

How to Refund Credit Card on Unapplied Cash

02/09/2024 5:23 pm EST

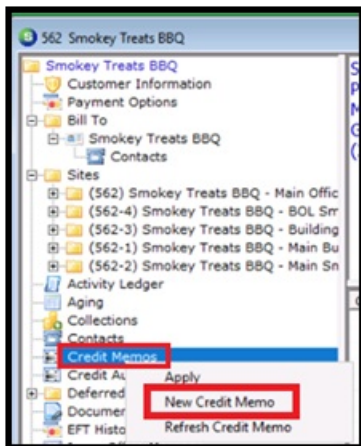
Overview

Credit card refunds can be done from a credit memo ONLY. It is not possible to refund unapplied cash back to a credit card. The steps below walk through creating and applying the refund using a credit memo.

Creating a Refund from a Credit Card

Steps to create a refund:

1. Open the customer explorer of the customer for whom you wish to generate a refund.
2. Click on Credit Memos – New Credit Memo



3. Select the site the credit memo will be for and fill out all information.
4. Make sure to select Either Customer Refund or EFT ACH Return or similar pass-through GL Account and fill in the information about why doing the credit memo in the bottom left corner – then click on the Save button.

Open Credits \$5,000.00					
Credit #	Site Name	Credit Type	Date	Amount	Balance
658420	Smoky Treats BBQ	CREDIT		\$3,000.00	\$3,000.00
796	Smoky Treats BBQ	ADV/DEP		\$3,000.00	\$3,000.00
Open Tickets					
Ticket #	Site Name	Problem		City, State	Status

- a. When the Select Payment Type window opens, fill in the Refund Amount – Select the Credit Card to refund from dropdown – Click on Refund

Select Payment Type

Customer Number: 562
Smoky Treats BBQ
PO BOX 542
Main Office - A
Garfield Heights, OH 44125
(330) 555-9987

Available Balance: \$3,000.00

Refund Amount:

Bank Accounts on File (1)

Credit Cards on File (1)

VISA

VISA ****8291
Smoky Treats BBQ
12/24

Refund Cancel

- b. 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.

Please confirm

Are you sure that you want to process a refund to the credit card ending in ****8291 in the amount of \$3,000.00?

Yes No

- c. The Refund Completed window will open acknowledging the amount that was refunded to the customer – Click on the OK button

Refund Completed

Amount \$3,000.00 refunded to customer.

OK

3. To see the refund: Click on EFT Transactions – Click on CC – And click on the Refund Tab. The transaction should be shown in the tab. Will also show the GL account the refund is associated with.

Showing transactions for 210778 - Clear Grid Filters

Ready Approved Settled Rejected Voided **Refunded** Previously Funded Orphaned

Branch	Customer No	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
Ohio	562	Smokey Treats BBQ	CUSTOMER REFUND	Misc GL: 240120	-\$3000.00	09/29/2021	8291	28ad3ae0-2862-4341-94ce-1082...	304011

Account Register

Account Code: **240120** Customer Refunds* Branch:

From Date: 9/29/2021 Thru Date: Reg Type:

Reg No.	Date	Type	Reference	Name	Branch	Amount	Balance
	9/29/2021			** Beginning Balance **			263.25
1018543	9/29/2021	MISC	282372	Smokey Treats BBQ	OH	3,000.00	3,263.25
1018544	9/29/2021	REFUND	2237	Smokey Treats BBQ	OH	-3,000.00	263.25

Removing the Unapplied Cash

Once the refund has been processed, now you will need to remove the Unapplied Cash.

Steps to remove unapplied cash:

1. Right-click on the Unapplied Cash in Open credits – Select Apply

Open Credits \$419.61

Credit #	Site Name	Credit Type	Dat
393085	Smokin Meats BBQ	CREDIT	3/2
	Smokin Meats BBQ		2/4

Open Tickets

Ticket #	Problem Code	City

Apply Auto Apply

2. When the window opens – click on the Other tab – Select the GL Account for customer refunds or the one selected in the Credit Memo above – select the category code – fill in the amount – Add memo – Click on the Save button

Apply Customer Credit 562

Smoky Treats BBQ
PO BOX 542
Main Office - A
Garfield Heights, OH 44125

Credit Amount and Balance
Credit Amount: 3000.00
Balance: 0.00
Credit Date: 9/29/2021
Apply Date: 9/29/2021

Advance Deposit
Invoices: ☒ **Other**
☒ **Miscellaneous**
GL Account: 240120
Customer Refunds*
Category Code: Jobs Res
Amount: 3000.00

Refund Check
Amount: 0.00
Pay To:

Unapplied Cash
Amount: 0.00

Memo: Refund customer CC

Save **Close**

3. All credits are now assigned to the correct places

Open Credits	\$0.00	Site Name	Credit Type	Date	Amount	Balance
Credit #						
Open Tickets			Ticket #	Site Name	Problem Code	Rate

4. The activity ledger for the customer now shows all monies incorrect accounts and customer balance due to the correct

Activity Ledger			Entered Date: 8/20/2021			
Agency						
Collections						
Contacts						
Credit Memo						
Credit Auto						
Deferred Income (Unapplied)						
Documents						
EFT History						
Enter Office Message						
Invoices						
Jobs						
Journal Detail						
Journal Summary						
Notes						
Payments						
Prospectus						
Returning						
Returning History						
Refunds						
Season Event Log						
Service						
Systems						
Type	Date	Description	Transaction	Payments	Invoices	Balance
Payment	7/13/2021	Credit Card ACH Processing: 7/13/2021 -> Invoice: 658395	26.94	26.94	26.94	0.00
Payment Applied	7/13/2021	Credit Card ACH Processing: 7/13/2021 -> Invoice: 658395			26.94	26.94
Invoice	8/26/2021	Invoice: 658401			80.81	107.75
Invoice	8/26/2021	Invoice: 658402			53.88	161.63
Invoice	8/26/2021	Invoice: 658397				161.63
Payment	8/26/2021	Credit Card ACH Processing: 8/26/2021 -> Invoice: 658397	53.88	53.88		107.75
Payment	8/26/2021	Credit Card ACH Processing: 8/26/2021 -> Invoice: 658398	26.94	26.94		80.81
Payment	8/26/2021	PTT ACH Processing: 8/26/2021 -> Invoice: 658399	431.84	431.84		-351.03
Payment	8/26/2021	PTT ACH Processing: 8/26/2021 -> Invoice: 658399	988.09	988.09		-1518.12
Payment	8/26/2021	PTT ACH Processing: 8/26/2021 -> Invoice: 658400	23.34	23.34		-1541.46
Invoice	9/1/2021	Invoice: 658398			431.84	-1109.62
Invoice	9/1/2021	Invoice: 658399			168.09	-941.53
Payment	9/29/2021	Credit Card ACH Processing: 9/29/2021 -> Invoice: 658397	-3,000.00			80.81
Payment	9/29/2021	Credit Card ACH Processing: 9/29/2021 -> Invoice: 658398	3,000.00	3,000.00		-2,919.19
Payment Applied	9/29/2021	Credit Card ACH Processing: 9/29/2021 -> Advance Deposit			-3,000.00	-5,919.19
Payment Rnd	9/29/2021	Credit Card ACH Processing: 9/29/2021 -> GL Acct: 240120			3,000.00	-2,919.19
Credit	9/29/2021	Credit: 658420				-5,919.19
Take Credit	9/29/2021	Credit: 658420: 9/29/2021 -> GL Acct: 240120	3,000.00	3,000.00		-2,919.19
Advance Deposit	9/29/2021	Advance Deposit: 9/29/2021 -> GL Acct: 240120		3,000.00		80.81