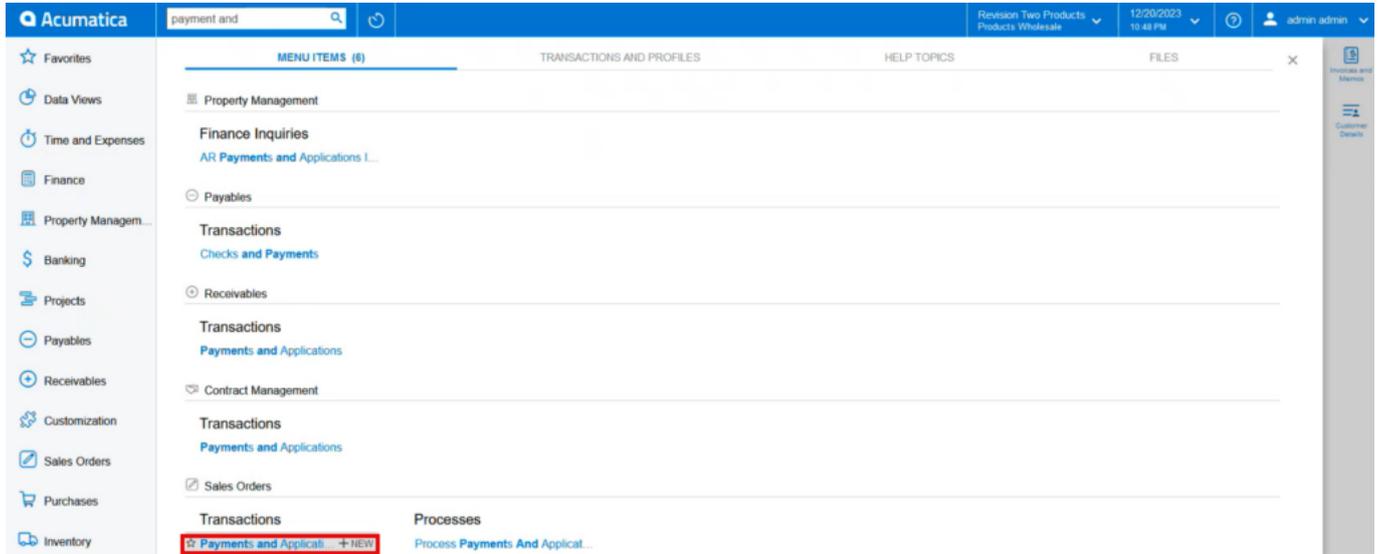


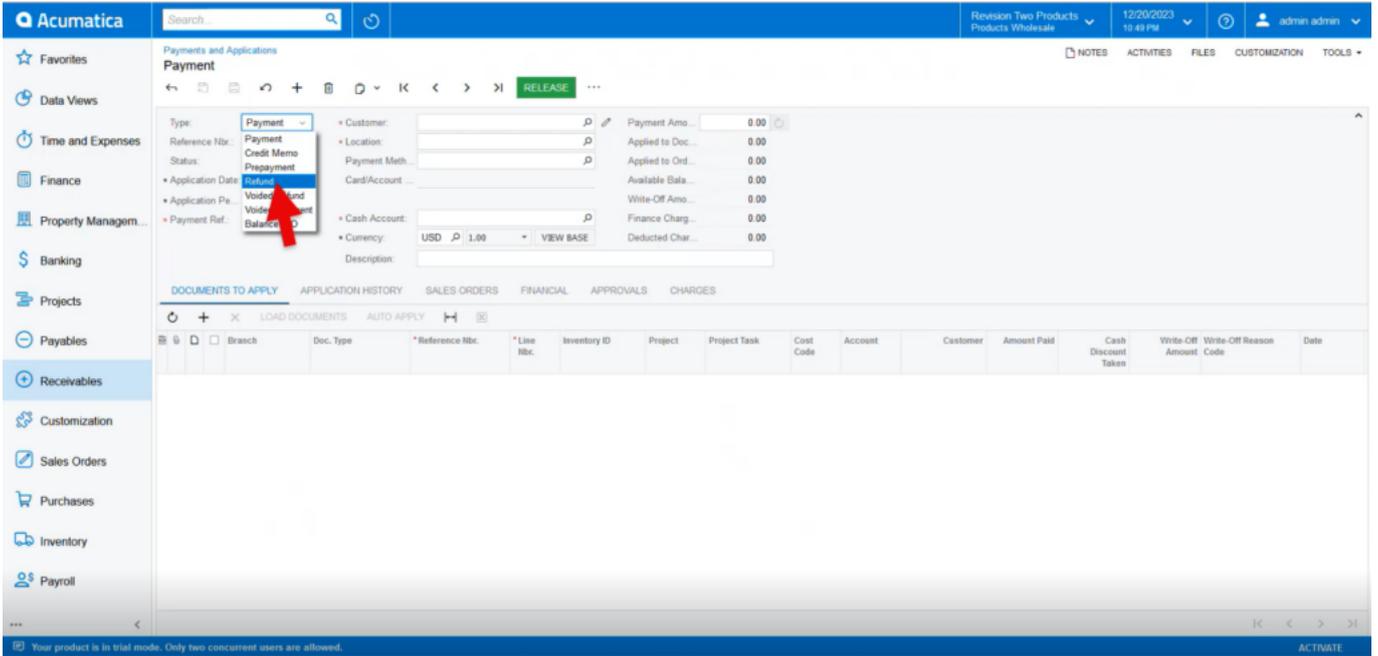
# Refund a PayPal Invoice

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



## Payments and Applications

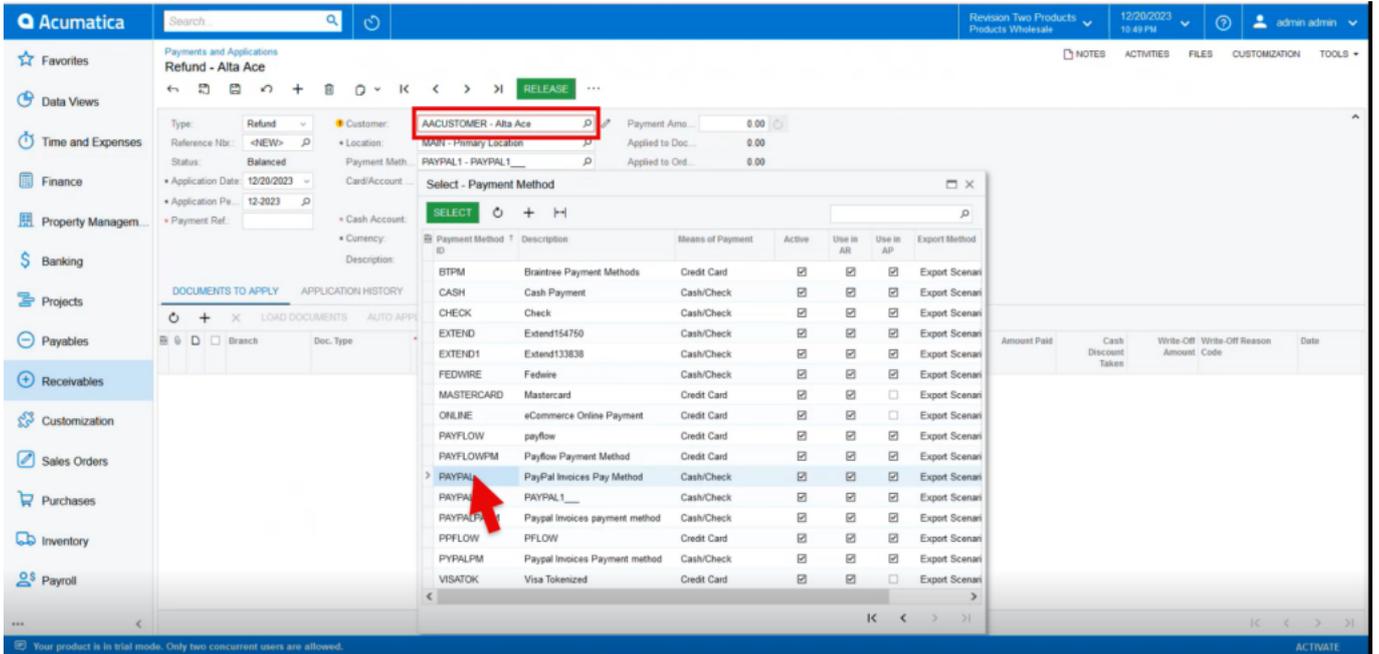
- Click the **(+)** to create a new refund.



The screenshot displays the Acumatica software interface for managing payments. The top navigation bar shows the user is logged in as 'admin admin' on 12/20/2023. The main area is titled 'Payment' and includes a 'RELEASE' button. A dropdown menu for 'Type' is open, with 'Refund' selected and highlighted by a red arrow. Other options in the menu include 'Payment', 'Credit Memo', 'Prepayment', 'Voided', 'Voided Payment', and 'Balance'. The form contains various input fields for customer information, application date, and currency. Below the form is a table with columns for 'Doc. Type', 'Reference lib.', 'Line lib.', 'Inventory ID', 'Project', 'Project Task', 'Cost Code', 'Account', 'Customer', 'Amount Paid', 'Cash Discount Taken', 'Write-Off Amount', 'Write-Off Reason Code', and 'Date'. The table is currently empty.

## Payments and Applications

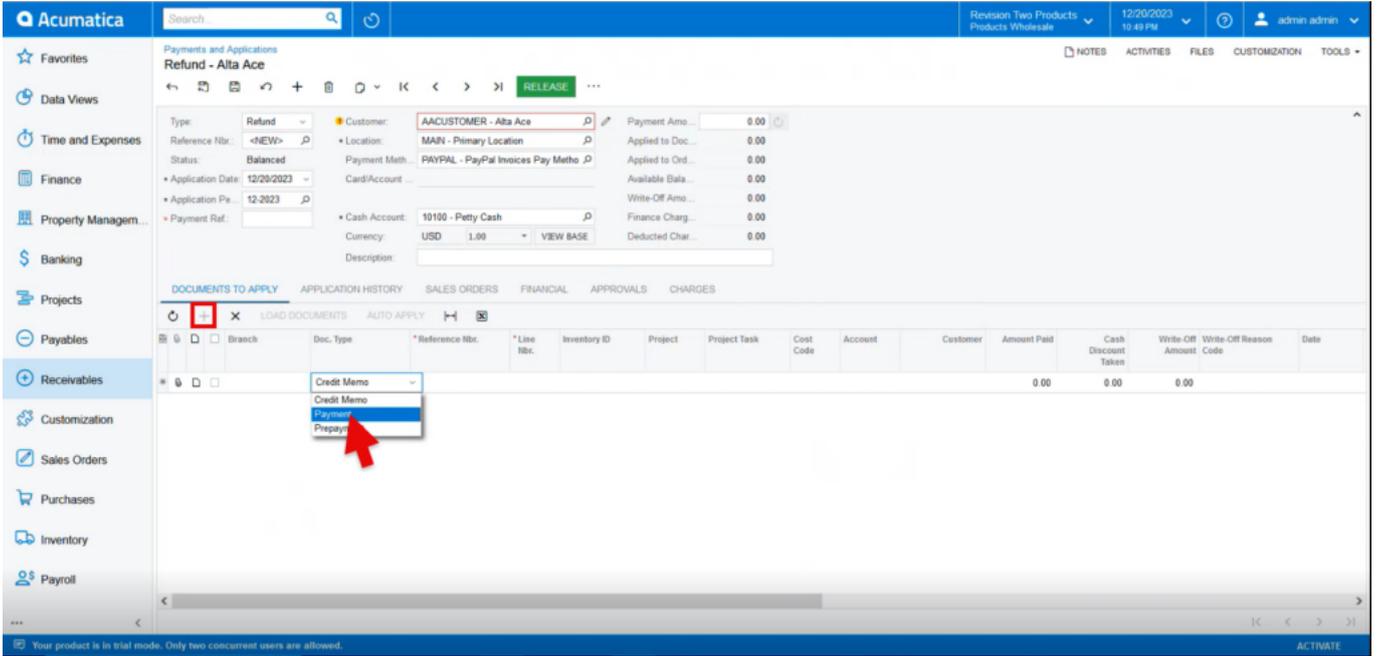
- Select the [Type] Customer [Refund].



The screenshot displays the Acumatica software interface for a 'Refund - Alta Ace' transaction. The 'Customer' field is set to 'AACUSTOMER - Alta Ace'. A 'Select - Payment Method' dialog box is open, showing a list of payment methods. A red arrow points to the 'PAYPAL - PayPal Invoices Pay Method' option. The interface includes a sidebar with navigation options like 'Receivables', 'Payables', and 'Projects', and a top navigation bar with 'Acumatica' and user information.

## 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**].

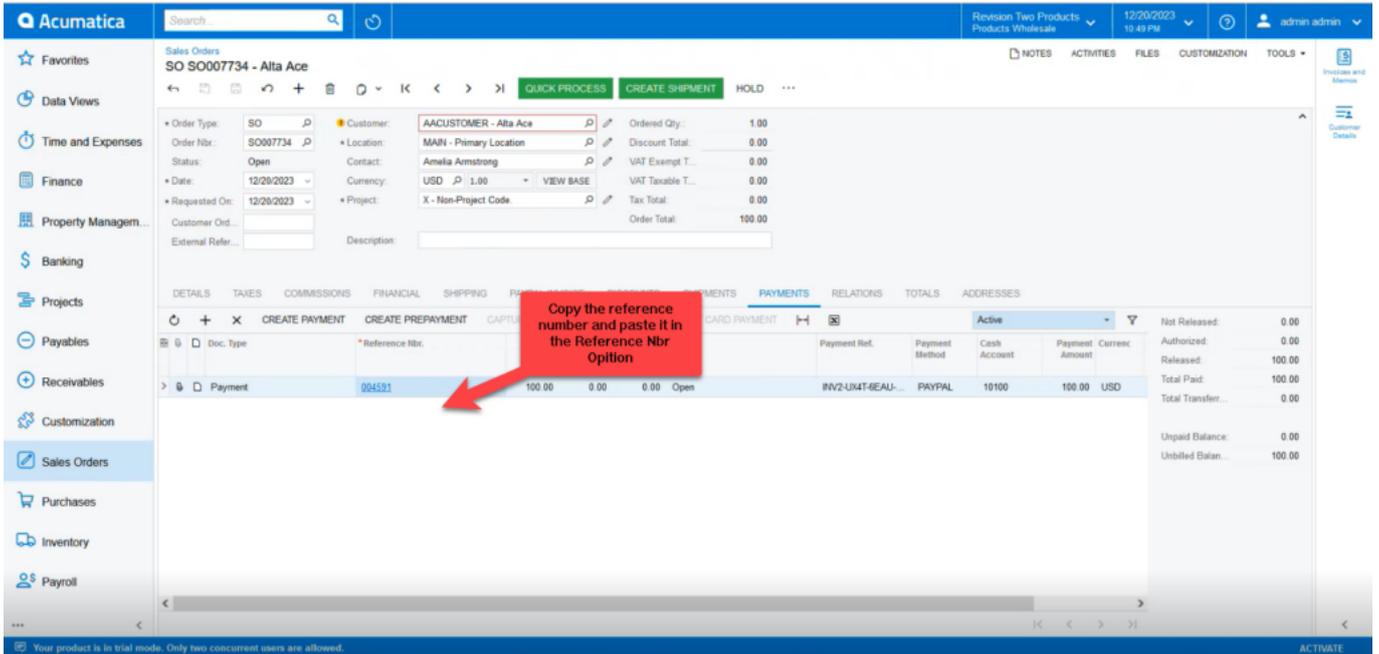


The screenshot shows the Acumatica interface for a 'Refund - Alta Ace' transaction. The 'DOCUMENTS TO APPLY' section is active, and a dropdown menu is open over the 'Doc. Type' column, with 'Payment' selected and highlighted by a red arrow. The table below shows the following data:

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 Code	Date
Credit Memo									0.00	0.00	0.00		

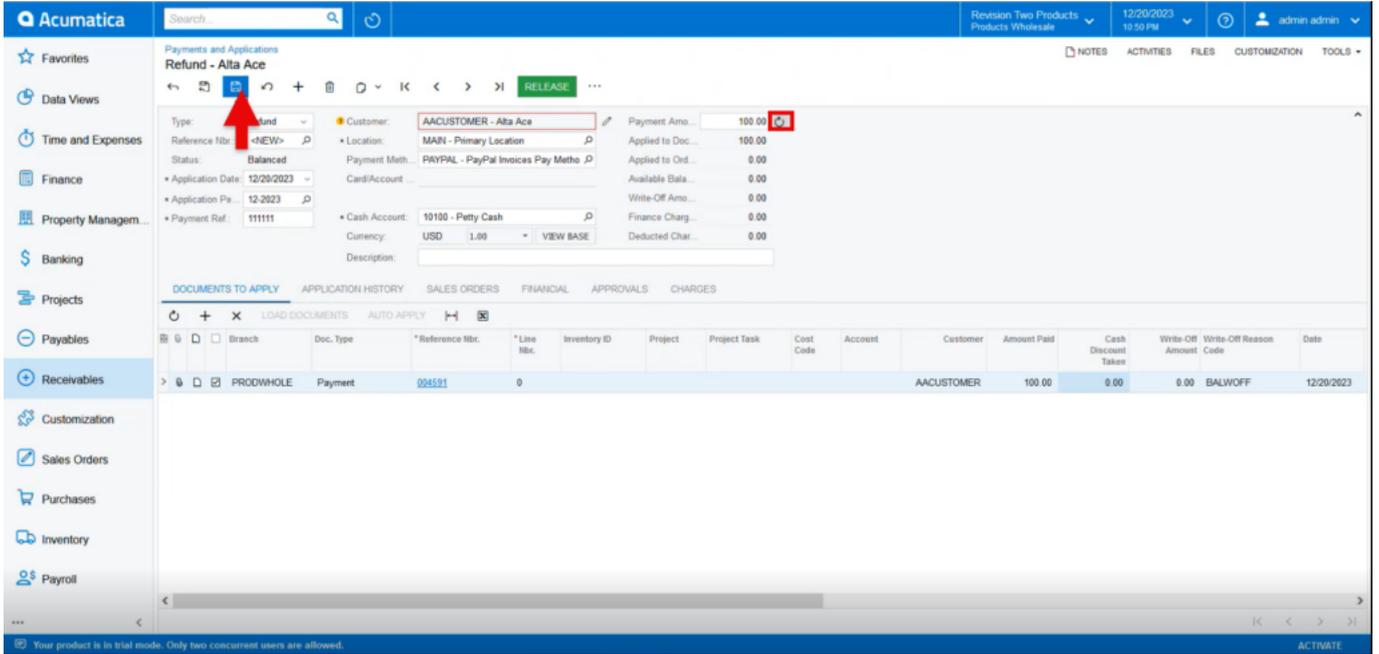
## Payments and Applications

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



## Sales Orders

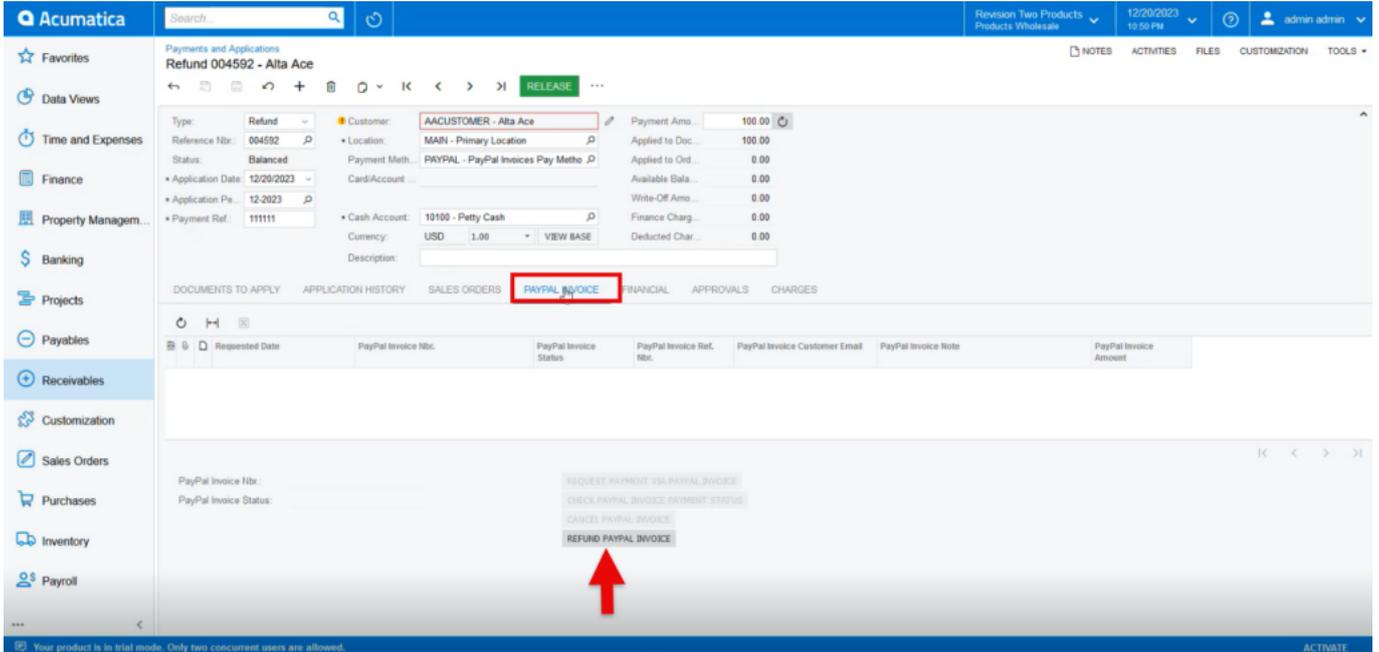
- Upon adding the [**Reference Nbr.**] the remaining fields will auto fill and click on refresh the Payment Amount will automatically add the amount.
- Click on [**Save**].



The screenshot shows the Acumatica software interface. The top navigation bar includes a search bar, a refresh button, and user information. The main content area is titled 'Refund - Alta Ace' and features a 'PayPal Invoice' tab highlighted with a red arrow. The form below the tab contains fields for 'Type', 'Reference Nbr', 'Status', 'Application Date', 'Application Pa...', 'Payment Ref.', 'Customer', 'Location', 'Payment Meth...', 'Card/Account...', 'Cash Account', 'Currency', and 'Description'. To the right of the form, there are summary fields for 'Payment Amo...', 'Applied to Doc...', 'Applied to Ord...', 'Available Bal...', 'Write-Off Amo...', 'Finance Charg...', and 'Deducted Char...'. Below the form is a table with 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 Code', and 'Date'. A single row is visible in the table with the following values: 'PRODWHOLE', 'Payment', '00531', '0', 'AACUSTOMER', '100.00', '0.00', '0.00', 'BALWOFF', and '12/20/2023'.

## Sales Orders

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



The screenshot displays the Acumatica interface for a 'Refund 004592 - Alta Ace'. 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', etc. The main content area shows details for the refund, including 'Type: Refund', 'Customer: AACUSTOMER - Alta Ace', and 'Payment Amount: 100.00'. A 'PAYPAL INVOICE' tab is highlighted with a red box. Below this, there is a table with columns for 'Requested Date', 'PayPal Invoice Nbr.', 'PayPal Invoice Status', 'PayPal Invoice Ref. Nbr.', 'PayPal Invoice Customer Email', 'PayPal Invoice Note', and 'PayPal Invoice Amount'. At the bottom right, a red arrow points to the 'REFUND PAYPAL INVOICE' button.

## 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.