

Refunds Overview

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Refunds may be processed for both customer credit cards and bank accounts directly within SedonaOffice. All refunds originate from a credit memo created on a customer's account. If the original payment received was applied to an invoice or is currently in unapplied cash or an advance deposit on the customer, these funds will need to be dealt with differently so that a credit memo may be created and then refunded to the customer.

The process for dealing with a payment applied to one or more invoices and unapplied cash or advance deposits is different. Each method is described in this topic section.

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