

Customer Refunds

Reference Guide For Versions 5.7.24+

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SedonaOffice

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About this Document

This Reference Document is for use by SedonaOffice customers only. This document is not intended to serve as an operating or setup manual. Its purpose is to provide an overview of the enhancements and corrections made in the release and is to be used for reference purposes only.

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Customer Refunds

Customer refunds may be made by check or credit card. Refunds of payments made by an ACH transaction must be processed directly on Forte's Gateway program and subsequently documented within SedonaOffice.

Setup

The Customer Refunds G/L account in the GL Account Default Table within SedonaSetup is used in processing the customer refund transaction. This account should have been setup when your software was initially installed. Make certain you have a unique G/L account created in your chart of accounts, with the type of OCL assigned to this field.

GL Accounts for A/P		
GL Setup for A/P		/
Accounts <u>P</u> ayable	200000	JU .
	Accounts Payable	
Primary Checking	100001	JU \
	Primary Checking Account	
Inventory Receipt	200001	
	Inventory Receipts	
Customer <u>R</u> efunds	241000	
	Customer Refunds	
Inter-Branch <u>B</u> illing	210333	Tµ
	Inter-Branch Transfer	
-Pay Account	10990	च्यू 🔪



Usergroup Permissions

Users that will be processing refunds by credit card must be given the usergroup permission EFT Transactions in the Usergroup Setup Table.

Group	De	scription	
Clerk	Cle	rk	
Collections	Collections		
Jones	Jor	es	
Manager	Ma	nager	
Service	Ser	vice t Group	
View Customer	Vie	w Customer Only	
		m	
- <u>Hi</u>			
ser Group Edit	Description		
iser Group Edit	Description	2	
ser Group Edit ode Jerk Application Access	Description Clerk Report Access	2	
ser Group Edit ode Jerk Application Access	Description Clerk Report Access	Module	
ser Group Edit ode lerk Application Access Access	Description Clerk Report Access	Module CM	
ser Group Edit de de Application Access Create New Custon Edit Existing RMR	Description Clerk Report Access	Module CM CM	
ser Group Edit de de Application Access Access Create New Custon Edit Existing RMR Edit RMR Next Cyd	Description Clerk Report Access	Module CM CM CM	
ser Group Edit Ode lerk Application Access Access Create New Custon Edit Existing RMR Edit RMR Next Cyd Edit General Notes	Description Clerk Report Access	Module CM CM CM CM	
ser Group Edit Ode lerk Application Access Access Create New Custon Edit Existing RMR Edit Existing RMR Edit RMR Next Cyd Edit General Notes Delete General Notes	Description Clerk Report Access	Module CM CM CM CM CM	
ser Group Edit ode lerk Application Access Create New Custon Create New Custon Edit Existing RMR Edit RMR Next Cyd Edit General Notes Coess to EFT	Description Clerk Report Access	Module CM CM CM CM CM CM	
ser Group Edit Ode Derk Application Access Create New Custon Edit Existing RMR Edit Existing RMR Edit RMR Next Cyd Edit General Notes Delete General Note Access to EFT Access to Inner Off	Description Clerk Report Access	Module CM CM CM CM CM CM CM	
ser Group Edit Ode Derk Application Access Create New Custon Edit Existing RMR Edit Existing RMR Edit RMR Next Cycl Edit General Notes Delete General Note Access to EFT Access to Inner Off Document Imaging	Description Clerk Report Access	Module CM CM CM CM CM CM CM CM	



Creating A Refund By Check

Follow the steps below to generate a customer refund using any customer's unapplied credit memo, unapplied cash or unapplied advance deposit. The refund check may be generated for the entire amount or a partial amount of the unapplied item selected.

Selecting an Unapplied Credit or Cash Item for Refund

- 1. Open the customer explorer of the customer for whom you wish to generate a refund check.
- 2. From the grid of the customer explorer, highlight the unapplied item that you want to use for the refund check, right-click and select the Apply option.

Lise Loeb Customer Information Payment Options Bill To E Lise Loeb Contacts Soles Contacts	Lsa Loeb S613 W. Gr East Lansing (517) 890-3	sa Loeb Bala 613 W. Grand River Lest ast Lansing, MI 48824 Toti 517) 890-3432 Cus Cus Lest			: IMR: LAR: De: LOE: Rec'd:	(\$100.00) \$28.20 \$8.40 \$100.80 Residential 11/1/2004 \$2.568.38 (03/30/08)	
H Systems Contacts Credit Memos Documents Invoices Sobe Recurring Recurring History	Bill Contacts Yitle Open Invol Invoke # Open Credits Credit #	Costact \$0.00 Site Name \$100.00 Site Name Last rate		<i></i>	Phone Description Credit Type	Est Date Date	E-Ma
Activity Ledger Aging Collections Contacts Credit Memos Credit Memos Credit Requests Deferred Income (Unposted) Documents	Open Tickets Ticket # Open Jobs Job #	Problem Code	Apply Refresh		Date Status	City, St	Statu

- 3. The Credit Application form will be displayed. Click on the Other tab in the form.
 - a. Check the Refund Check box located in the lower left area of the form.
 - b. Amount This will automatically be populated with the total amount available from the unapplied item. You may manually change this amount if you do not want to generate a refund for the entire amount shown in this field. The value entered in the amount field will be the amount of the refund check that will be printed later.
 - c. Pay To This field will automatically be populated with the name of the primary Bill To name on the customer account. You may change the pay to name if necessary.



- d. Memo You may type in a memo that will print on the refund check. You may enter up to 50 characters of text that will print in the memo field of the refund check.
- e. Press the Save button when finished. Pressing the save button will automatically forward the refund check to the Accounts Payable check printing queue.

ica Loeb	- Credit Amount and	Balance	
613 W. Grand River	Credit Amoun	t 100.00	-
ast Lansing, MI 48824	Balance	75.00	
	Credit Date	4/20/2008	_
Credit Memo	Apply Date	9/20/2008	
roices Other			
Miscellaneous	Advance Dep	iosit	
<u>G</u> L Account	3ob		
Category Code	Amount	0.00	
Amount 0.00		0.00	
<u>R</u> efund Check		sh	
Amount 25.00			
Pay To Lisa Loeb	Amount	0.00	
emo			
Customer referral credit for account# 10008, C	arolyn Johnson.		

Printing the Refund Check

To print the customer refund check, follow the steps in this section.

- 1. Navigate to the main application tree and select Accounts Payable/Print Checks option.
- 2. The Print Checks list will be displayed. Press the Print button located at the bottom right of the form. The Check Number form will be displayed; press OK to confirm the starting check number or enter the correct check number then press the OK button.



rimary Ba	nk Account	▼ 100001 Prima	ary Checking /	Account	
Print	Check Date	Pay to the Order Of	Amount	Memo	
7	7/8/2008	ADI	87.00	memo field of an A/P chec	
2	8/11/2008	ADI	162.00		
1	8/26/2008	Mary Jackson	50.00	This is the memo field of	
2	9/20/2008	Lisa Loeb	25.00	Customer Referral for Carolyn Johnson, acct# 10008.	

3. The Check will be displayed in print preview. Press the Print & Close button located at the top left of the print preview form to print the check.



Important Note:

If you void a customer refund check, the unapplied credit, unapplied cash or advance deposit that was used for the refund check will not be returned to the customer account. If you want to put the credit back on the customer account, you will need to create a credit memo. Refer to the next section for steps on processing voided customer refund checks.



Voided Customer Refund Checks

When a customer refund check is voided, the SedonaOffice application creates a GL transaction that posts a debit to the bank account from which the check was written and a credit to the Customer Refunds Account (SedonaSetup GL account defaults for AP). This leaves a credit balance in the Customer Refunds G/L account. The customer refunds account should always have a zero balance if transactions have been processed correctly. To re-issue the check and clear the Customer Refunds account, you would need to use the Write Checks function in Accounts Payable to reissue the voided check. If you are not re-issuing the refund check, you will need to create a credit memo to return the credit to the customer account. Follow the steps below for the appropriate situation

Re-Issue a Refund Check

- 1. Navigate to the main application tree and select Accounts Payable/Write Checks. The check form will be displayed. Select the Customer radio button at the top of the Write Checks form.
- 2. Click on the binoculars icon button to the right of the Pay To The Order Of field to look up the customer number.
- 3. Enter the amount in the check Amount field.
- 4. If the check is going to be printed at a later time, select the In Print Queue checkbox, or if the check is going to be printed now, do not check this box.
- 5. On the Expense tab, enter the GL account number for the Customer Refunds account that is the setup value found in GL account defaults for AP.
- 6. On the Expense line, enter the Amount, and Category.
- 7. If printing now, press the Print button or if the In Print Queue checkbox was selected, press the Save button and the check may be printed at a later time.

Creating a Credit Memo for a Voided Customer Refund Check

Before creating the credit memo to return the unapplied amount to the customer's account, you must first have an invoice item code set up that is directed to the customer refund account instead of a regular income account.

When creating this item code:

- Item Type select the Item Type of NR
- Account select your customer refunds account
- Taxable uncheck this checkbox
- Available for Sales uncheck this checkbox
- Category select your category usually Administration or G & A

SedonaOffice® The #1 Financial Software for Security Companies

Item Edit - Item Type	NR	Account 241000	□ Inactive □ Taxable
	Non-Recurring	Customer Refunds	□ Available for Sales
I <u>t</u> em	Refund Check Void		
Desc <u>r</u> iption	Refund Check Void Credit	Job Costing	
De <u>f</u> ault Rate	0.00		
		<u>Apply</u> <u>N</u> ew	Delete

Once the item code has been set up, you may create the credit memo on the customer's account.

istomer ID	Category		Credit Account	Tax Group				
0003	留 G & A	•	201300	CA State	-			
Credit Memo					Credit Date	Cre	edit <u>N</u> umber	5
Circuit Hemo					9/20/2008	16	26	
5613 W. Gran	nd River				Branch	P.C	D. Number	
East Lansing,	MI 48824				MI	_		
the test					Warehouse	Sal	esperson	
Site 5613 W. Gran	ıd River				CA Main	- 🔜 N	/A	•
East Lansing,	MI 48824				Credit Type	job	o #	
					Miscellaneous	-		
Trens \$25.00 Parts \$0.0	01		Item List					
	0		These Link					1.5
Item	Description		Item List	Qty	Rate	Amount	Memo	-
Item	Description Refund Check Void Crec	lit	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item	Description Refund Check Void Cree	āt.	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item Refund Check Void *	Description Refund Check Void Crec	lit	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item JRefund Check Void *	Description Refund Check Void Crec	Bt	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item Refund Check Void *	Description Refund Check Void Crec	āt.	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item Refund Check Void	Description Refund Check Void Crec	Bt.	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item Jackie (Check Vold)	Description Refund Check Void Cree	Bt	Item List	Qty 1.00	Rate 25	Amount 25.00	Memo	
Item Jesus Perker South	Description Refund Check Void Crea	lit.	Item List	Qty 1.00	Rate 25	Amount 25.00 Sub Total	Memo	25.00
Item Item Item Item Item Item Item Item	Description Refund Check Void Crea	lit.	Item List	Qty 1.00	Rate 25	Amount 25.00 Sub Total Tax	Memo	25.00
Item Item Item Item Credit on Acc Itel Credit Reason Credit reason	Description Refund Check Yold Crea	bt 1122017		Qty 1.00	Rate 25	Amount 25.00 Sub Total Tax Total Credit Due	Memo	25.00 0.00 25.00
Letter action [2415 30:0] Item Item JRefund Check Void * Scription [Credit on Acc edit Reason [credit returned credit returned	Description Refund Check Void Crea punt	lit 1122017	Item List	Qty	Rate 25	Amount 25.00 Sub Total Tax Total Credit Due	Memo	25.00 0.00 25.00 25.00



Creating a Refund By Credit Card

Credit card refunds can be done from a credit memo or by reversing an EFT payment. It is not possible to refund unapplied cash to a credit card.

Selecting an Unapplied Credit Memo for Refund

Credit card refunds may be performed from a credit memo.

- 1. Open the customer explorer of the customer for whom you wish to generate a refund.
- 2. From the grid of the customer explorer, highlight the unapplied credit that you want to use for the refund. Right-click and select the Refund to Credit Card option.

914 Pizza Lane Plymouth, MI 48170 (734) 544-6162			Balance I Last Stat Last Late * In Coll Total Act Total Act Custome Custome Salesper Last Payr * of Disp ** EFT Amount: Entered I	Due: ement Date: Fee: lection Queue * ive RMR : twe RAR : r Type: r Since: son: ment Rec'd: Last 45 Days Pending **	\$15,682.52 1/11/2010 \$3,443.14 Other Stuff \$1,018.37 \$12,220.44 Residential 9/27/2007 Drew Stanto (\$2.00) (7/2 0 \$4.18 7/23/2015	on 23/2015)		
Bill Contacts		_		1	-			_
Title	Contact	Phone		Ext	E-Mail			
Open Invoices	\$18,708.52							
Invoice #	Site Name	Description		Date	Amount	Net Due	Late Fee	
41292	Faybrick, Don	Bill for Work	Completed	8/19/2008	\$15,751.54	\$13,996,76	\$0.00	
41293	Faybrick, Don	Bill for Work	Completed	8/19/2008	\$372.75	\$372.75	\$0.00	
41486	Favbrick, Don	Equipment Sa	ales	4/29/2009	\$735.00	\$735.00	\$0.00	
41488	Sam Jones	Equipment Sa	ales	4/29/2009	\$746.31	\$746.31	\$0.00	
41864	Faybrick, Don	On Site Servi	ce	8/12/2009	\$1,757.70	\$1,757.70	\$0.00	
42432	Sam Jones	Bill for Work	Completed	2/7/2012	\$50.00	\$50.00	\$0.00	
42467	Faybrick, Don	On Site Servi	ce	3/2/2012	\$1,050,00	\$1.050.00	\$0.00	
							101	
Open Credits	\$3.026.00							
Credit #	Site Name	Credit Type		Date	Amount	Balance		
42849	Faybrick, Don	CREDIT	10	TINAINNIE	E1.00	\$1.00		
42428	Faybrick, Don	CREDIT	A	vloa	00	\$25.00		
10000000	Faybrick, Don	CASH		red and	50	\$99.00		
42429	Faybrick, Don	CREDIT	R	efund to Credit Car	rd bo	\$99.00		
.4397(30)	Faybrick, Don	CASH			00	\$144.00		
40826	Faybrick, Don	CREDIT	R	efresh	30	\$270.30		
41380	Faybrick, Don	CREDIT	1	11/6/2008	\$630.00	\$630.00		
41865	Faybrick, Don	CREDIT		8/12/2009	\$1,757.70	\$1,757.70		
100 100								
Open Tickets								
Ticket #	Site Name	Problem Co	ode	Date	City, State	Status		
347	Faybrick, Don	AC Power Fa	dure	8/12/2009	Plymouth,	SC		
90436	Faybrick, Don	Inspection		6/5/2012	Plymouth,	OP		
Open Jobs								
Job #	Site Name	Туре		Status	Units	Install	RMR	
20045	Faybrick, Don	Progress Billin	DC	Job Complete	38	1347.10	44.00	
20046	Faybrick, Don	Residential		Job Complete	4	3829.00	0.00	
20048	Marty McJohansen	Progress Billin	ng	In-Progress	0	1474.50	75.00	
20068	Faybrick, Don	Residential	-	In-Progress	26	455.00	0.00	
20090216	Sam Jones	Residential		In-Progress	0	15000.00	0.00	7
B20091029	Eavbrick, Don	Residential		In-Progress	1	0.00	0.00	



3. The system will look up what credit cards are on file for the customer. If there is more than one, a list will display for the user to select the specific card to use. Highlight the specific credit card and press Save.

100 000 000 000 000				
ard Type	Last Four	Expiration	Name	
1ER	**** 4005	02/20	Don Faybrick	
5A	**** 9112	10/20	Don Faybrick	
				1



4. A confirmation message will appear asking the user to designate their intention to process the refund to the credit card selected. Press the Yes button if this is the correct credit card.



5. The system will create a live transaction for the refund entry in the EFT processing area of Accounts Receivable. Live transactions must be captured, and the refund(s) will be posted as a negative entries when the payment batch is created. The total amount of the payment batch will the sum of all charges minus any refunds given.

Batch Code ** Not Submitted ** Total Count 2					🔍 View	Information <u>H</u> old Date <u>B</u> ranch	7/24	/2015			
Total	Amount	(\$4.18)	Auto	Non Re	cur	Submitted Tra	insactio <mark>n</mark> s	Ċ	<u>Batch</u> Live (2)		
						<u>N</u> on-Subr Transad	nitted tions	e C	Credi <u>t</u> Cards (; <u>A</u> CH (0)	2)	
Customer #	Name		Amount	Туре	Invoice	Funded	Response	Posted	Bank/CC	Account	Merchant Id
20064	Faybrid	k <mark>,</mark> Don	-3.18	M	2410	Y	A01	N	AMER	****4005	103799
20064	Faybrid	, Don	-1.00	м	2410	Y	A01	N	AMER	****4005	103799



6. The credit memo will be applied against the Customer Refund account as defined in the GL Account Defaults table under Accounts Payable in the SedonaSetup tables.

				Salesperson: Last Payment Rec'd: # of Disp Last 45 Days ** EFT Pending ** Amount: Entered Date:	Drew Sta (\$2.00) (0 \$5.18 7/23/201	nton 7/23/2015 5	5)
Reg No.	Date	Туре	Description		Debit	Credit	AR Net
12846	7/24/2015	CRMEMO - 42849	2121 - Unapplie	d Credit		1.00	15,953.82
			4811 - Late Fee	s	1.00		
12847	7/24/2015	CRMEMO - 549	2121 - Unapplie	d Credit	1.00		15,954.82
			2410 - Custome	r Refunds		1.00	

An entry is also written to the customer's SedonaOffice Event Log.

			Amount: \$5.18 Entered Date: 7/23/2015	
Time Stamp	User Code	Туре	Description	User Co
7/24/2015 9:41:30 AM	Administrator	ADD	Refund EFT Transaction from Credit Memo: 42849	
7/24/2015 9:40:10 AM	Administrator	ADD	Added Credit Memo 42849	



Reversing A Credit Card Payment

To reverse a payment, navigate to EFT History on the customer record, find the payment to be reversed and right-click. Select the option to Reverse the Transaction.

🗟 10048 Mueller, Joseph											
Holler, Joseph Customer Information Customer Information Payment Options Bill To Stas Costacts Costacts Contacts Topections Topections Topections Data Dobs Dobs	Golfer's P. 180 Rose Cleveland	aradse bury Court , OH 44124		Balance Dus: Last Late Fee; Total Active RMR : Total Active RMR : Customer Type: Customer Since: Salesperson: Last Payment Recd: # of Disp Last 1 Days ** EFI Pending ** Amount: Entered Date:	(\$2.33) \$28.79 \$65.00 \$780.00 Residential 8/4/2007 Oliver Blais \$776.88 (5/: 0 \$655.12 4/22/2014	11/2015)					
- 🥵 Recurring	Date	Description			Amount	Submit Date	Batch Code	Funded	Posted	Туре	
Recurring History	5/19/2015	Cycle Invoice			(\$776.88)	* Approved *	051115153647	Y	Y	L	
Recurring Master Items	5/7/2015	Cycle Invoice	 		\$77	Transaction Transaction	p158647	Y	Y.	В	
- JP Service	5/28/2014	test			\$32	everse mansasi	163356	Y	N	B	
Group Tickets	4/22/2014	Cycle Invoice			\$163.78	5/29/2014	052914163356	Y	N	В	
- 🔄 Activity Ledger	4/22/2014	Cycle Invoice			\$153.78	5/29/2014	052914163356	Y N	N	в	
Aging	1/20/2014	Cycle Invoice			\$390.00	2/19/2019	012114135751			P	
Collections	12/4/2012	Cycle arrote			\$10.00	2/10/2013	021013094331	1	- T.	0	

The following prompt will appear:

Process C	redit	×
?	Do you wish to process a \$776.88 credit directly to the Customer's Credit Card Account ?	
	Yes No	

This will create a negative entry into EFT Processing as a Live Transaction. At the end of the day, all live transactions (positive and negative) will be captured.



Processir	g										
latch Inform <u>B</u> atch	ation Code ** Not Submitted **	5			Q View	Information Hold Date Branch	5/19	(2015)			
Total (Count 1 Amount ((\$776.88)	Auto	o Non Re	icur S	ubmitted Tr	ansactions		Batch Live (1) Credit Cards (1)		
tomer #	Name	Amount	Туре	Invoice	Funded	Response	Posted	Bank/CC	Account	Merchant Id	
048	Mueller, Joseph	-776.88	м	240120	Y	BAb	Y	VISA	****6546	314132	

After the capture is done, the credit card reversal will automatically credit the Customer Refunds Account in the general ledger and create a negative payment batch for deposit.

The credit card reversal will also be recorded as an approved live transaction on the customer's EFT history screen.

🕼 10048 Mueller, Joseph		
Heller, Joseh Customer Information Payment Options Bill 0 States Costates Costates Costates Costates Documents Documents	Golfer's Paradise 180 Rosebury Court Cleveland, OH 44124	Balance Due: (\$2.33) Late Late Fee: \$20.79 Total Active RMR : \$56.00 Total Active RMR : \$790.00 Outstomer Type: Residential Customer Since: 8/4/2007 Salesperson: 0.14er Blais Last Paymont ReCC: \$776.88 (\$511/2015) # of Dipu Last Days 0 * EFT Pending ** Anount: Anount: \$555.12 Entered Date: 4/22/2014
Recurring	Date Description	Amount Submit Date Batch Code Funded Posted Type
Recurring History Recurring Master Items Service Group Tickets Activity Ledger Activity Collections		(\$776.88) *Approved* 051115153647 Y V L \$176.88 511/2015 051115153647 Y V B \$202.65 5/29/2014 052314163356 Y N B \$163.76 5/29/2014 052314163356 Y N B \$163.76 5/29/2014 052314143356 Y N B \$163.76 5/29/2014 052314143356 Y N B \$163.76 5/29/2014 052314143356 Y N B \$163.76 5/29/2014 05231414356 Y N B \$163.76 5/29/2014 052314143576 Y N B \$163.76 5/29/2014 052314143576 Y N B \$163.76 2/15/2013 0218150244551 Y N B



Results of the Customer Refund Process

Once the customer refund has been processed, you will be able to view the information from the customer explorer. From the customer explorer, highlight the Refunds option on the customer tree. This will display the refund check or EFT transaction in the information grid. To view the refund check, double-click on the refund check in the grid area.

ca Loeb	Ling Lash			Ralance D	ior.	(\$75.00)		
Customer Information	Lisa Loeb			Balance D	ue: Eact	(\$75.00)		
Payment Options	5613 W.	Grand River		Total Action	PMP ·	\$2.0.20		
Bill To	East Lans	ing, MI 4882	24	Total Activ		\$100.80		
Lisa Loeb	(517) 890	-3432		Customor	TYDA:	Residential		
Contacts				Customer	Since:	11/1/2004		
Sites				Last Paym	ent Rec'd:	\$2,568,38 (03/30/08)		
Activity Ledger		- / · · · · /		- aber ayin		frieses (spission)		
Aging	Date	Check #	Category	A	mount			
Contacto	9/20/2008	8122017		4	\$25.00			
Credit Memos								
Deferred Income (Unposted)								
Documents								
EFT History								
Inner Office Message								
Invoices								
Jobs								
Journal Detail	-							
Notes								
Payments								
Recurring								
Recurring History								
Refunds								
Sedona Event Log	-		200.000					
S Write Checks *** Check Printed *** Pay From Bank Account Primary Bank A	Account 💌	100001 Primary Ch	nedking Account	Balance: \$143,767	.03			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank / C Other, C Other, C Other, C Upstomer	Account	100001 Primary Ch	Branch	Balance: \$143,767 MI	.03			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank A C Other, C Vendor C Other, Vendor Hometown Security	Account 💽	100001 Primary Ch	edding Account	Balance: \$143,767 MI	.03 T			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank / C Other C Usedor C Other C Vendor C Other Vendor Hometown Security Pay To THE	Account 💽	100001 Primary CP	ecking Account	Balance: \$143,767	.03			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank / Other Cyendor Other Yendor Hometown Security Pay 10 THE ORDER OF Lisa Loeb	Account 👤	100001 Primary Ch 100001 Primary Ch	edking Account Branch_Branch Branch_Branch_Branch_Arba Branch_Arba_	Balance: \$143,767	.03 			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank A C Other C Vendor C Other C Vendor Hometown Security PAY IO THE ORDER OF Lisa Loeb Twenty-Five Dollars and Zero Ce	Account 💽	100001 Primary Ch	edking Account Branch Branch B122017	Balance: \$143,767 MI GST GST Applied Total	.03 Queue 25.00			
Write Checks *** Check Printed *** Pay From Bank Account Primary Bank A C Other C Lendor C Other C Lendor Hometown Security PAY To THE ORDER OF Lisa Loeb Twenty-Five Dollars and Zero Ce ADORESS Lisa Loeb	Account 💌 D	100001 Primary CP	Branch Street St	Balance: \$143,767 MI GST Appled Total Balance	.03 2ueue 25.00 0.00			
Write Checks *** Check Printed *** Pay From Bang Account Primary Bank A C Otheg, C Ugendor C Otheg, C Ugend	Account	100001 Primary CP	redding Account	Balance: \$143,767 MI GST Applied Total Balance	.03 Queue 0.00 25.00 0.00			
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SedonaOffice® The #1 Financial Software for Security Companies

3 10003 Lisa Loeb							- • ×
Lisa Loeb Customer Information Payment Options Elil To Customer Lisa Loeb Contacts Elil Sites Activity Ledger	Lisa Loe 5613 W East Lar (517) 89	b . Grand Riv nsing, MI 4 90-3432	er 8824	Balance Due: (\$75 Last Late Fee: \$28. Total Active RMR : \$8.4 Total Active RAR : \$100 Customer Type: Resi Customer Since: 11/1 Last Payment Rec'd: \$2,5	.00) 20 0.80 dential /2004 68.38 (03/30/0	8)	
Aging	Reg No.	Date	Type	Description	Debit	Credit	AR Net
Collections	10	9/17/2004	INV - 1007	130000 - Accounts Receivable	1,270,94		1.270.94
Contacts		NI AN AN	1/	400010 - Revenue, Installation	- M - M	1,199.00	
Credit Memos				240300 - State Tax (Corp.) Payable		71.94	
F Deferred Income (Unposted)	3	11/1/2004	INV - 1003	130000 - Accounts Receivable	25.44		1,296.38
Documents	- 68			250000 - Deferred Revenues		24.00	
EFT History				240300 - State Tax (Corp.) Payable		1.44	
Inner Office Message	6	11/1/2004	INV - 1006	130000 - Accounts Receivable	1,272.00		2,568.38
Timer Onice Message				400010 - Revenue, Installation		1,200.00	
Invoices				240300 - State Tax (Corp.) Payable		72.00	
Jobs	11	12/31/2	DEFINC - 1003	431100 - Revenue, Monitoring		8.00	
Journal Detail				431100 - Revenue, Monitoring		8.00	
Journal Summary	12	12/31/2	DEFINC - 1003	431100 - Revenue, Monitoring		8.00	
E Notes	140	3/30/2008	CHK - 8789	100500 - Undeposited Funds	2,568.38		
Payments				130000 - Accounts Receivable		25.44	2,542.94
				130000 - Accounts Receivable		1,272.00	1,270.94
Recurring History	0.000	St. No. Str.	100000000000000000000000000000000000000	130000 - Accounts Receivable		1,270.94	0.00
Defunde	315	4/20/2008	CRMEMO - 1090	201300 - Unapplied Credit		100.00	-100.00
			In the second	400050 - Revenue, Service Other	100.00		100000
Sedona Event Log	2186	9/20/2008	CRMEMO - 11	201300 - Unapplied Credit	25.00	25.00	-75.00
- Service	2190	0/20/2020	DEELIND 0100017	241000 - Customer Refunds		25.00	
Systems	2189	9/20/2008	KEFUND - 812201/	241000 - Primary Checking Account	75.00	25.00	
				241000 - Customer Refunds	25.00		

For a customer refund created from an unapplied credit memo, the following entries will be made to the G/L register:

<u>Account</u>	<u>Debit</u>	<u>Credit</u>
Unapplied Credits	25.00	
Customer Refunds		25.00
Customer Refunds	25.00	
Checking Account		25.00

For a customer refund check created from unapplied cash, the following entries will be made to the G/L register:

<u>Account</u>	<u>Debit</u>	<u>Credit</u>
Unapplied Cash	25.00	
Customer Refunds		25.00
Customer Refunds	25.00	
Checking Account		25.00

For a customer refund check created from an unapplied advance deposit, the following entries will be made to the G/L register:

Account	<u>Debit</u>	<u>Credit</u>
Advance Deposits	25.00	
Customer Refunds		25.00
Customer Refunds	25.00	
Checking Account		25.00

Customer refund checks will appear on the list of payments within the Bank Reconciliation form.

Account	100001 -		Payments							
	Primary Checking Accou	Int	Date	Туре	Check No.	Name	Amount	Status		
Acti <u>v</u> ity			8/24/2008	BILLPYMT	8122010	All-Season Services	0.00	0		
As of Date	9/30/2008	<u></u>	9/2/2008	BILLPYMT	8122014	ADI	0.00	0		
Balances -			8/14/2008	BILLPYMT	ABC 123	Dept of Water & Power	50.00	0		
Last Ending	6120 012 60		8/14/2008	BILLPYMT	EFT 081	ADI	233.00	0		
	\$135,013.00		8/13/2008	CHK	70209	Transfer funds to payr	1000.00	0		
Prior Cleared	\$139,813.68		9/2/2008	CHK	8122012	My Favorite Vendor	106.32	0		
Ending Stmt	\$0.00		9/2/2008	СНК	8122013	My Favorite Vendor	106.32	0		
	W-100		9/2/2008	CHK	8122015	My Favorite Vendor	0.00	0		
Service Fees	9		9/2/2008	CHK	8122016	My Favorite Vendor	107.00	0		
Amount	0.00		8/7/2008	GENJRNL	whatever	nsf1	200.00	0		
Hillount	0.00		8/18/2008	INV	1463	Carolyn Johnson-Ashley	100.00	0		
D <u>a</u> te	9/20/2008		8/8/2008	REFUND		Carolyn Johnson-Ashley	0.00	0		
GL Account		-	8/26/2008	REFUND	8122011	Mary Jackson	0.00	0		
Catagonia	-	_	9/20/2008	REFUND	8122017	Lisa Loeb	25.00	0		
calegory	1	-	8/26/2008	REFUND	8122018	Mary Jackson	50.00	0		
Interest -						Depos	its			
Amo <u>u</u> nt	0.00		Date	Type	Reg No.	Description	Amount	Status		
Date	9/20/2008		8/11/2008	DEP	1407		512.00			
	572072000		8/17/2008	DEP	1552		50.00			
GL ACCOUNT	1	-	8/18/2008	DEP	1604	Visa/Mast	378.58			
Category		-	8/18/2008	DEP	1614	Visa/MC	1931.18			
			8/18/2008	DEP	1663	CJ cash	100.00			
Cleared -			8/20/2008	DEP	1777	checks	2000.00			
Payments	\$0.00		8/21/2008	DEP	1817	CJ checks	1000.00			
Demesite	c0.00		8/25/2008	DEP	2006	cash	24.21			
Deposits	\$0.00		9/19/2008	DEP	2173	09/19/08 Checks	103.98			
Ending	\$0.00									
Clasrad	¢120 012 C0	1								