

Refunding a Customer by Check

If a customer returns merchandise, the easiest way to offer a refund is with cash or credit card. However, if you choose to refund the customer with a check, please follow these instructions so that the check will be recorded accurately in QuickBooks. (This article assumes you are using QuickBooks Financial with QuickBooks Point of Sale)

1. Go to **Point of Sale** on the Main Menu and choose **New Return Receipt**.
2. Enter the item(s) being returned by using your bar code scanner, entering the number from the label or selecting it from the Item List.
3. Enter the Customer's name. If the customer is not in POS, create the customer name. It is important that you have the customer name to link to a refund check in QuickBooks.
4. Choose **Payment or F12**.
5. Under Method, choose **Account, Payment** and press enter to accept. If you have not entered a customer's name, you will be reminded to do so.
6. Immediately go to **Financial** on the POS Main Menu, **Update QuickBooks**.
7. Go to QuickBooks. Go to **Reports** on the Main Menu, **Customers and Receivables, A/R Aging Summary**. If you are using QuickBooks 2006, go to **Report Center** on the Toolbar, select **Customers and Receivables, Summary**. Double-click on the customer's **TOTAL** to see a list of open transactions. Double-click the refund transaction (it will be a negative number) to open the credit memo window.
8. Click on the Green Dollar Icon at the top of the screen that says "Use Credit to" and choose **Give a Refund**. A check will appear with the customer's name. Enter a check number or choose to print the check. Choose **Save and Close**. This check amount will automatically go into your QuickBooks checking account register.

You may not want to complete all these steps while the customer is waiting. You can process the refund in POS and manually write a check, making note of the check number. When you do your End of Day close, finish processing the refund in QuickBooks per the above instructions so your bank register will be accurate.