

How to Refund Credit Card using Credit Requests

Last Modified on 09/23/2024 2:27 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 MAIN 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 Late Fee
662993	Diamond Pizza	*Recurring	7/1/2024	\$119.60	\$119.60 \$0.00
662994	Diamond Pizza-650 Son's	*Recurring	7/1/2024	\$144.00	\$144.00 \$0.00
662996	Diamond Pizza-650-1	Service Call	7/11/2024	\$802.74	\$802.74 \$0.00
663004	Diamond Pizza	*Recurring	8/1/2024	\$119.60	\$119.60 \$0.00
663010	Diamond Pizza	*Recurring	8/1/2024	\$119.60	\$119.60 \$0.00
663012	Diamond Pizza-650 Son's	*Recurring	8/1/2024	\$93.00	\$93.00 \$0.00
Other Cust Inv. \$15,000.00					
Invoice #	Site Name	Description	Date	Amount	Net Due Late Fee
662997	Diamond Pizza-650 Son's	Installation Services	7/11/2024	\$7,500.00	\$7,500.00 \$0.00
662998	Diamond Pizza-650 Son's	Installation Services	7/11/2024	\$7,500.00	\$7,500.00 \$0.00
Open Credits \$500.00					
Credit #	Site Name	Credit Type	Date	Amount	Balance
	Diamond Pizza	CCPS	8/18/2024	\$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					
		Refresh			

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

Customer: 650

Invoice #: [Show All Invoices]

Address: Diamond Pizza, 2000 ROCKSIDE RD, ADDED IN MAN, Garfield Heights, OH 44125

General Info | Sign Offs

Requested Amount: [] (The requested amount will be calculated from the credit template.)

Approved Amount: 0.00

Reason: Customer Refund

Sales Tax Correction: []

New Tag Group: []

New Invoice Date: []

Memo: Refunding customer

Assigned To: [Name]

Buttons: Create Credit Template, Save, Close

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

Select Customer Site

Diamond Pizza (650)

- Diamond Pizza (650)
 - Site: Diamond Pizza, 2000 ROCKSIDE RD, CHANGED THIS IN MAN, Garfield Heights, OH
 - System: 2-Intrusion
 - System: 3-File @penetration
 - Site: Diamond Pizza-650 Son's, 65498 Turney Rd, Garfield Heights, OH**
 - System: 650-3-Event Monitoring
 - System: 650-3-File
 - Site: Diamond Pizza-650-1, 2000 ROCKSIDE RD, Site 1, Garfield Heights, OH
 - System: SOMAN-1563-1-LUPD-Intrusion
 - System: SOMAN-1563-2-File

Selected Site and System: Site: Diamond Pizza-650 Son's, 65498 Turney Rd, Garfield Heights, OH

Buttons: Select, Close

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

Customer ID: 650 | Category: [] | Credit Account: [] | Tag Group: []

Customer Info: Diamond Pizza, 2000 ROCKSIDE RD, ADDED IN MAN, Garfield Heights, OH 44125

Site Address: Diamond Pizza-650 Son's, 65498 Turney Rd, Garfield Heights, OH 44125

Credit Date: 9/18/2024 | Credit Number: 642033

Branch: [] | P.O. Number: []

Warehouse Default: [] | Warehouse: [] | Salesperson: []

Warehouse: [] | Job Cost: []

Credit Type: [] | Job #: []

Miscellaneous: []

Item	Description	Exempt	Qty	Rate	Amount	Memo
Customer Refunds	Customer Refunds	<input type="checkbox"/>	1	900.00	900.00	

Sub Total: 900.00
Tax: 0.00
Total: 900.00
Credit Due: 900.00

Buttons: Save, Close

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

Credit Request 2142

Customer: 650
 Invoice #: [dropdown] Show All Invoices
 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: [input]
 Notes: [input]

Sign Off 3: Amount: [input]
 Notes: [input]

Maximum Approval Amount: 100000.00

Closed

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

Create Credit

Are you ready to create the credit?

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

Apply Customer Credit 616

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	7/2/2024	139.60	139.60	
Diamond Pizza-650 Sor's	662994	7/2/2024	144.00	144.00	
Diamond Pizza-650-1	662996	7/11/2024	802.74	802.74	
Diamond Pizza	663004	8/2/2024	139.60	139.60	
Diamond Pizza	663010	8/2/2024	139.60	139.60	
Diamond Pizza-650 Sor's	663012	8/2/2024	93.00	93.00	

Memo: [input]

8. Click on Close to close out the Credit Request

Credit Request 2141

Customer: 650
 Invoice #: [dropdown] Show All Invoices
 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: 490.00
 Approved Amount: 490.00
 Reason: Customer Refund
 Sales Tax Correction
 New Tag Group: [input]
 New Invoice Date: [input]
 Memo: Customer Refund of Unapplied Cash
 Assigned To: [dropdown] 9/17/2024

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

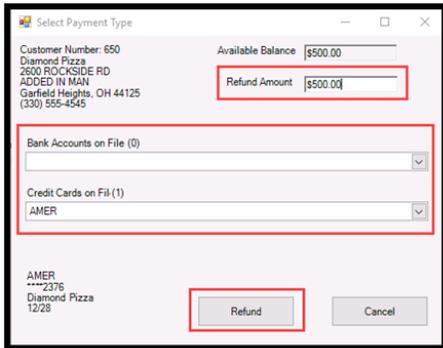
Open Credits	\$500.00				
Credit #	Site Name	Credit Type	Date	Amount	Balance
663036	Diamond Pizza	CREDIT	9/18/2024	\$500.00	\$500.00

Selecting an Open Credit Memo for Refund

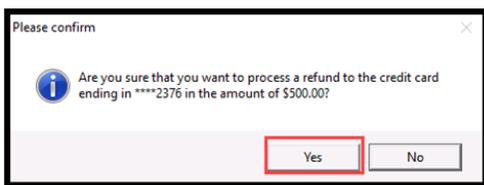
1. The credit memo can be used as the refund back to the CC/ACH by right clicking on the Credit Memo – Select Refund to CC/ACH



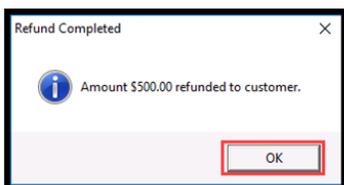
2. When the Select Payment Type window opens, fill in the Refund Amount – Select the Credit Card to refund from drop-down – Click on Refund



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.

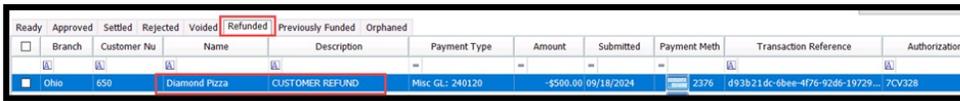


4. The Refund Completed window will open acknowledging the amount that was refunded to the customer – Click on OK button



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.



The screenshot shows a software interface with a tabbed menu at the top. The 'Refunded' tab is highlighted with a red box. Below the menu is a table with columns: Branch, Customer Nu, Name, Description, Payment Type, Amount, Submitted, Payment Meth, Transaction Reference, and Authorization. A single row is visible, with 'Diamond Pizza' under Name, 'CUSTOMER REFUND' under Description, and '\$500.00' under Amount. The 'Refunded' tab and the 'CUSTOMER REFUND' description are highlighted with red boxes.

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	2276	d93b216c-6bee-4f76-928e-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



The screenshot shows a table with columns: Date, Method, Check #, Amount, Reference, Invoice Pmt, Credit/Misc, Memo, and Has Image. Two rows are visible. The first row shows a credit card payment of \$500.00 on 9/18/2024. The second row shows an EFT payment of \$500.00 on 9/18/2024, which is linked to the credit card payment 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		240120 Customer Ref...	R210778_AMER20240918	N
9/18/2024	EFT		\$500.00	Unapplied Cash		\$500.00		N