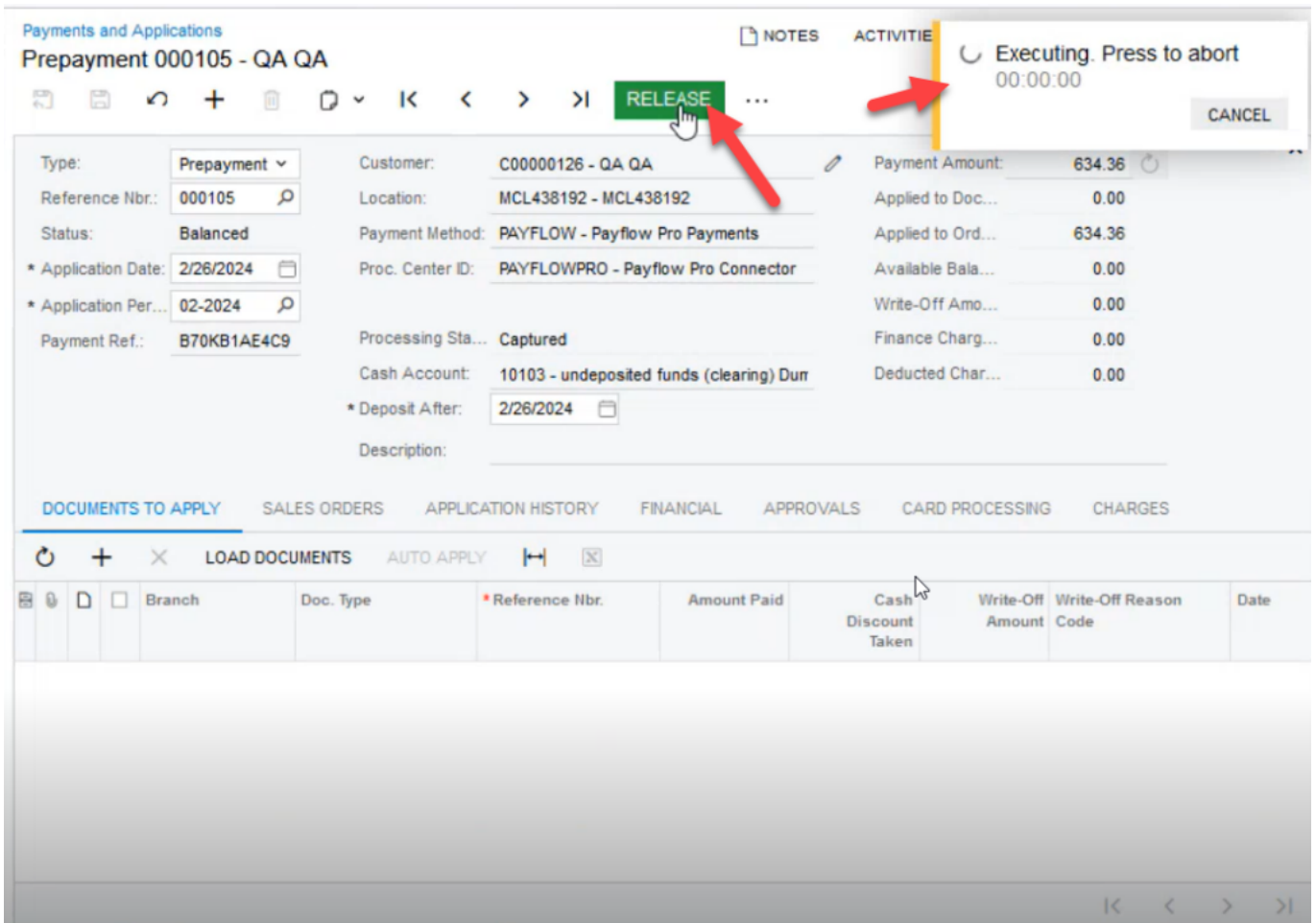


Refunding the Payment Using Credit Process

In the above section, we have explained to initiate the refund it should always be in [Open] status and how you can check the transaction details in the PayPal Portal. To process the refund, you need to follow the steps as described.

Step 1: Navigate to the Sales Order Screen in Acumatica and Release it from the Payment and Application screen.



Click on the Release button

Upon successful execution a toast message will appear on your screen and the status will be changed to [Open] for initiating a refund as illustrated below.



Payments and Applications

Prepayment 000105 - QA QA

NOTES ACTIVITIES

The operation has completed.

Type: Prepayment
 Reference Nbr.: 000105
 Status: **Open**
 * Application Date: 4/12/2024
 * Application Per...: 04-2024
 Payment Ref.: B70KB1AE4C9

Customer: C00000126 - QA QA
 Location: MCL438192 - MCL438192
 Payment Method: PAYFLOW - Payflow Pro Payments
 Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector
 Processing Sta...: Captured
 Cash Account: 10103 - undeposited funds (clearing) Durr
 * Deposit After: 2/26/2024

Payment Amount: 634.36
 Applied to Doc...: 0.00
 Applied to Ord...: 634.36
 Available Bala...: 0.00
 Write-Off Amo...: 0.00
 Finance Charg...: 0.00
 Deducted Char...: 0.00

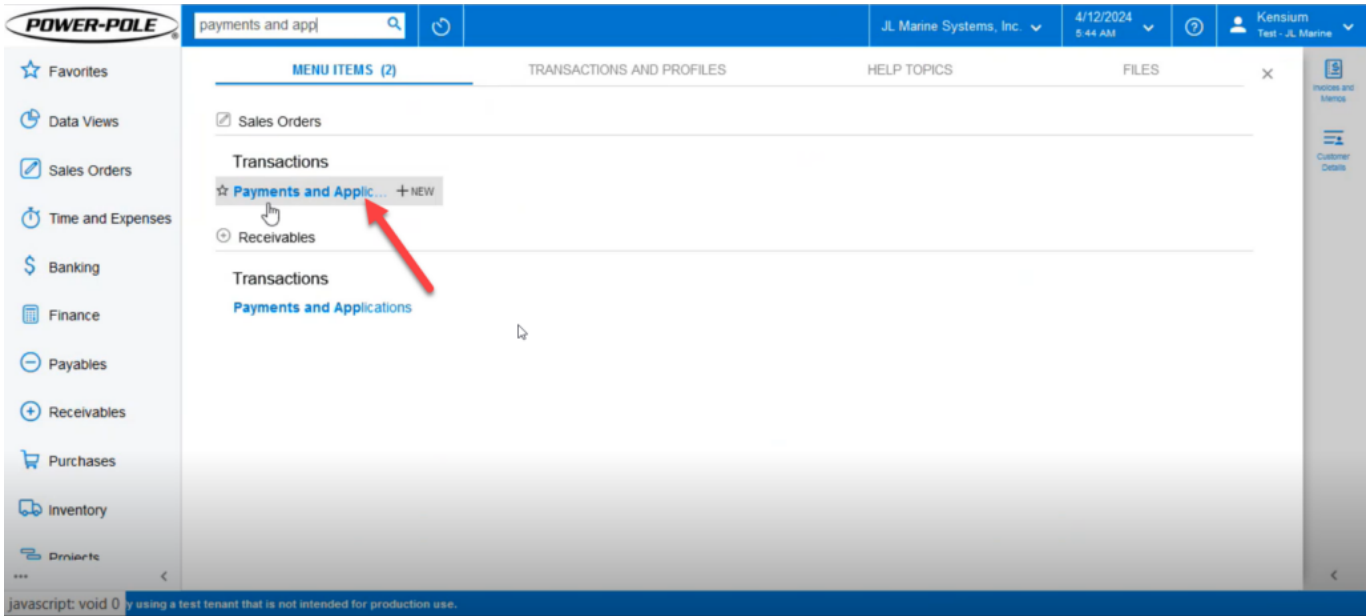
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

LOAD DOCUMENTS AUTO APPLY

Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date

Step 2: Navigate to the Payment and Application Screen from the Global Search Bar of Acumatica as illustrated.

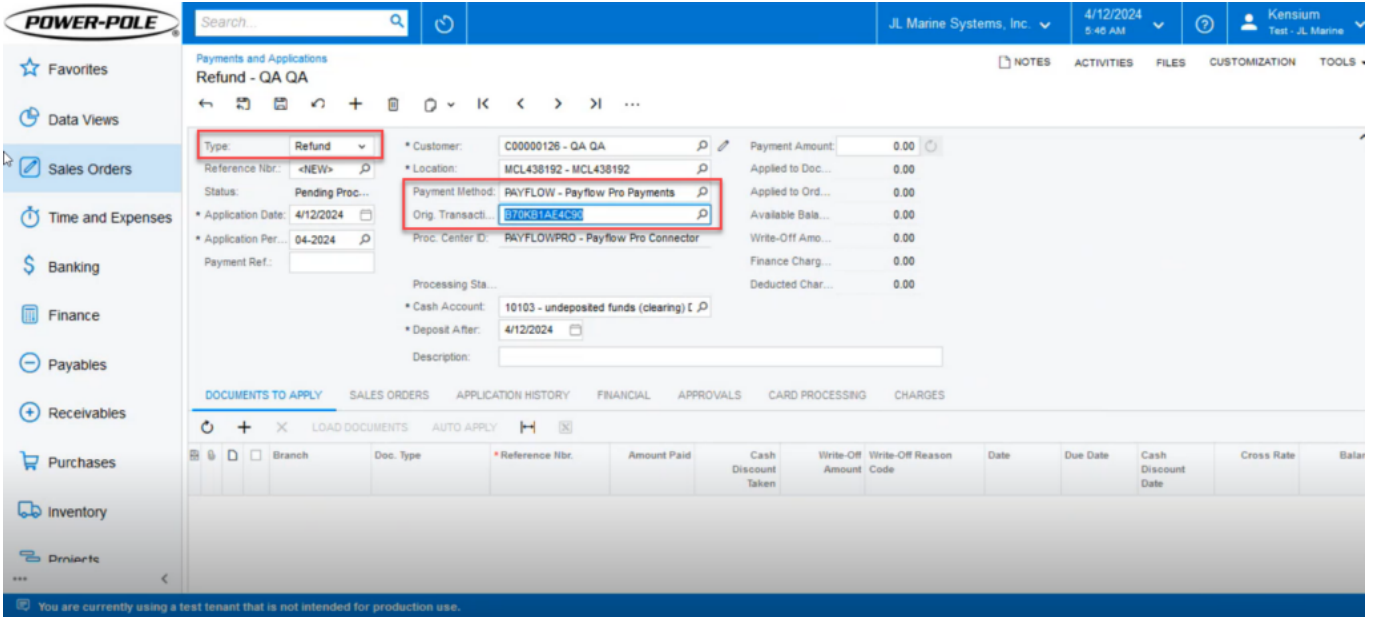




Payment and Application from Global Search bar

Step 3: Create a new [Refund] record for the customer. Once you select the customer, all the details of the sales order will be retrieved. You need to select the Payment Method from the look-up and the [Original Transaction ID] from the Sales order of the customer. Based on the Transaction ID the Cash Account will be automatically populated.





The screenshot displays the Acumatica interface for a 'Refund - QA QA' entry. The 'Type' is set to 'Refund', 'Payment Method' is 'PAYFLOW - Payflow Pro Payments', and 'Orig. Transact.' is '372631A4C02'. The 'Customer' is 'C0000126 - QA QA' and the 'Location' is 'MCL438192 - MCL438192'. The 'Application Date' is '4/12/2024' and the 'Application Period' is '04-2024'. The 'Cash Account' is '10103 - undeposited funds (clearing)'. The 'Deposit After' date is '4/12/2024'. The 'Description' field is empty. Below the entry, there is a table with columns for 'Branch', 'Doc. Type', 'Reference Nbr.', 'Amount Paid', 'Cash Discount Taken', 'Write-Off Amount', 'Write-Off Reason Code', 'Date', 'Due Date', 'Cash Discount Date', 'Cross Rate', and 'Balance'.

Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date	Due Date	Cash Discount Date	Cross Rate	Balance

Select the Type, and Payment Method and copy the Org. Transaction ID

Step 4: Choose the appropriate document type based on the sales order. In the illustration, the sales order document type was prepayment, so select prepayment. If the Sales Order was created in Magento and synced to Acumatica, the payment record will appear as [Prepayment]. To create a payment directly in Acumatica, use the [Create Payment] and [Create Prepayment] options.

The screenshot shows the 'Sales Orders' screen for 'EC SO00000158 - QA QA'. The 'PAYMENTS' tab is selected, and the 'CREATE PREPAYMENT' button is highlighted. Below this, a table lists payment entries:

Doc. Type	Reference	Ad To Order	Transferred to Invoice	Balance	Status	Payment Ref.	Payment Method
Prepayment	000105	634.36	0.00	0.00	Balanced	B70KB1AE4C90	PAYFLOW

Doc Type

Step 5: After selecting the Doc. Type, you need to select the Reference Number by using the look-up. The pop-up will appear on your screen, and you simply need to select the reference number.

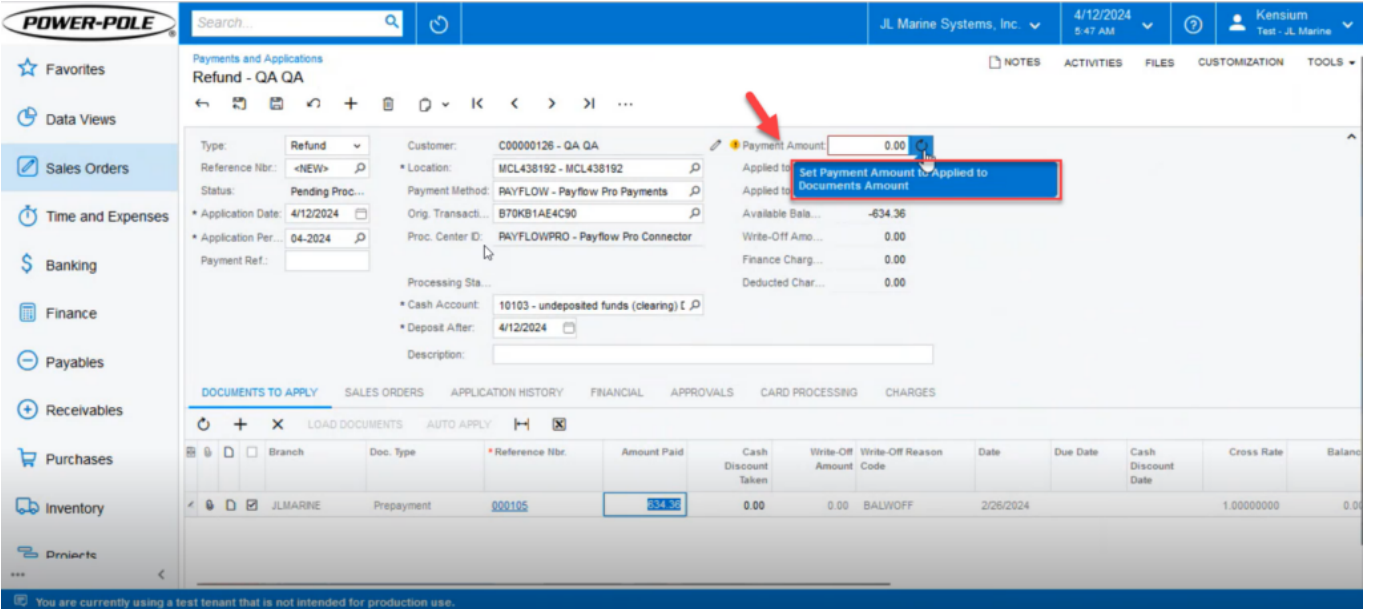
The screenshot shows the 'Payments and Applications' screen for 'Refund - QA QA'. A 'LOOK-UP' pop-up window is open, displaying a table with columns for Branch, Reference Nbr., Date, Post Period, Customer, Location, and Currency. The entry for 'JLMARINE' with reference number '000105' is selected.

Branch	Reference Nbr.	Date	Post Period	Customer	Location	Currency
JLMARINE	000105	2/26/2024	02-2024	C00000126	MCL438192	USD

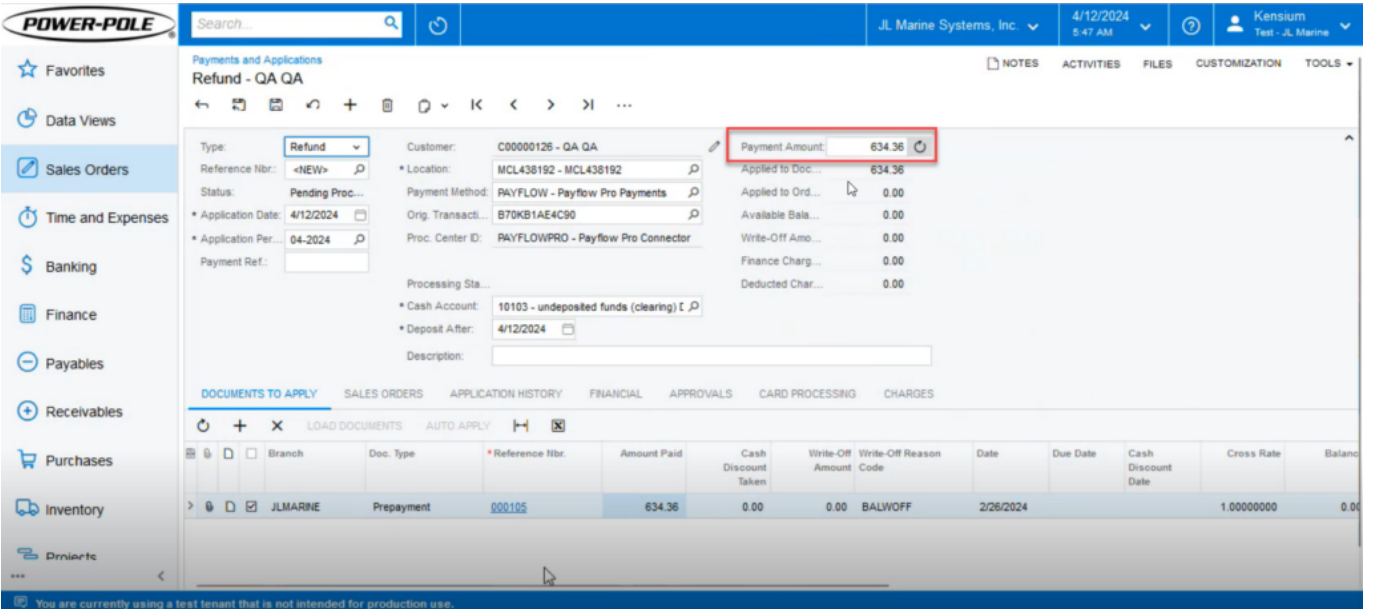


Select the Payment Reference Number

Step 6: Once all the details are filled in go to the [Payment Amount] option at the top. You will see a refresh button [Set Payment Amount to Applied to Documents Amount] beside the field as illustrated below.



The screenshot shows the 'Refund - QA QA' form in the Power-Pole software. The 'Payment Amount' field is currently set to 0.00. A red arrow points to this field, and a red box highlights the 'Set Payment Amount to Applied to Documents Amount' button located to its right. The form includes fields for Type (Refund), Reference Nbr (<NEW>), Status (Pending Proc...), Application Date (4/12/2024), Application Per (04-2024), Customer (C0000126 - QA QA), Location (MCL438192 - MCL438192), Payment Method (PAYFLOW - Payflow Pro Payments), Orig. Transact (B70KB1AE4C90), Proc. Center ID (PAYFLOWPRO - Payflow Pro Connector), Cash Account (10103 - undeposited funds (clearing) t), and Deposit After (4/12/2024). Below the form is a table with columns: Branch, Doc. Type, Reference Nbr, Amount Paid, Cash Discount Taken, Write-Off Amount, Write-Off Reason Code, Date, Due Date, Cash Discount Date, Cross Rate, and Balance. The table contains one row with values: JLMARNE, Prepayment, 000105, 634.36, 0.00, 0.00, BALWOFF, 2/26/2024, 1.00000000, 0.00.



The screenshot shows the 'Refund - QA QA' form in the Power-Pole software. The 'Payment Amount' field is now set to 634.36. A red box highlights the 'Payment Amount' field and the 'Set Payment Amount to Applied to Documents Amount' button located to its right. The form includes fields for Type (Refund), Reference Nbr (<NEW>), Status (Pending Proc...), Application Date (4/12/2024), Application Per (04-2024), Customer (C0000126 - QA QA), Location (MCL438192 - MCL438192), Payment Method (PAYFLOW - Payflow Pro Payments), Orig. Transact (B70KB1AE4C90), Proc. Center ID (PAYFLOWPRO - Payflow Pro Connector), Cash Account (10103 - undeposited funds (clearing) t), and Deposit After (4/12/2024). Below the form is a table with columns: Branch, Doc. Type, Reference Nbr, Amount Paid, Cash Discount Taken, Write-Off Amount, Write-Off Reason Code, Date, Due Date, Cash Discount Date, Cross Rate, and Balance. The table contains one row with values: JLMARNE, Prepayment, 000105, 634.36, 0.00, 0.00, BALWOFF, 2/26/2024, 1.00000000, 0.00.

The amount will be populated upon clicking on the refresh button

