



Transferring Credits

Support Notes

This support notes are suitable for :

- MYOB Accounting
- MYOB Premier
- MYOB PremierPlus

Introduction

You maybe faced with a situation where a customer requests you transfer a credit to another customer who you and they both trade with. This support note provides information on setting up your company file and transferring credits.

Summary

Transferring credits is done by using a chequebook clearing account. The clearing account is used to record a refund for the first customer. Then, using the clearing account, a Receive Payments transaction is recorded for the second customer. The first transaction will post a withdrawal to the clearing account and the second will offset it with a deposit.

How do I setup my company data file to transfer credits between customers?

All that's needed is a new chequebook clearing account.

1. Go to the **Accounts** command centre and click **Account List**.
2. Select the **Asset** tab and click **New**.
3. Make sure you select **Bank** in the **Account Type** drop-down menu.
4. Give the account a unique number that suits your account list.
5. Name the account **Credit Note Clearing** and click **OK**.

The window below shows the setup of the Credit Note Clearing account.

How is a credit transferred from one customer to another?

There are only two steps to transfer a credit between two customers.

Step 1 - Record a refund for customer #1

After creating the credit note for the first customer:

1. Go to the **Sales** command centre, click **Sales Register**, click the **Returns and Credits** tab and highlight the credit note.
2. Click **Pay Refund**.
3. Click the **Pay From Account** option and enter the Credit Note Clearing account in the adjacent Account field.
4. Check the refund payment details then click **Record**.

The following window shows a refund for \$90 being paid from the Credit Note Clearing account.

Account: 1-1150	Credit Note Clearing	Balance ⇄: \$0.00
Customer ⇄: Chelsea Mosset	Payee ▼: Chelsea Mosset 63 Travers Drive Gosford NSW 2430	Cheque No.: 1
	Ninety Dollars and 0 Cents	Date: 01/01/2005
Memo: Chelsea Mosset: Credit from 00000072		Amount: \$90.00
		<i>Cleanwater Pty. Ltd.</i>
<input type="checkbox"/> Already Printed		

This will post a withdrawal to the Credit Note Clearing account.

Step 2 - Transfer the credit to Customer #2

1. Go to the **Sales** command centre and click **Enter Sales**.
2. Select the second Customer's **Card**.
3. Click the **Layout** button, choose **Service** and click **OK**.
4. Enter the **Date** and **Memo**.
5. Enter the Credit Note Clearing account in the **Acc #** field.
6. Enter the **Amount** as a negative (-\$90).
7. Select the relevant **Tax Code**.
8. Check the transaction then click **Record**.

The window below shows a credit note for the second customer.

Please note: In this example, the N-T **Tax Code** has been used. Please check with your accountant or the ATO as to how this is to affect your GST reporting, or that of your customer's. If necessary, you can print the credit note and issue it to your customer as a Adjustment Note.

Sales - New Service

INVOICE

Customer ⇄: Gibbs, Rhiannon Terms ⇄: Net 30th after EOM Tax Inclusive

Ship to ▾: Rhiannon Gibbs
Lawless Drive
Cranbourne VIC 3977

Invoice #: 00000088
Date: 01/01/2005
Customer PO #:

Description	Acct#	Amount	Job	Tax
	1-1150	-\$90.00		N-T

Salesperson : Subtotal: -\$90.00
 Comment: Freight: \$0.00 GST ▾
 Ship Via: Tax ⇄: \$0.00
 Promised Date: Total Amount: -\$90.00

Journal Memo: Transfer credit from Chelsea Mosset Paid Today: \$0.00
 Referral Source: Payment Method: MasterCard ▾ [Details...](#)
 Already Printed or Sent Balance Due: -\$90.00

This transaction will:

- Post a deposit to the Credit Note Clearing account, offsetting the refund withdrawal. The Credit Note Clearing account should now have a zero balance and
- Create a credit note for the second customer that can be settled through the **Sales Register**.