

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.

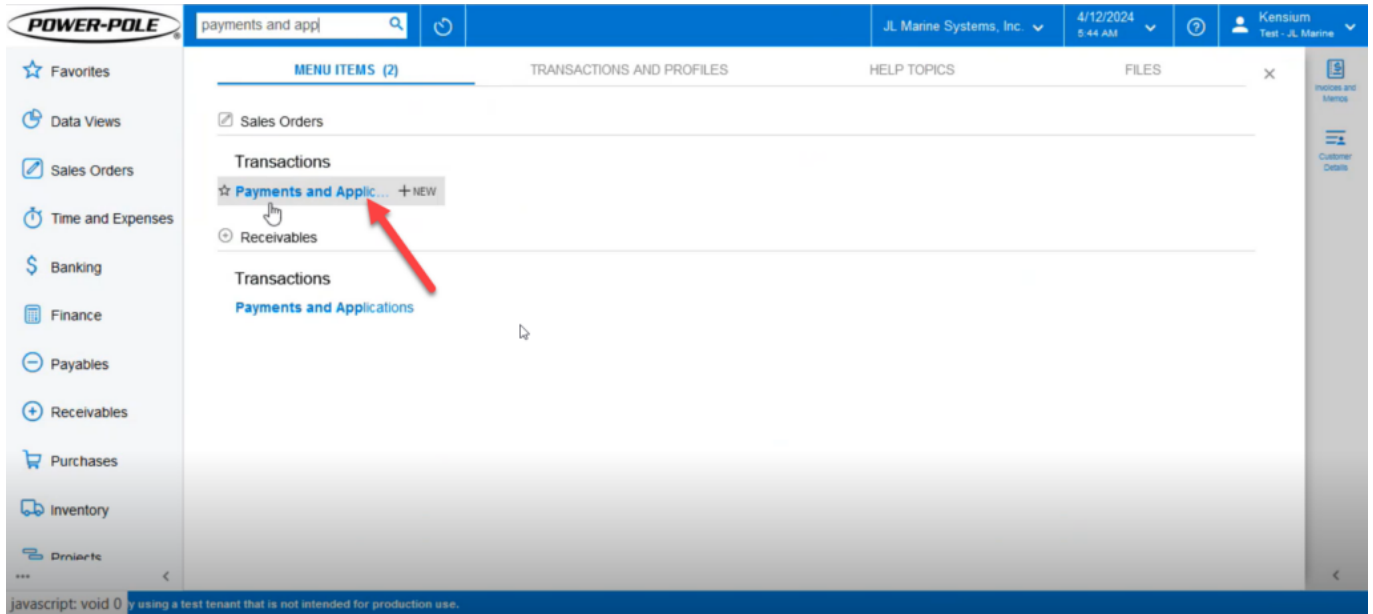
Step 1: Navigate to the Sales Order Screen in Acumatica and Release it from the Payment and Application screen.

[illegible]

Click on the Release button

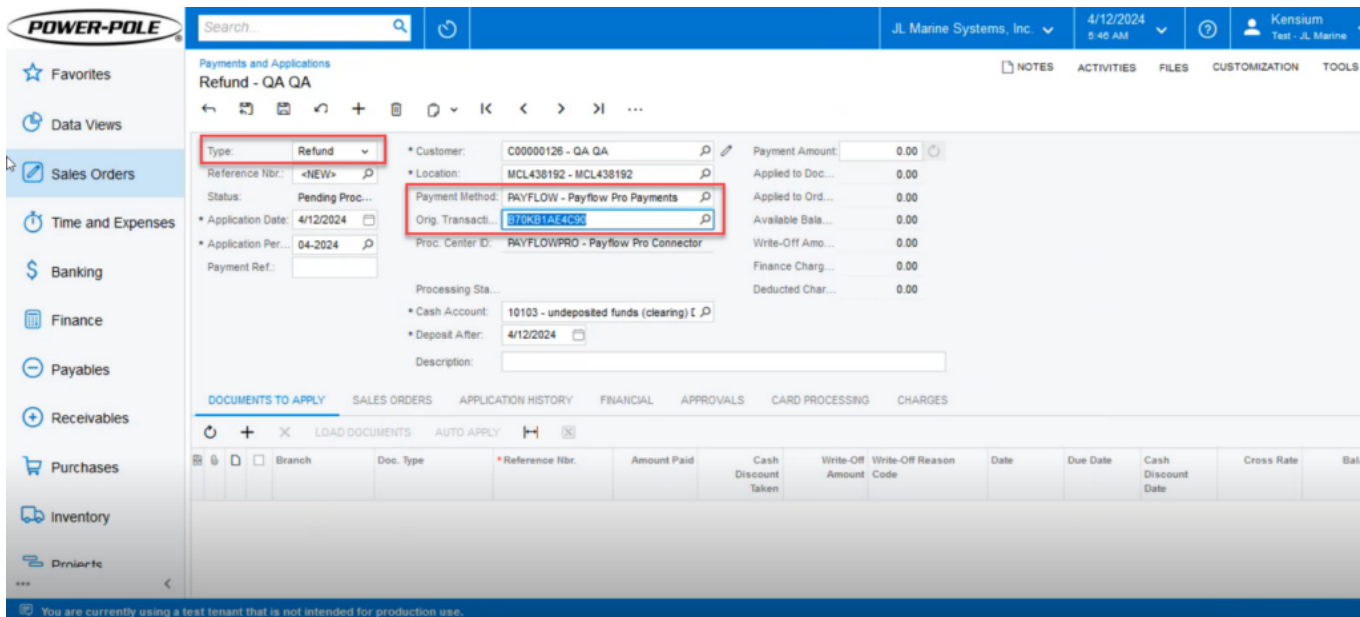
Upon successful execution a toast message will appear on your screen and the status will be changed to [Open] for initiating a refund as illustrated below.





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.



POWER-POLE

Search...

JL Marine Systems, Inc. 4/12/2024 5:45 AM Kensing Test - JL Marine

Payments and Applications
Refund - QA QA

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Favorites
Data Views
Sales Orders
Time and Expenses
Banking
Finance
Payables
Receivables
Purchases
Inventory
Drinks

Type: Refund
Reference Nbr.: <NEW>
Status: Pending Proc...
Application Date: 4/12/2024
Application Per...: 04-2024
Payment Ref.:
Customer: C00000126 - QA QA
Location: MCL438192 - MCL438192
Payment Method: PAYFLOW - Payflow Pro Payments
Orig. Transact.: 892581344562
Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector
Processing Sta...
Cash Account: 10103 - undeposited funds (clearing)
Deposit After: 4/12/2024
Description:
Payment Amount: 0.00
Applied to Dec...: 0.00
Applied to Ord...: 0.00
Available Bal...: 0.00
Write-Off Amo...: 0.00
Finance Charg...: 0.00
Deducted Char...: 0.00

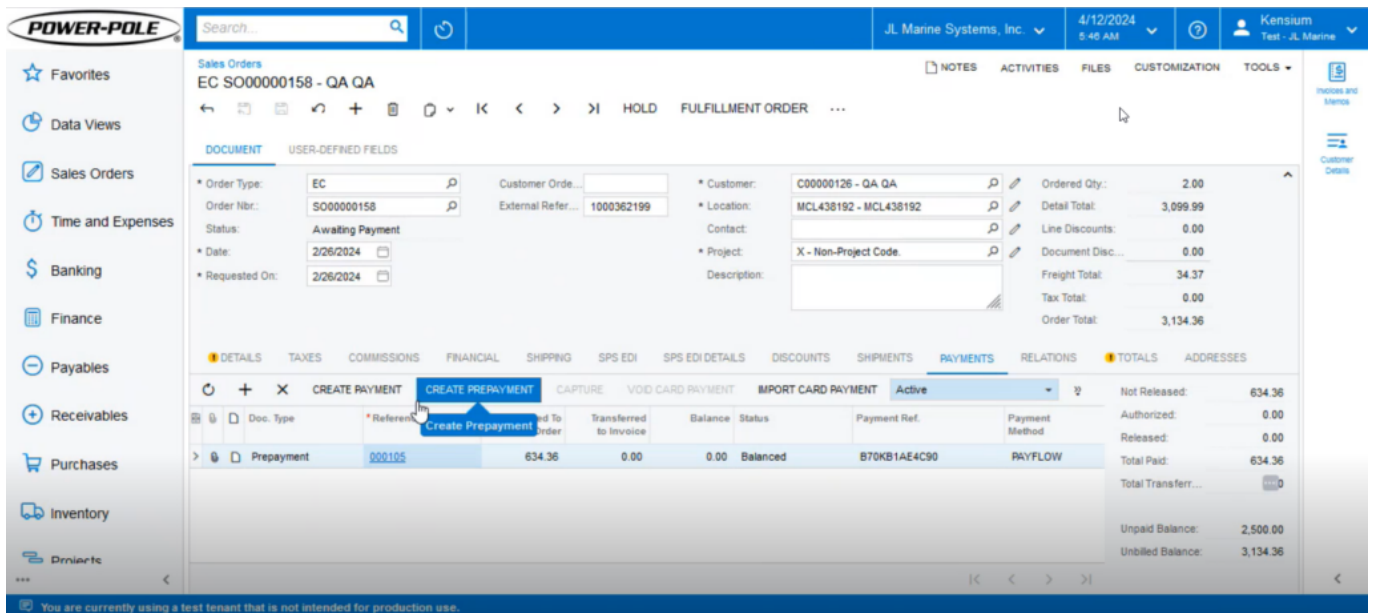
DOCUMENTS TO APPLY SALES ORDERS APPLICATION HISTORY FINANCIAL APPROVALS CARD PROCESSING CHARGES

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
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You are currently using a test tenant that is not intended for production use.

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.



POWER-POLE

Search...

JL Marine Systems, Inc. 4/12/2024 5:40 AM Kensium Test - JL Marine

Sales Orders

EC SO00000158 - QA QA

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

DOCUMENT USER-DEFINED FIELDS

* Order Type: EC Customer Order: External Refer: 1000362199

* Order Nbr.: SO00000158

Status: Awaiting Payment

* Date: 2/26/2024

* Requested On: 2/26/2024

* Customer: C00000126 - QA QA

* Location: MCL438192 - MCL438192

Contact: X - Non-Project Code

* Project: Description:

Ordered Qty.: 2.00

Detail Total: 3,099.99

Line Discounts: 0.00

Document Disc.: 0.00

Freight Total: 34.37

Tax Total: 0.00

Order Total: 3,134.36

DETAILS TAXES COMMISSIONS FINANCIAL SHIPPING SPS EDI SPS EDI DETAILS DISCOUNTS SHIPMENTS PAYMENTS RELATIONS TOTALS ADDRESSES

CREATE PAYMENT CREATE PREPAYMENT CAPTURE VOID CARD PAYMENT IMPORT CARD PAYMENT Active

Doc. Type Reference Add To Order Transferred to Invoice Balance Status Payment Ref. Payment Method

Prepayment 000105 634.36 0.00 0.00 Balanced B70KB1AE4C90 PAYFLOW

Not Released: 634.36

Authorized: 0.00

Released: 0.00

Total Paid: 634.36

Total Transferr... 0.00

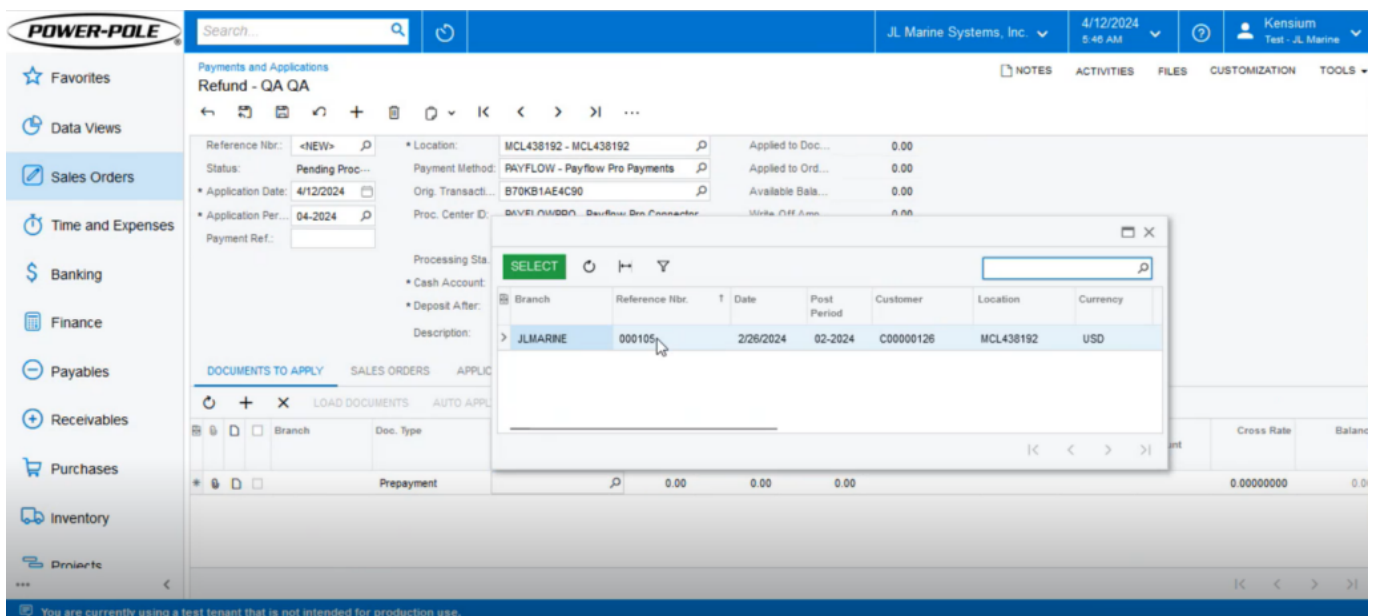
Unpaid Balance: 2,500.00

Unbilled Balance: 3,134.36

You are currently using a test tenant that is not intended for production use.

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.



POWER-POLE

Search...

JL Marine Systems, Inc. 4/12/2024 5:40 AM Kensium Test - JL Marine

Payments and Applications

Refund - QA QA

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Reference Nbr.: <NEW>

Status: Pending Proc...

* Application Date: 4/12/2024

* Application Per...: 04-2024

Payment Ref.:

* Location: MCL438192 - MCL438192

Payment Method: PAYFLOW - Payflow Pro Payments

Orig. Transacti...: B70KB1AE4C90

Proc. Center D...: DAVEI OMDDN - DAVEI OMDDN

Applied to Doc...: 0.00

Applied to Ord...: 0.00

Available Bal...: 0.00

Processing Sta...: SELECT

* Cash Account:

* Deposit After:

Description:

DOCUMENTS TO APPLY SALES ORDERS APPLIC

LOAD DOCUMENTS AUTO APPL

Branch Doc. Type

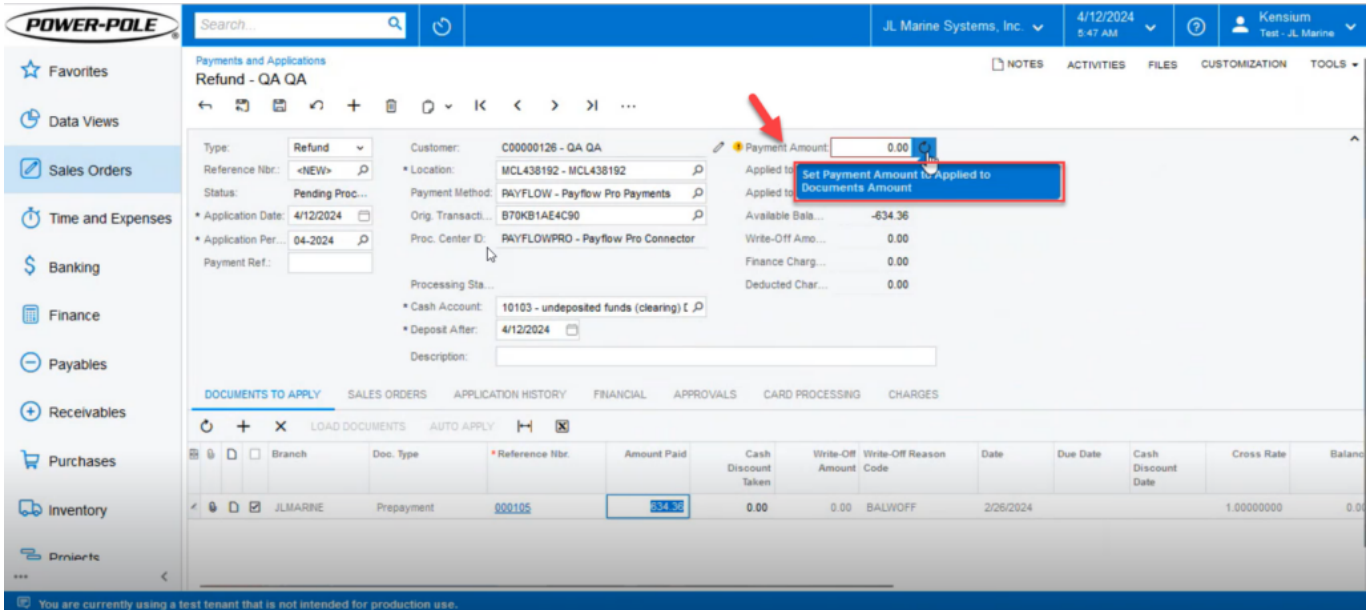
Prepayment 0.00 0.00 0.00 0.00000000 0.00

Cross Rate Balance

You are currently using a test tenant that is not intended for production use.

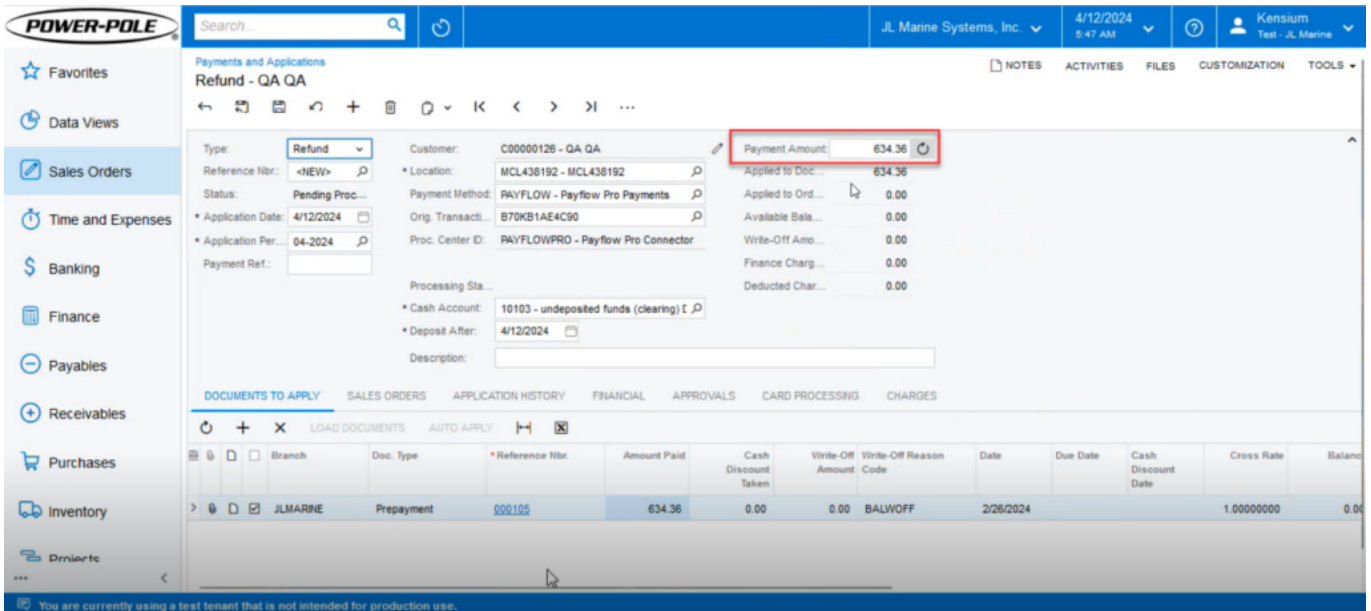
Select the Payment Reference Number

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 highlighted with a red box and a red arrow pointing to it. A tooltip 'Set Payment Amount to Applied to Documents Amount' is visible next to the field. The form includes various fields for customer information, payment method, and application details. The 'Amount Paid' field in the 'DOCUMENTS TO APPLY' table is also highlighted with a red box.

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
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 highlighted with a red box, and the 'Amount Paid' field in the 'DOCUMENTS TO APPLY' table is also highlighted with a red box. The form includes various fields for customer information, payment method, and application details. The 'Amount Paid' field in the 'DOCUMENTS TO APPLY' table is also highlighted with a red box.

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
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

