

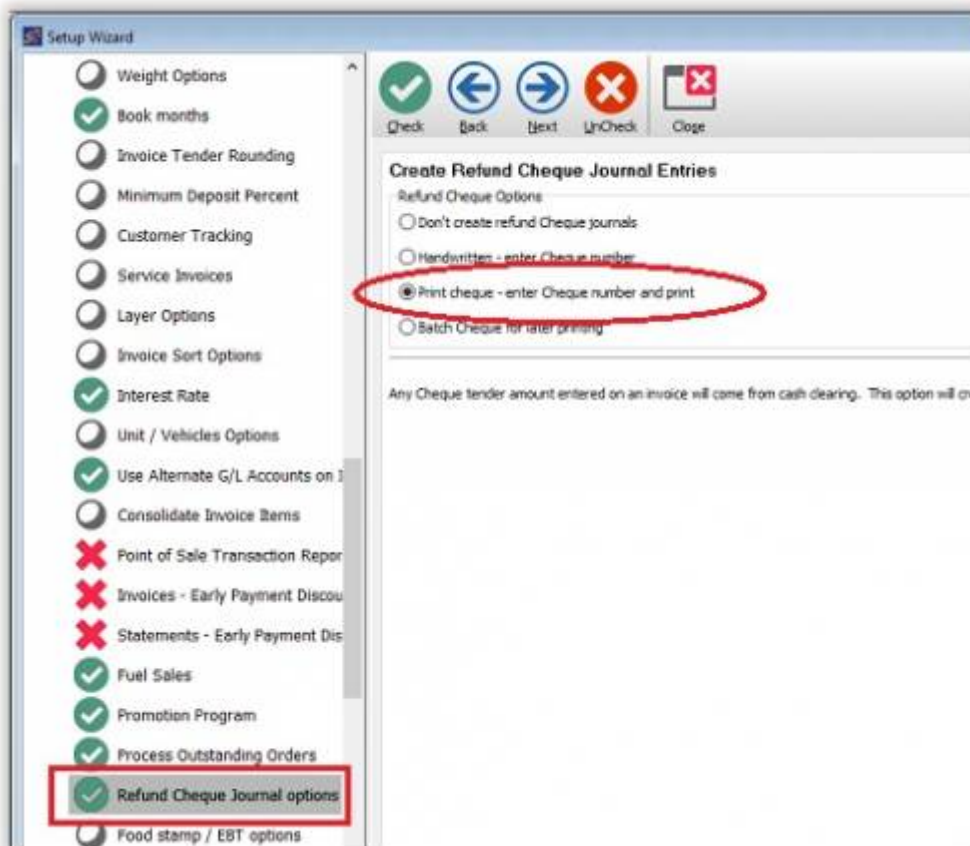
Creating a Refund Check at Point of Sale

See: <https://newaccount1608055419986.freshdesk.com/a/solutions/articles/66000489471>

System Five provides a feature that would allow you to create a refund. This refund can be from a returned item made by your customer or an already existing credit from your customer's account.

Requirement

Enable the option "**Print cheque - enter Cheque number and print**" in the Setup Wizard.
(Setup Wizard > Invoice Setup > Refund Cheque Journal Options)



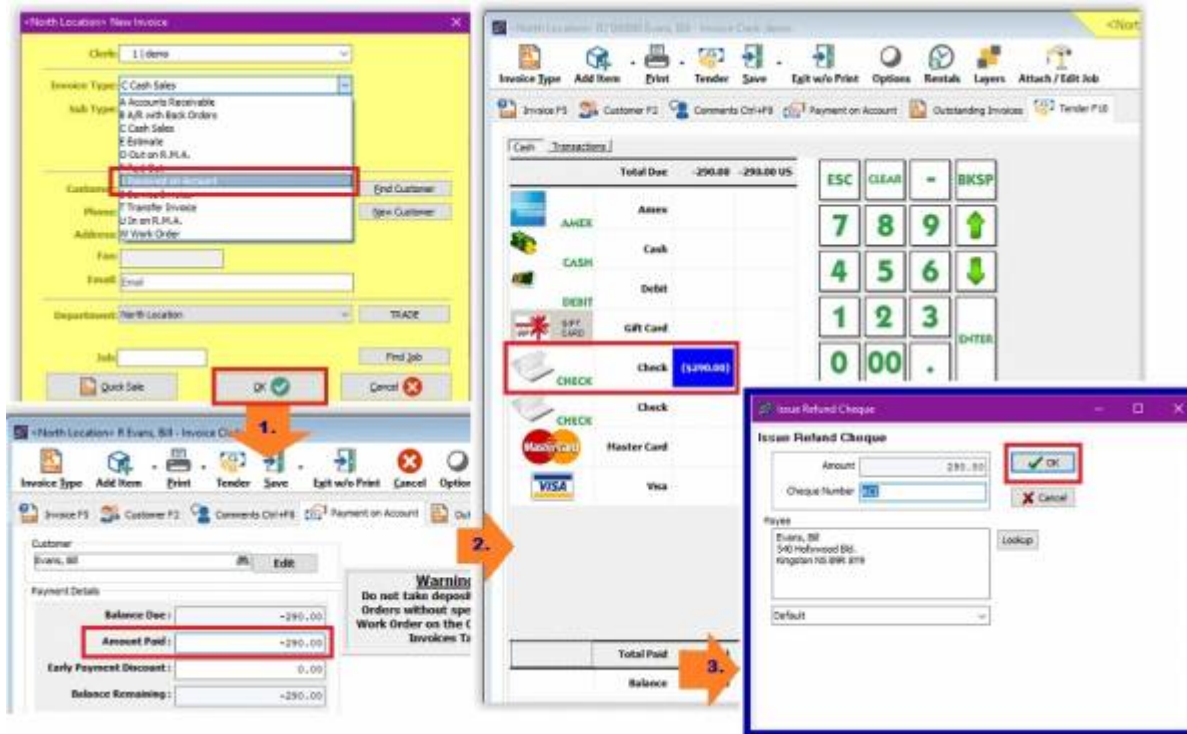
How to Create a Refund Check

A refund check can be processed in two different ways.

Using a ROA (Receive on Account) Type of Invoice

1. Create a new ROA invoice.
2. Attached the customer name you wanted to give the refund to.
3. Enter the amount of refund.
4. Click on the '**Tender**' button.

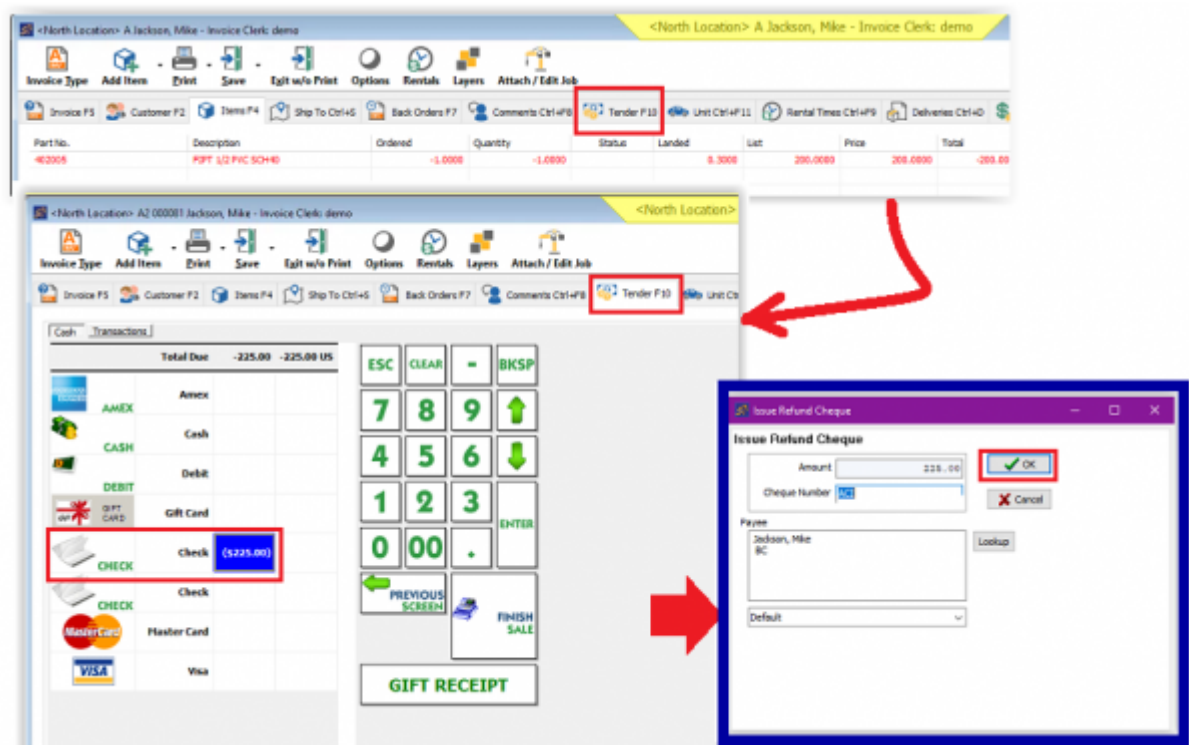
5. Then double-click on the Check value box.
6. This will bring up the “**Issue Refund Check**” window where you enter the details such as the check # and any comments.
7. Click ‘**OK**.’
8. ‘Print’ window will show up, prompting you to print the check.
9. Click ‘OK’ to print.



You may refer to this training video [refund-cheque.flv](https://wiki.windwardsoftware.com/doku.php?id=creating_a_refund_check_at_point_of_sale)

Using an AR (Accounts Receivable) or C (Cash) type of invoice

1. Using the invoice where the returned item was attached, go directly to the ‘Tender’ tab.
2. Then double-click on the Check value box.
3. This will bring up the “**Issue Refund Check**” window where you enter the details such as the check # and any comments.
4. Click ‘**OK**.’
5. ‘Print’ window will show up, prompting you to print the check.
6. Click ‘**OK**’ to print.



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