How to Refund Credit Card using Credit Requests

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

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		
3507	Diamond Pizza-650-1		Refresh
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
ADDED 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
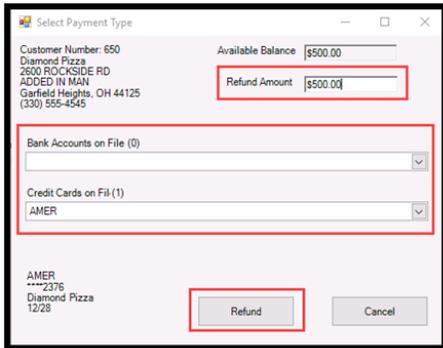
3. A confirmation message will appear asking the user to designate their intention to process the refund to the credit card selected. Press the Yes button if this is the correct credit card.

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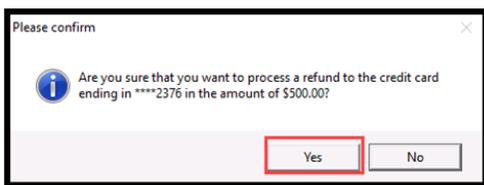
4. The Refund Completed window will open acknowledging the amount that was refunded to the customer – Click on OK button

Refund Completed

Amount $500.00 refunded to customer.

OK
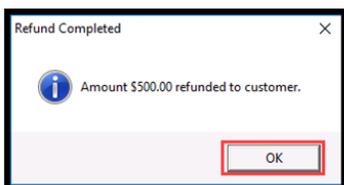
Verifying the Refund

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.
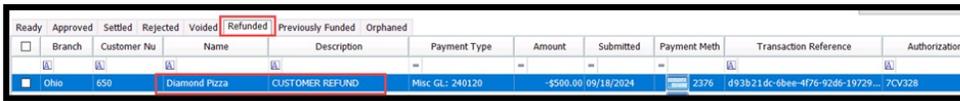
	Branch	Customer Nu	Name	Description	Payment Type	Amount	Submitted	Payment Meth	Transaction Reference	Authorization
☐					=	=	=			
■	Ohio	650	Diamond Pizza	CUSTOMER REFUND	Misc GL: 240120	-$500.00	09/18/2024	2376	d93b21dc-6bee-4f76-92d6-19729...	7CV328

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

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	($500.00)	240120 Customer Ref...	R210778_AMER20240918	N
9/18/2024	EFT		$500.00	Unapplied Cash	$500.00			N