

How to Refund Credit Card using Credit Requests

09/23/2024 2:26 pm EDT

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 requesting, creating and applying the unapplied cash refund using a credit memo starting with a Credit Request.

Creating a Refund from a Credit Request

The steps below assume there is unapplied cash on the customer account that needs to be refunded back to the customer using their credit card for the refund.

Selecting an Unapplied Cash for Refund

1. The unapplied cash on the customer will need to be moved to the Customer Refund GL Account. Right click on Unapplied cash – Click on Apply

Diamond Pizza Diamond Pizza - 650-Main 2600 ROCKSIDE RD ADDED IN MAN Garfield Heights, OH 44125 (330) 555-4545 RASTESTONE@GMAIL.COM		Balance Due: \$898.54 Last Statement Date: Never Last Late Fee: \$18.65 Total Active RMR : \$195.00 Total Active RAR : \$2,340.00 Customer Type: Residential Customer Since: 6/27/2022 Salesperson: Jane Doe Last Payment Rec'd: \$500.00 (9/18/2024) # of Disp Last 1 Days: 0			
Bill Contacts					
Title	Contact	Phone	Ext	E-Mail	
Open Invoices \$1,398.54					
Invoice #	Site Name	Description	Date	Amount	Net Due
662993	Diamond Pizza	*Recurring	7/1/2024	\$119.60	\$119.60
662994	Diamond Pizza-650 Son's	*Recurring	7/1/2024	\$144.00	\$144.00
662996	Diamond Pizza-650-1	Service Call	7/11/2024	\$802.74	\$802.74
663004	Diamond Pizza	*Recurring	8/1/2024	\$119.60	\$119.60
663010	Diamond Pizza	*Recurring	9/1/2024	\$119.60	\$119.60
663012	Diamond Pizza-650 Son's	*Recurring	8/1/2024	\$93.00	\$93.00
Other Cust Inv. \$15,000.00					
Invoice #	Site Name	Description	Date	Amount	Net Due
662997	Diamond Pizza-650 Son's	Installation Services	7/11/2024	\$7,500.00	\$7,500.00
662998	Diamond Pizza-650 Son's	Installation Services	7/11/2024	\$7,500.00	\$7,500.00
Open Credits \$500.00					
Credit #	Site Name	Credit Type	Date	Amount	Balance
	Diamond Pizza	CASH	9/18/2024	\$500.00	\$500.00
Open Tickets					
Ticket #	Site Name	Problem Code	Date	City, State	Status
3507	Diamond Pizza-650-1	Code Changes	6/27/2023	Garfield H...	OP
3518	Diamond Pizza-650-1	Add Equipment	8/16/2024	Garfield H...	SC
Open Jobs					

2. Click on Other Tab – Click on Miscellaneous – Select the GL Account for the Refund – Fill in Category – Verify Amount – Add a Memo – Click Save

Credit Request 2142

Customer: 650
 Invoice #: Diamond Pizza
 2600 ROCKSIDE RD
 ADDED IN MAN
 Garfield Heights, OH 44125

Req By: RSHAWLEY
 Req Date: 9/18/2024
 Credit No:

General Info | Sign Offs

Sign Off Detail

Sign Off 1: Administrator 9/18/2024 5:28:25 PM Amount: 500.00
 Notes: APPROVED

Sign Off 2: Amount:
 Notes:
 Sign Off 3: Amount:
 Notes:
 Maximum Approval Amount: 100000.00

Save Close

6. Click on Yes when asked if ready to create the credit

Create Credit

Are you ready to create the credit?

Yes No

7. In the Apply Customer Credit window – Click on Close to add the credit to the customers' account

Apply Customer Credit 650

Diamond Pizza
 2600 ROCKSIDE RD
 ADDED IN MAN
 Garfield Heights, OH 44125

Credit Amount and Balance
 Credit Amount: 500.00
 Balance: 500.00

Credit Date: 9/18/2024
 Apply Date: 9/18/2024

Credit Memo

Invoices | Other

Site Name	Invoice #	Date	Amount	Net Due	Payment
Diamond Pizza	662993	7/1/2024	119.60	119.60	
Diamond Pizza-650 Sals	662994	7/1/2024	144.00	144.00	
Diamond Pizza-650-1	662996	7/1/2024	802.74	802.74	
Diamond Pizza	663004	8/1/2024	119.60	119.60	
Diamond Pizza	663010	8/1/2024	119.60	119.60	
Diamond Pizza-650 Sals	663012	8/1/2024	93.00	93.00	

Buttons: Apply Clear

Memo:
 Save Close

8. Click on Close to close out the Credit Request

Credit Request 2141

Customer: 650
 Invoice #: Diamond Pizza
 2600 ROCKSIDE RD
 ADDED IN MAN
 Garfield Heights, OH 44125

Req By: RSHAWLEY
 Req Date: 9/17/2024
 Credit No: 663034

General Info | Sign Offs

Requested Amount: \$480.00
 Approved Amount: \$480.00
 Reason: Customer Refund
 Sales Tax Connection:
 New Tag Group:
 New Invoice Date:
 Memo: Customer Refund of Unapplied Cash
 Assigned To: RSHAWLEY 9/17/2024
 Open Template

Close

9. The credit memo is now available in the Open Credits area on customer tree

Open Credits \$500.00					
Credit #	Site Name	Credit Type	Date	Amount	Balance
663036	Diamond Pizza	CREDIT	9/18/2024	\$500.00	\$500.00

Selecting an Open Credit Memo for Refund

1. The credit memo can be used as the refund back to the CC/ACH by right clicking on the Credit Memo – Select Refund to CC/ACH

Open Credits \$500.00					
Credit #	Site Name	Credit Type			
663036	Diamond Pizza	Apply			
Open Tickets		Refund to CC/ACH			
Ticket #	Site Name	Refresh			
3507	Diamond Pizza-650-1				
3518	Diamond Pizza-650-1				

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

Select Payment Type

Customer Number: 650
Diamond Pizza
2600 ROCKSIDE RD
ADDIED IN MAN
Garfield Heights, OH 44125
(330) 555-4545

Available Balance \$500.00

Refund Amount \$500.00

Bank Accounts on File (0)

Credit Cards on File (1)
AMER

AMER
****2376
Diamond Pizza
12/28

Refund Cancel

3. 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 ****2376 in the amount of \$500.00?

Yes No

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

Refund Completed

Amount \$500.00 refunded to customer.

OK

Verifying the Refund

1. To see the refund, Click on EFT Transactions, CC, and Refunded tab. The transaction should be showing in the tab. It will also show the GL account the refund is associated with.

Ready	Approved	Settled	Rejected	Voided	Refunded	Previously Funded	Orphaned			
☐	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
☒	Ohio	650	Diamond Pizza	CUSTOMER REFUND	Misc GL: 240120	-\$500.00	09/18/2024	2376	d93b21dc-6bee-4f76-92d6-19729...	7CV328

2. Selecting Payments in the Customer Tree will also show where the payment came in as Unapplied Cash and went back to the customer as a refund

Date	Method	Check #	Amount	Reference	Invoice Pmt	Credit/Misc	Memo	Has Image
9/18/2024	Credit Card	ACH Proce...	(\$500.00)	Misc Income				
9/18/2024	EFT		\$500.00	Unapplied Cash				