How to Refund Credit Card using Credit Requests

09/23/2024 2:26 pm EDT

Overview

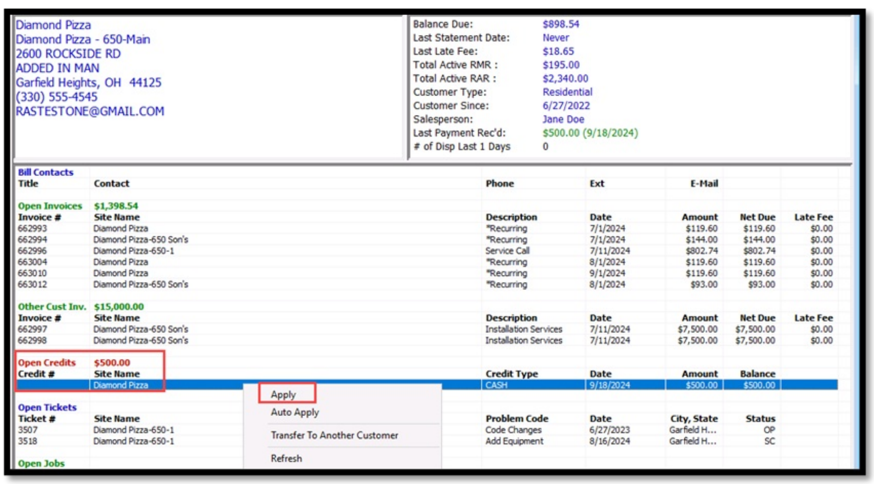
Credit card refunds can be done from a credit memo ONLY. It is not possible to refund unapplied cash back to a credit card. The steps below walk through requesting, creating and applying the unapplied cash refund using a credit memo starting with a Credit Request.

Creating a Refund from a Credit Request

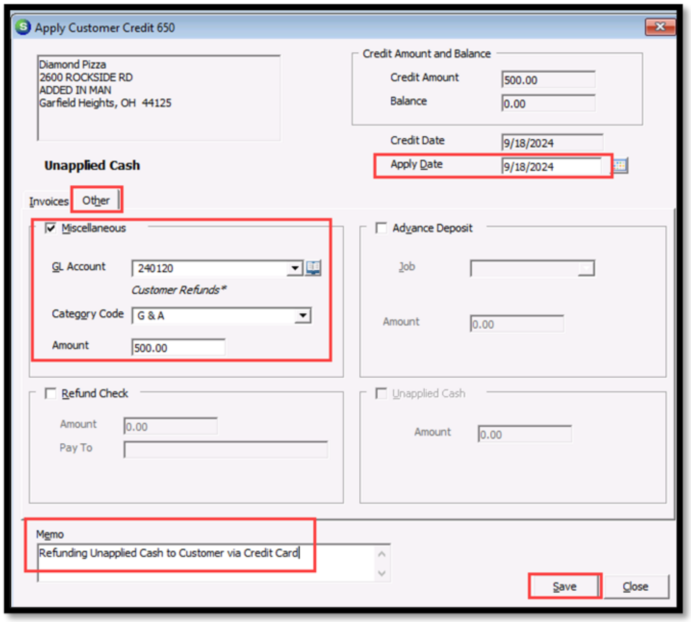
The steps below assume there is unapplied cash on the customer account that needs to be refunded back to the customer using their credit card for the refund.

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



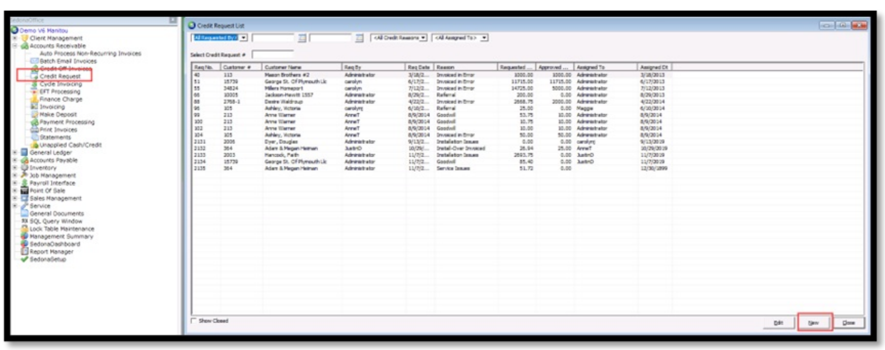
2. Click on Other Tab – Click on Miscellaneous – Select the GL Account for the Refund – Fill in Category – Verify Amount – Add a Memo – Click Save



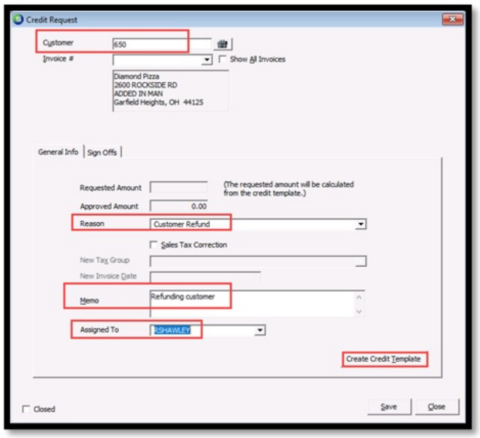
The Unapplied cash is now in the GL Account to be used for the Credit Request/Memo

Adding Credit Memo via Credit Request for Refund

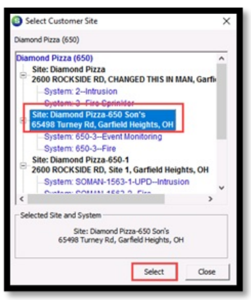
1. Click on Credit Requests in SedonaOffice tree – Click on New in the Credit Request List Window



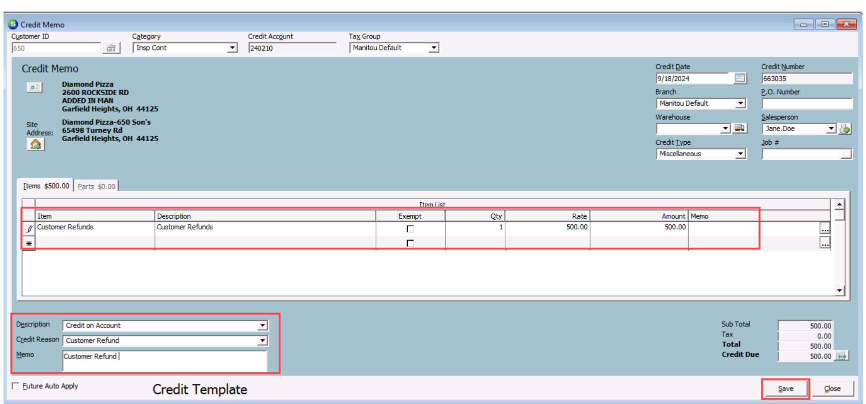
2. Fill in Customer, the Reason, Memo and Assigned To.   Click on Create Credit Template



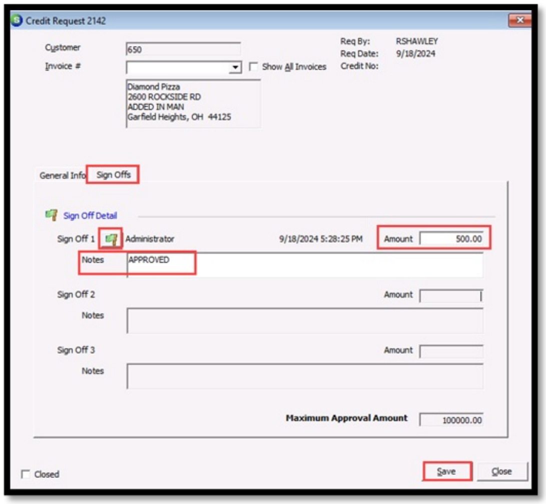
3. Click on the customer site for the credit – Click on Select



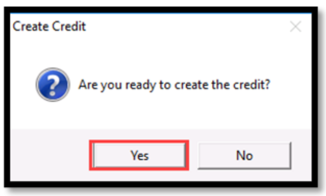
4. Fill in the Credit Memo information in the Credit Template – Click on Save



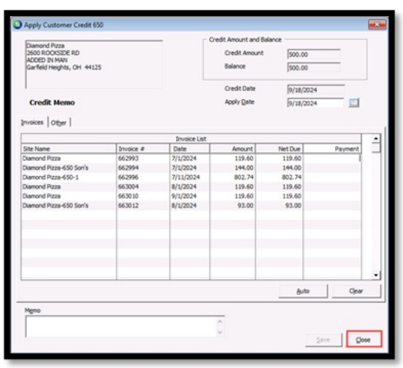
5. Click Sign Off tab in the Credit Request – Then click on the Green Flag to open the approval – Verify the Amount to be credited – Add Notes – Click Save



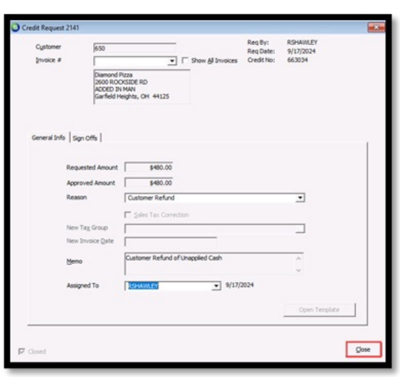
6. Click on Yes when asked if ready to create the credit



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



8. Click on Close to close out the Credit Request

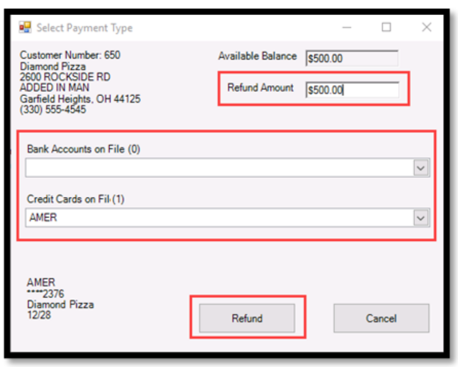


9. The credit memo is now available in the Open Credits area on customer tree

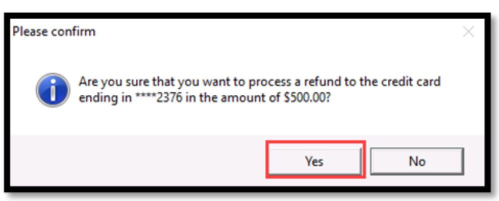
Selecting an Open Credit Memo for Refund

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

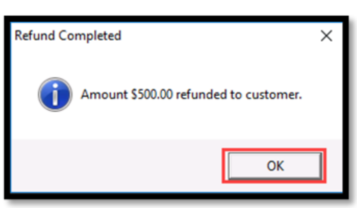
2. When the Select Payment Type window opens, fill in the Refund Amount – Select the Credit Card to refund from drop-down – Click on Refund



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.

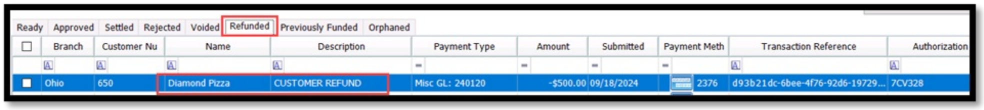


4. The Refund Completed window will open acknowledging the amount that was refunded to the customer – Click on OK button



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.



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