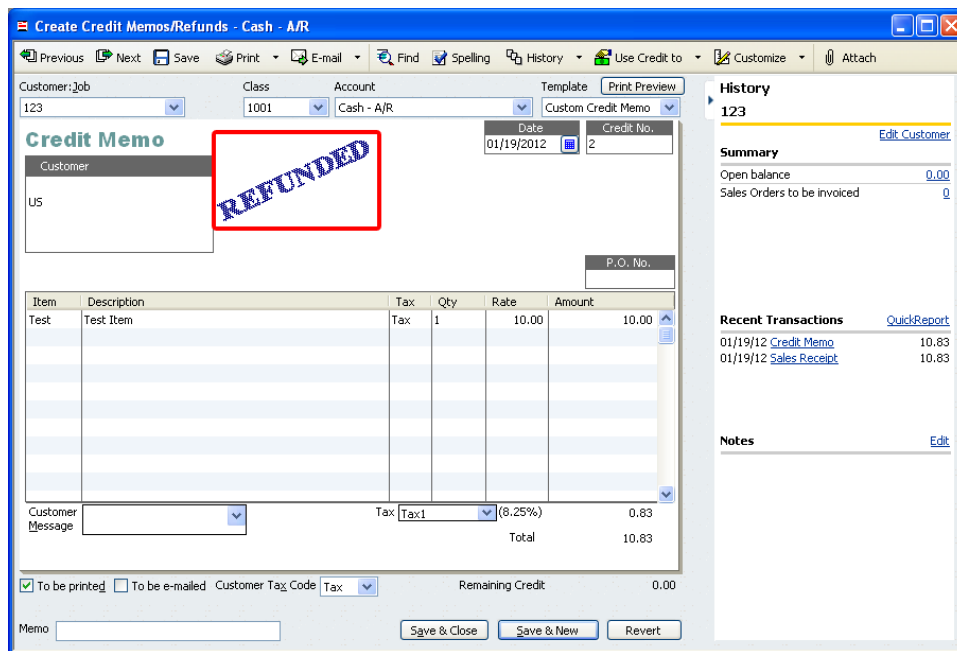


# Correcting a Customer Balance after a QuickBooks Export



This document will cover the correction of customer balances directly in QuickBooks. This may need to be done after exporting your customer's information from CRE/RPE to QuickBooks, including the following types of exports:

- **Customer Export**
- **Invoice Itemized Export**
- **A/R Export**



**Create Credit Memos/Refunds - Cash - A/R**

Customer: Job 123, Class 1001, Account Cash - A/R, Template Give refund (highlighted), Apply to invoice

Date: 01/19/2012, Credit No.: 2

Customer: US

Item	Description	Tax	Qty	Rate	Amount
Test	Test Item	Tax	1	10.00	10.00
		Tax1		(8.25%)	0.83
				<b>Total</b>	<b>10.83</b>

Customer Tax Code: Tax, Remaining Credit: 10.83

Buttons: Save & Close, Save & New, Revert

**History**

Summary

- Open balance: -10.83
- Sales Orders to be invoiced: 0

Recent Transactions

- 01/19/12 Credit Memo: 10.83
- 01/19/12 Sales Receipt: 10.83

5. Select **Give refund**.

**Issue a Refund**

A refund is due to: 123

Refund Amount: \$ 10.83

Date: 01/19/2012, Ref/Check No.: Cash, Ending Balance: 10.83

Address: US, Class: 1001

Memo: (empty field)

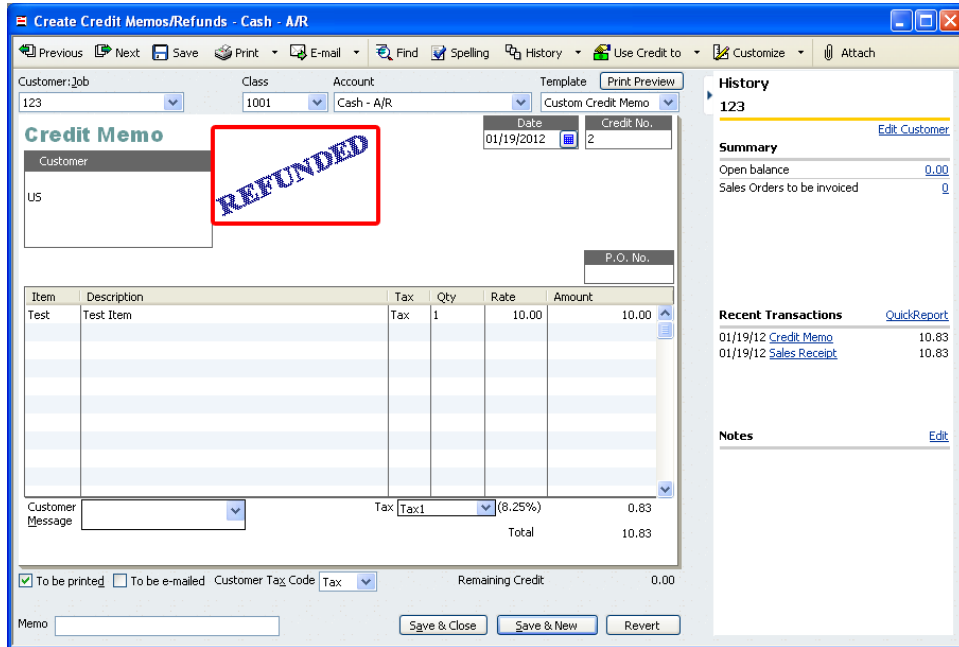
Buttons: OK (highlighted), Cancel

6. Select the payment type to pay the refund as, under **Issue this refund via**.

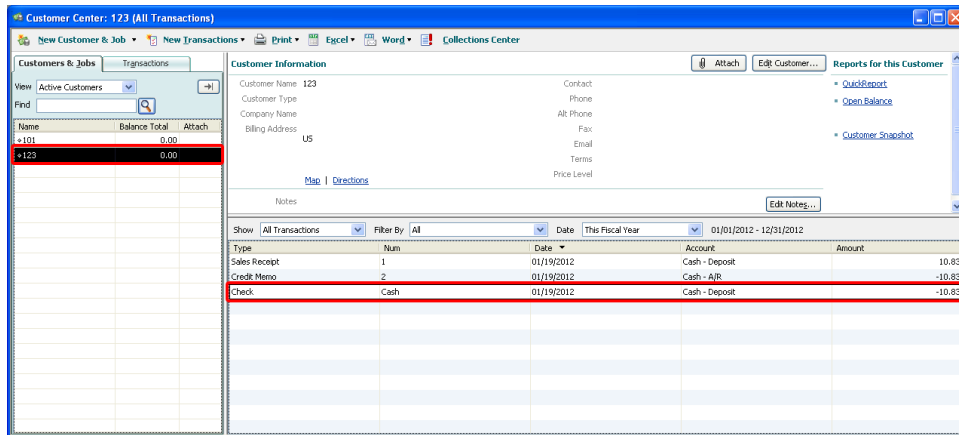
7. Select the **Account** you would like this information to go to.

8. Optionally enter a **Memo**.

9. Select **OK**.



10. The Credit Memo will then show as **REFUNDED**.



11. The customer's balance will then show as zero.

12. Under the transaction information the refund will also be displayed.