



Tenant Refund-Stop Payment

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Overview

This is a procedure to show a tenant's refund check had a stop payment and for the transactions to appear on the tenant's statement. If all you want is to reissue the check you can simply void it in <<AP, Check History>> and redo it under <<AP, Refund Check>>.

For information about refunding the security deposit, see [How to document #205](#).

Assumptions: The security deposit has been released and there is a tenant refund check that has not been voided.

What will happen:

- The tenant history will show the original refund check
- An adjustment and a new refund check will also show
- The owner will not see anything because Security Deposit and Open Credits were involved.
- The bank will have the original refund check and the adjustment. They will need to be cleared together to remove from reconciliation screen.

Step 1: Adjust Open Credits

- a) Go to <<AR, Adjust Open Credits>>
- b) Date: Today (or date of Stop Payment)
- c) Select Unit/Tenant
- d) Leave "Increase Tenant Credits" marked
- e) Amount: Amount of the refund check
- f) Note: Do not mark "Transfer to or from management group"
- g) Account: Security Deposit
- h) Memo: "Stop Payment on Check #####"
- i) Comment: Optional
- j) <Post>

Step 2: Refund Check

- a) Go to <<AP/Refund Check>>
- b) Posting Date: Today
- c) Select Unit/Tenant
- d) Bank: The bank you will issue the new check out of
- e) Amount: The amount of the new check
- f) Memo: "Replacement Check for check #####"
- g) Comment: Optional
- h) Leave vendor alone, make sure Payee Name and Address are correct
- i) <Post>
- j) You can print the check now; click yes, or later, no.

Step 3: Adjust Bank Account

- a) Go to <<GL/Adjust Bank Account>>
- b) Date: Today (or date of Stop Payment)
- c) Bank: The bank of the original refund check
- d) Ledger: Owner/Property of tenant/unit
- e) Leave "Interest or other increase" marked
- f) Reference: Stop Payment on Check #####
- g) Account: Security Deposit (make sure the same code is used as step 1g)
- h) Amount: The amount of original refund check
- i) Memo/Comment: Optional
- j) Post