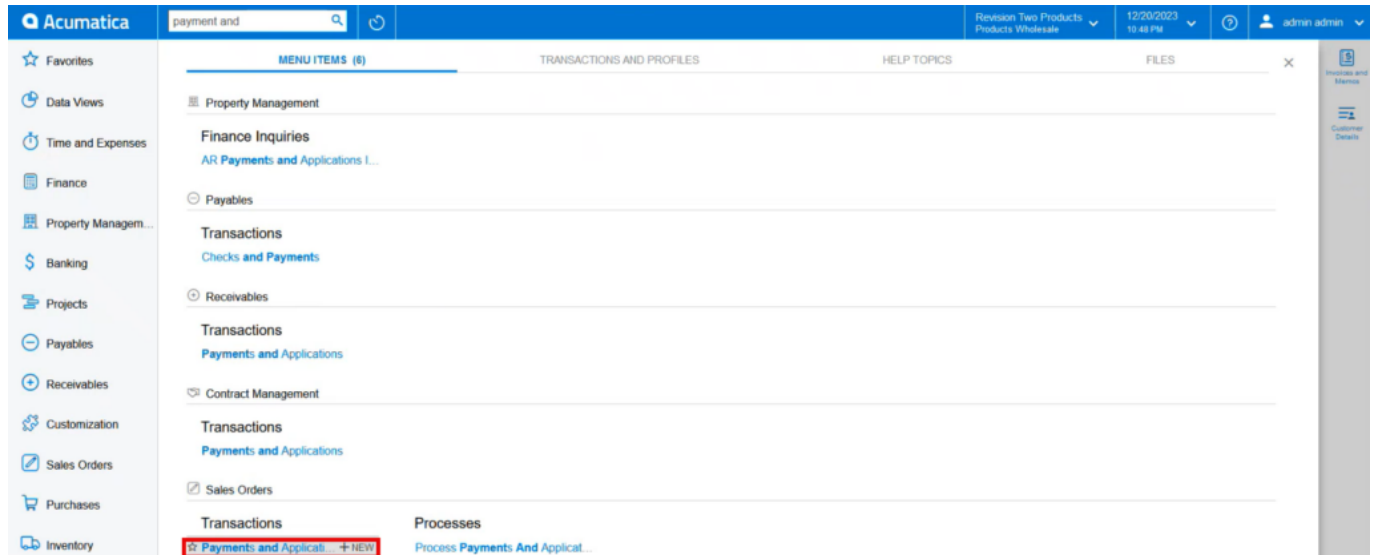


Refund a PayPal Invoice

To refund a PayPal invoice, navigate to the **[Receivables]** workspace and select **[Payments and Applications]**.



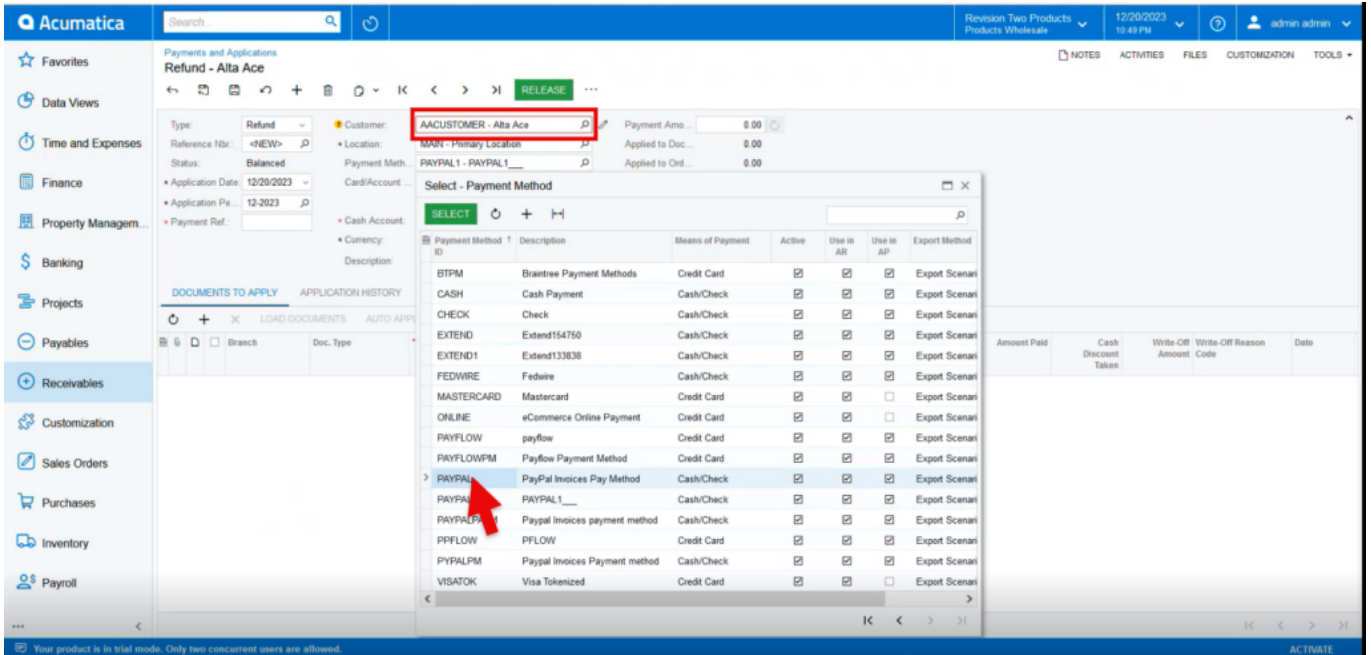
Payments and Applications

- Click the **(+)** to create a new refund.

[illegible]

Payments and Applications

- Select the **[Type]** Customer **[Refund]**.



Acumatica

Search

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admin admin

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Payments and Applications

Refund - Alta Ace

RELEASE

Type: Refund

Reference Nbr.: <NEW>

Status: Balanced

Application Date: 12/20/2023

Application Pa...: 12-2023

Payment Ref.:

Customer: AACUSTOMER - Alta Ace

Location: MAIN - Primary Location

Payment Meth.: PAYPAL1 - PAYPAL1

Card/Account:

Cash Account:

Currency:

Description:

Payment Amo...: 0.00

Applied to Doc...: 0.00

Applied to Ord...: 0.00

Select - Payment Method

SELECT

Payment Method ID	Description	Means of Payment	Active	Use in AR	Use in AP	Export Method
BTPM	Brantree Payment Methods	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
CASH	Cash Payment	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
CHECK	Check	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
EXTEND	Extend154750	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
EXTEND1	Extend133838	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
FEDWIRE	Fedwire	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
MASTERCARD	Mastercard	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Export Scenari
ONLINE	eCommerce Online Payment	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Export Scenari
PAYFLOW	payflow	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PAYFLOWPM	Payflow Payment Method	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PAYPAL	PayPal Invoices Pay Method	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PAYPAL1	PAYPAL1	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PAYPALPM	Paypal Invoices payment method	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PPFLOW	PFLOW	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Export Scenari
PYPALPM	Paypal Invoices Payment method	Cash/Check	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Export Scenari
VISATOK	Visa Tokenized	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Export Scenari

Amount Paid

Cash Discount Taken

Write-Off Amount

Write-Off Reason Code

Date

Doc. Type

LOAD DOCUMENTS

AUTO APPLY

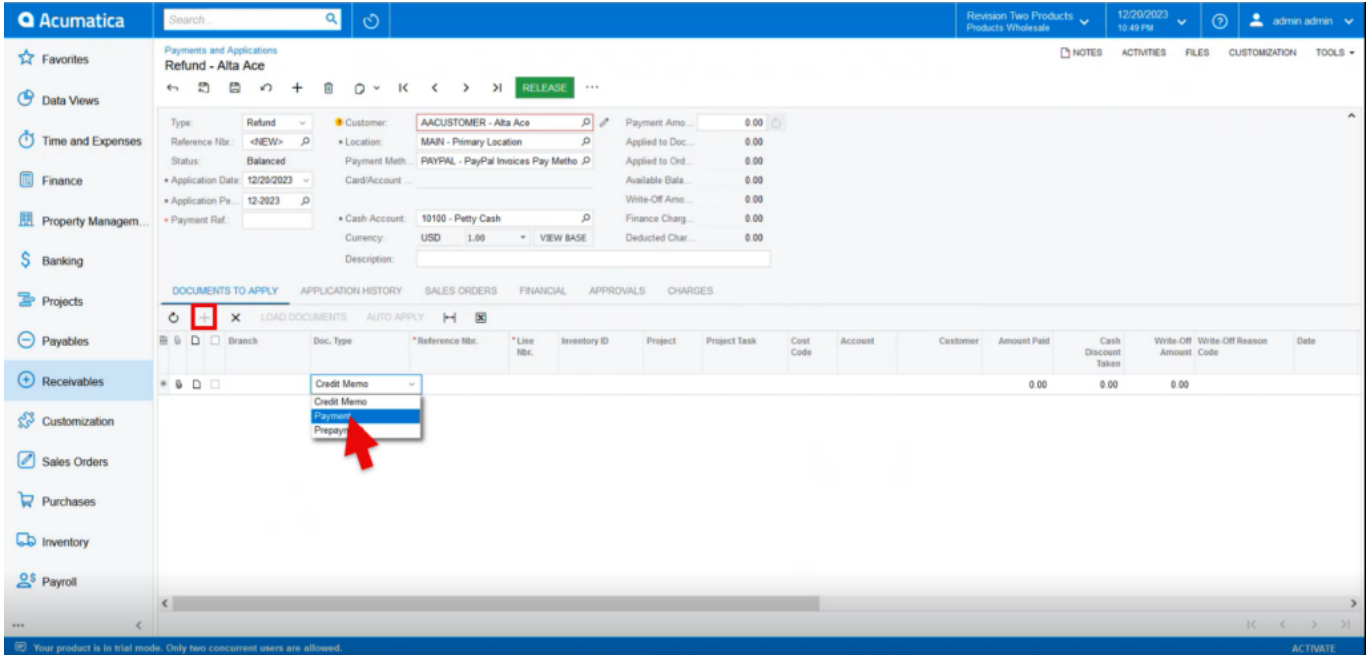
Branch

Doc. Type

ACTIVATE

Payments and Applications

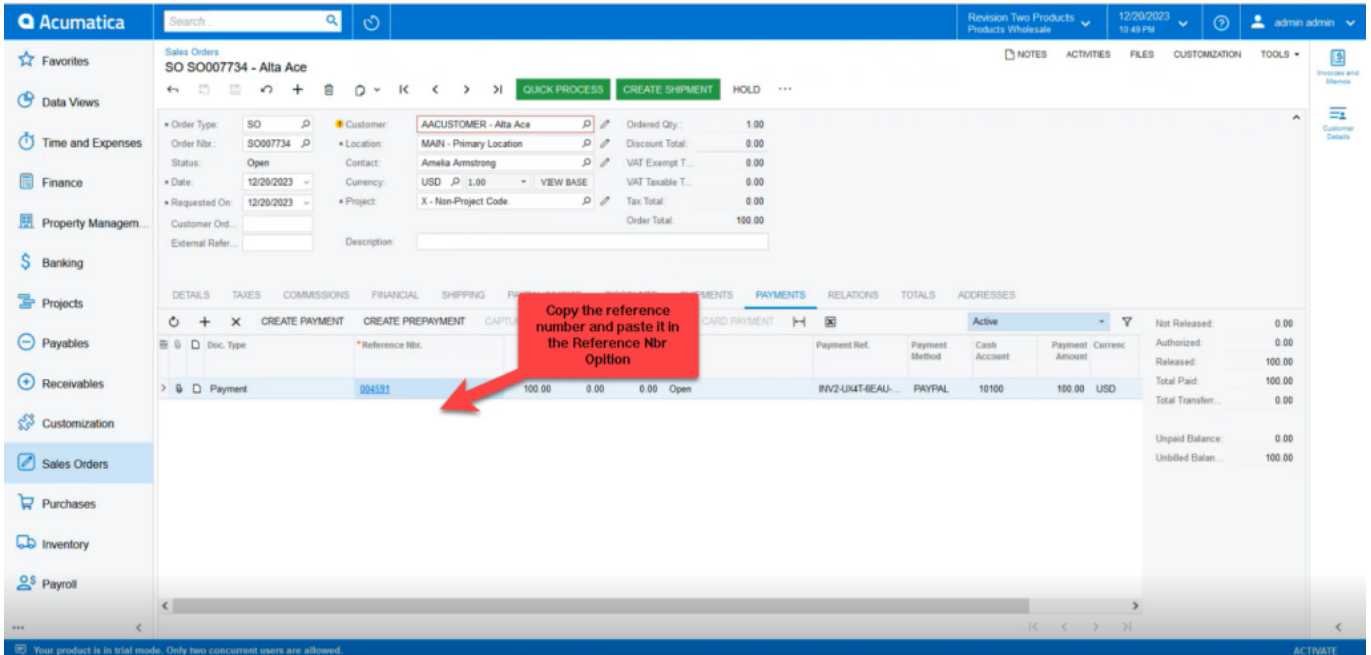
- Search for **[Customer]**.
- Search for the created **[Payment Method]**.
- Select **[Cash Account]**.
- Click **(+)** to add a new document under the Documents to Apply tab.
- Select the **[Document Type]** as **[Payment]**.



The screenshot shows the Acumatica software interface. The top navigation bar includes 'Acumatica', a search bar, and user information. The left sidebar lists various modules like Favorites, Data Views, Time and Expenses, Finance, Property Management, Banking, Projects, Payables, Receivables, Customization, Sales Orders, Purchases, Inventory, and Payroll. The main window displays the 'Refund - Alta Ace' form. The 'DOCUMENTS TO APPLY' tab is selected, and a dropdown menu is open, showing options: 'Credit Memo', 'Credit Memo', 'Payment', and 'Prepayment'. A red arrow points to the 'Payment' option. The form also includes fields for Type, Reference Nbr., Status, Application Date, Payment Ref., Customer, Location, Payment Method, Card/Account, Cash Account, Currency, and Description. A table at the bottom shows columns for Doc. Type, Reference Nbr., Line Nbr., Inventory ID, Project, Project Task, Cost Code, Account, Customer, Amount Paid, Cash Discount Taken, Write-Off Amount, Write-Off Reason, and Date.

Payments and Applications

- Enter the **[Payment Reference Number]**.
- This can be found in the sales order under the **[Payments]** tab.



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Sales Orders
SO SO007734 - Alta Ace

QUICK PROCESS | CREATE SHIPMENT | HOLD

Order Type: SO | Customer: AACUSTOMER - Alta Ace | Order Qty: 1.00
 Order Nbr.: SO007734 | Location: MAIN - Primary Location | Discount Total: 0.00
 Status: Open | Contact: Amalia Armstrong | VAT Exempt T...: 0.00
 Date: 12/20/2023 | Currency: USD 1.00 | VIEW BASE | VAT Taxable T...: 0.00
 Requested On: 12/20/2023 | Project: X - Non-Project Code | Tax Total: 0.00
 Customer Ord... | Description: | Order Total: 100.00

DETAILS | TAXES | COMMISSIONS | FINANCIAL | SHIPPING | PAYMENTS | RELATIONS | TOTALS | ADDRESSES

CREATE PAYMENT | CREATE PREPAYMENT | CAP... | CARD PAYMENT | Active

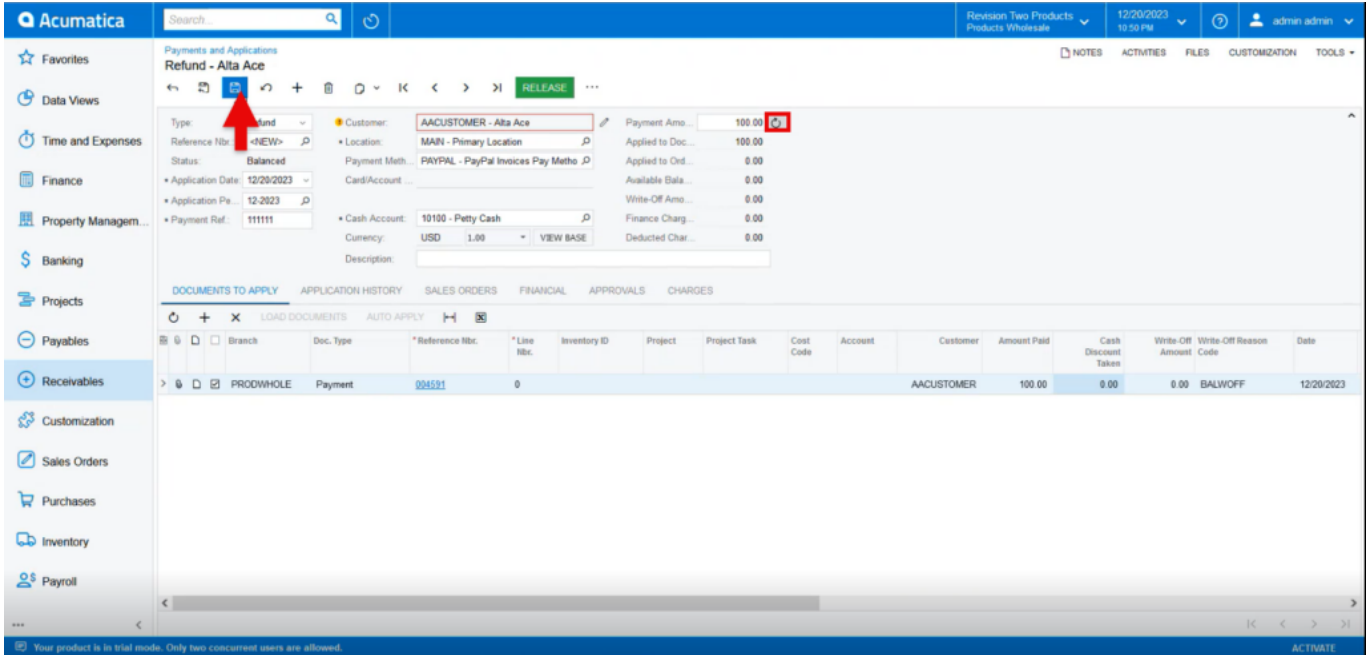
Doc. Type	*Reference Nbr.	Payment Ref.	Payment Method	Cash Account	Payment Amount	Current Amount	USD
Payment	004531	INV2-UNIT-GEAU...	PAYPAL	10100	100.00	100.00	USD

Not Released: 0.00
 Authorized: 0.00
 Released: 100.00
 Total Paid: 100.00
 Total Transfer: 0.00
 Unpaid Balance: 0.00
 Unbilled Balan: 100.00

*** Your product is in trial mode. Only two concurrent users are allowed. ***

Sales Orders

- Upon adding the **[Reference Nbr,]** the remaining fields will auto fill and click on refresh the Payment Amount will automatically add the amount.
- Click on **[Save]**.



Acumatica

Search

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Payments and Applications
Refund - Alta Ace

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

← → + - [PayPal Invoice] [RELEASE] ...

Type: Refund
Reference Nbr: <NEW>
Status: Balanced
Application Date: 12/20/2023
Application Pa...: 12-2023
Payment Ref.: 111111

Customer: AACUSTOMER - Alta Ace
Location: MAIN - Primary Location
Payment Meth: PAYPAL - PayPal Invoices Pay Metho
Card/Account...
Cash Account: 10100 - Petty Cash
Currency: USD 1.00
Description:

Payment Amo...: 100.00
Applied to Doc...: 100.00
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 APPLICATION HISTORY SALES ORDERS FINANCIAL APPROVALS CHARGES

LOAD DOCUMENTS AUTO APPLY

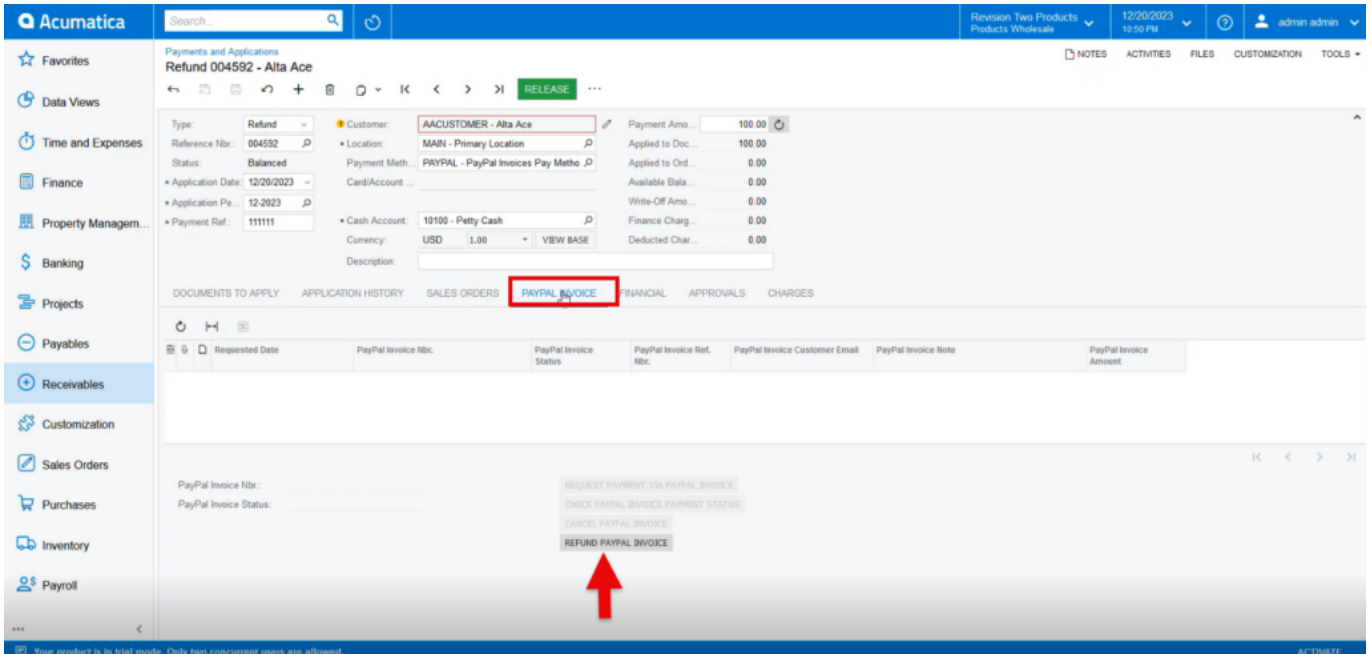
Doc. Type	*Reference Nbr.	*Line Nbr.	Inventory ID	Project	Project Task	Cost Code	Account	Customer	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason	Date
Payment	004531	0						AACUSTOMER	100.00	0.00	0.00	BALWOFF	12/20/2023

Your product is in trial mode. Only two concurrent users are allowed.

ACTIVATE

Sales Orders

- The [PayPal Invoice] tab will appear.
- Click the [PayPal Invoice] tab.



The screenshot shows the Acumatica interface for a refund transaction. The main form displays details for 'Refund 004592 - Alta Ace'. The 'PAYPAL INVOICE' tab is selected and highlighted with a red box. Below the form, a table lists the invoice details, and a red arrow points to the 'REFUND PAYPAL INVOICE' button.

Requested Date	PayPal Invoice Nbr.	PayPal Invoice Status	PayPal Invoice Ref. Nbr.	PayPal Invoice Customer Email	PayPal Invoice Note	PayPal Invoice Amount

Buttons below the table:

- REQUEST PAYMENT VIA PAYPAL INVOICE
- CHECK PAYPAL INVOICE PAYMENT STATUS
- CANCEL PAYPAL INVOICE
- REFUND PAYPAL INVOICE (highlighted with a red arrow)

Payments and Applications

- Click [**Refund PayPal Invoice**].
- A new line will appear on the table with a new PayPal Invoice number.
- The invoice status will be listed as [**Partially Refunded**] or [**Fully Refunded**] depending on the amount refunded on the order.
- The customer will receive a refund notice on the invoice in their PayPal account.