Suspense
 COS: [Please Select] Offset: [Please Select]

4. Select the client in Cash Receipts.
 - a. Apply the on account amount to the positive manual invoice you have created.
 - b. Write off the negative manual invoice to the same balance sheet account used in step 2. Enter or select the account in the GL Account column. The Write off Amount will automatically calculate.

Client Cash Receipt

File

Add
 Cancel
 Apply
 Partial Payment
 Undo
 Apply On Account
 Apply Write Off

Actions

Client: abc - ABC Childrens Clothing Posting Period: 201707 - July
 Check Number: 20170717
 A/R Comment: AR Comment text Payment Type:

Check Information: Date: 7/17/2017 Amount: 87.21
 On Account:

Deposit Information: Date: 7/17/2017 Bank: op - Operating Account Office: main - Main Office Account: 01.1000.00 - Cash in Bank - Checking

Distribution Transactions: Client Invoice: 87.21 On Account: 0.00 Balance: 0.00

7 Client Invoice(s)

Invoice Number	Seq Nbr	Description	Category	Invoice Date	Invoice Amount	Current Balance	Payment Amount	GL Account	GL Account Description	Write Off Amount
2218	0	Inv by Job/Office		3/24/2017	120.00	30.00				
2219	0	Inv by Job/Office		3/24/2017	1,185.00	1,185.00				
2281	0	Inv by Job/Office		5/31/2017	4,106.25	4,106.25				
2282	0	Inv by Job/Office		6/30/2017	2,238.00	2,238.00				
2283	0	Inv by Job/Office		7/13/2017	3,336.46	3,336.46				
900061	0			7/17/2017	87.21	0.00	87.21			
900062	0			7/17/2017	-87.21	0.00		02.2999.00	Client Refunds	-87.21

5. Write a check against AP invoice created with the client as a vendor.