

## Handling Voids/Merchandise Returns in QuickBooks

What is the procedure for voiding an Invoice in QuickBooks that was passed from VinNOW?

**This is a suggested guideline-check with your CPA to determine if this will work for your winery.**

If voiding an invoice in VinNOW on the same day as the original sale, you don't have to do anything in QB. No sales amount will transfer over.

If voiding an invoice in VinNOW and re-selling to the customer on the same day but a different amount, the information of the new sale amount will transfer over to QB. You must void the entire first sale and ring the new sale.

If voiding an invoice on a different day for a refund or partial refund:

- In VinNOW, create a merchandise return. Enter the original inv. #.
- Indicate items to be returned.
- Indicate how credit is to be issued.
- Click ok.

It will void original invoice and will automatically create a new invoice # with **original invoice date**. Accept Deposit of new invoice in QB from upload. (You previously accepted the original amount to be deposited – this procedure will clean up the two deposits.)

### **For Merchandise Returns done in VinNOW In QuickBooks follow these steps:**

1<sup>st</sup> - Adjust original QB invoice to reflect original VinNOW invoice. Adjust quantity of items, as well as dollars including discounts, if any. QB original invoice must match VinNOW original invoice. Save and Close

2<sup>nd</sup> - Adjust replacement Invoice (new invoice # with original invoice date) in QB to Zero by:

- a. Change Quantity of items to zero
- b. Delete payment by:
  1. "Click on History"
  2. Click on "Payment" under payment type.
  3. Find invoice #
  4. Change amount to \$0 in receive payment screen.

5. Click "un-apply payment". Save and Close.

3<sup>rd</sup> - Click on "Customer" heading in QB tool bar.

a. Go to create credit memos.

b. Create credit memo under customer type, usually retail (or customer name if uploaded to QB using customers name.)

c. Enter item and amount of return or refund.

d. Save and Close.

4<sup>th</sup> - In QB go to the original invoice, click "Apply credits" located in the lower right hand corner. Save and Close.

5<sup>th</sup> - Issue a fictitious check: ck # to read "refund" This will allow you to balance bank statement.

Date check for the date of the return or refund, and post to account debited in original transaction.

### **Credit card refunds only:**

Refunds processed in VN, when pushed to QB, will void the sale but the payment will show as a credit to the customer in the A/R report.

In the QB bank register enter a check with the date of the refund and with check # "Refund" for that amount for each individual refund.

Post check to the A/R, follow the prompts to splits.

"Customer" Job must match for the original invoice.

Payment and refund check both now in A/R can be reconciled in customer menu, receive payments window in QB

In bank reconciliation the refund combined with the deposit for the day will match the bank statement deposit.



## **What happens in QuickBooks when I VOID an invoice in VinNOW?**

On the next upload to QuickBooks, the program will issue a void command for the corresponding invoice in QuickBooks. When QuickBooks voids an invoice it zeroes out all the detail items sales price amounts and inserts the text "VOID" into the invoice Memo field.

When the upload program voids an invoice in QuickBooks it will also delete any payments in QuickBooks applied to that invoice, unless the payment has previously been added to a QuickBooks bank deposit. (In this case the payment will remain on file in QuickBooks Company, but it will no longer be applied to the voided invoice. If you wish to have this payment removed in QuickBooks, you will need to do so manually in your QuickBooks Company.)

## **Where do I find the credit issued in QuickBooks after I do a VinNOW merchandise return and a credit is issued to customer's credit card?**

Credits issued to a customer's credit card are not uploaded to QuickBooks. You will need to handle these entries manually in your QuickBooks Company.

In VinNOW when merchandise is returned, VinNOW voids the original invoice and creates a new invoice for any remaining items that were not returned. On the next upload, the QuickBooks invoice corresponding to the original invoice will be voided in QuickBooks and any payment applied to that invoice will be deleted if those payments have not been previously added to a QuickBooks bank deposit.