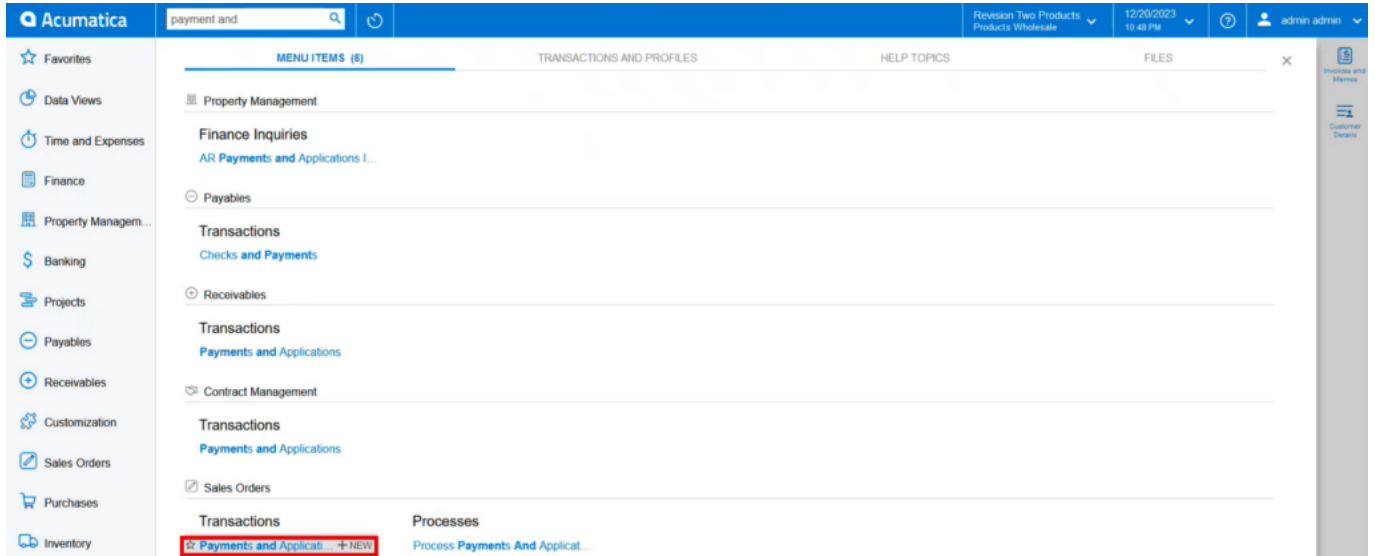


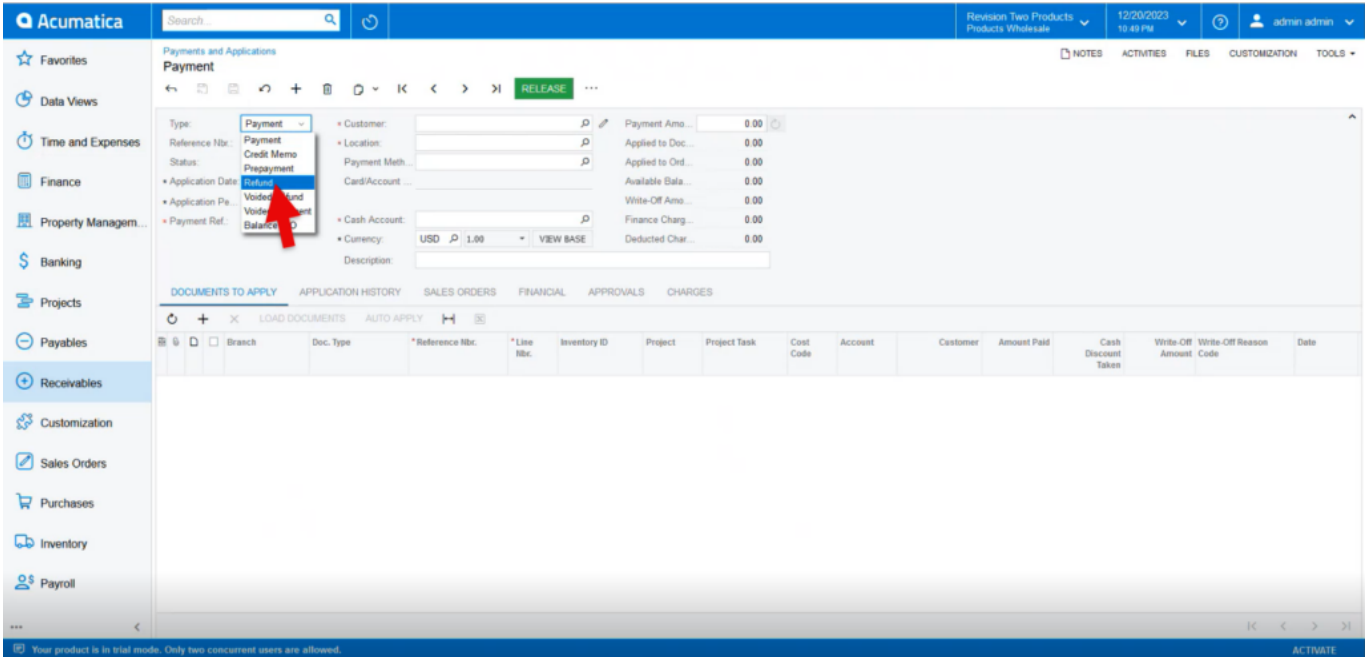
# Refund a PayPal Invoice

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



## Payments and Applications

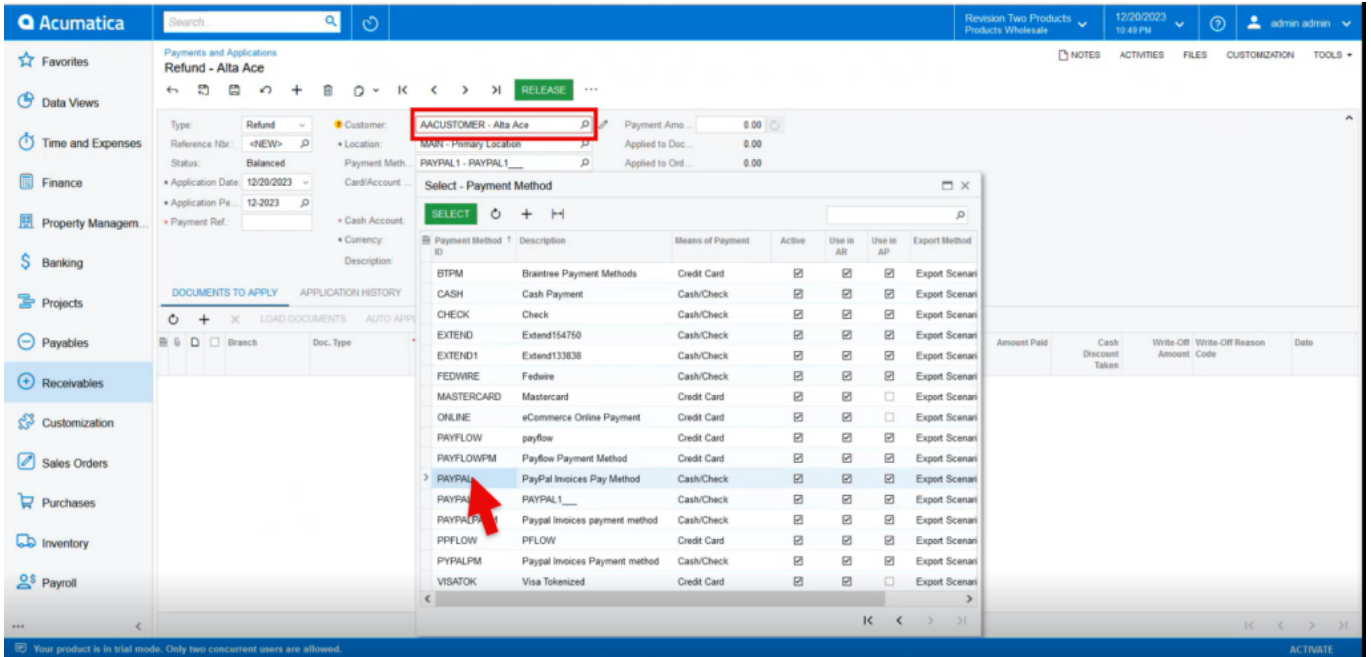
- Click the (+) to create a new refund.



The screenshot displays the Acumatica software interface for managing payments. The top navigation bar includes the 'Acumatica' logo, a search bar, and user information. The left sidebar lists various modules such as 'Receivables', 'Payables', and 'Projects'. The main window is titled 'Payment' and shows a form with several fields. The 'Type' dropdown menu is open, and 'Refund' is highlighted with a red arrow. The form includes fields for Customer, Location, Payment Method, Card/Account, Cash Account, Currency, and Description. A table at the bottom is titled 'DOCUMENTS TO APPLY' and has columns for various document attributes.

## Payments and Applications

- Select the [Type] Customer [Refund].

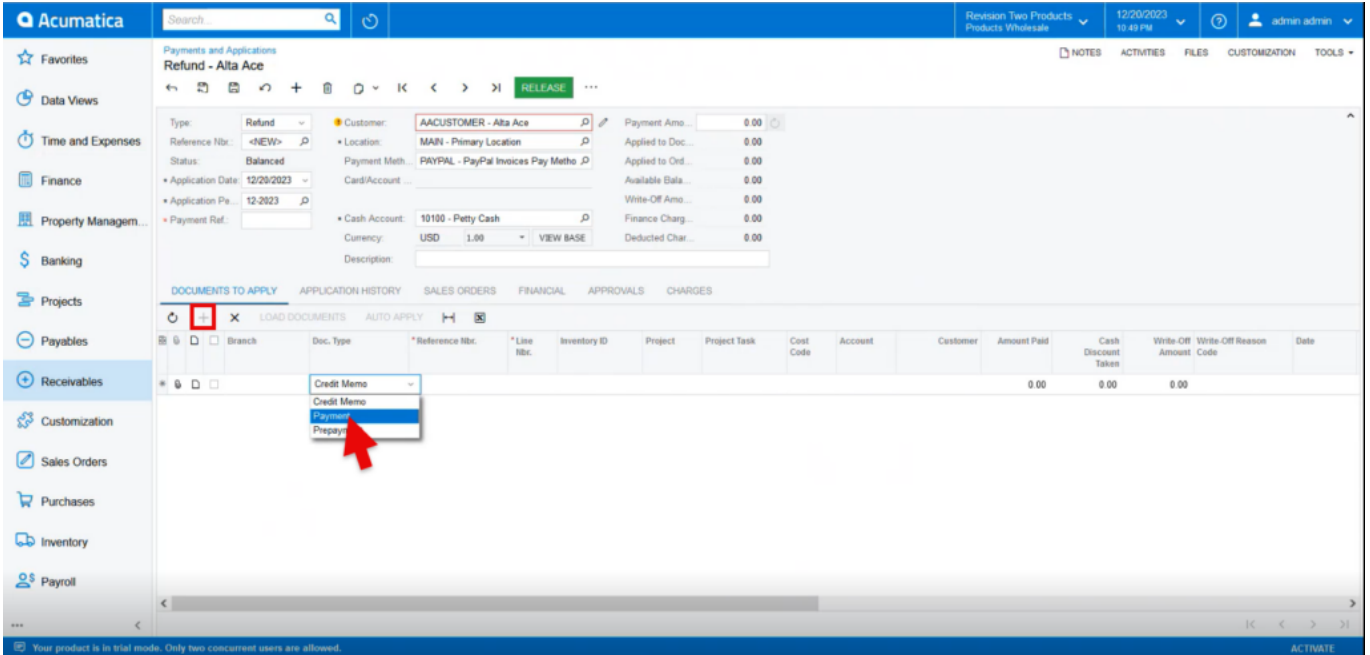


The screenshot shows the Acumatica interface for a 'Refund - Alta Ace' transaction. The 'Customer' field is set to 'AACUSTOMER - Alta Ace'. A 'Select - Payment Method' dialog box is open, showing a list of payment methods. The 'PAYPAL' method is selected, and a red arrow points to it. The 'Documents to Apply' tab is active, showing a table with columns for Amount Paid, Cash Discount Taken, Write-Off Amount, Write-Off Reason Code, and Date.

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 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
PAYFLOWFM	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 checked="" type="checkbox"/>	Export Scenari
VISATOK	Visa Tokenized	Credit Card	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Export Scenari

## Payments and Applications

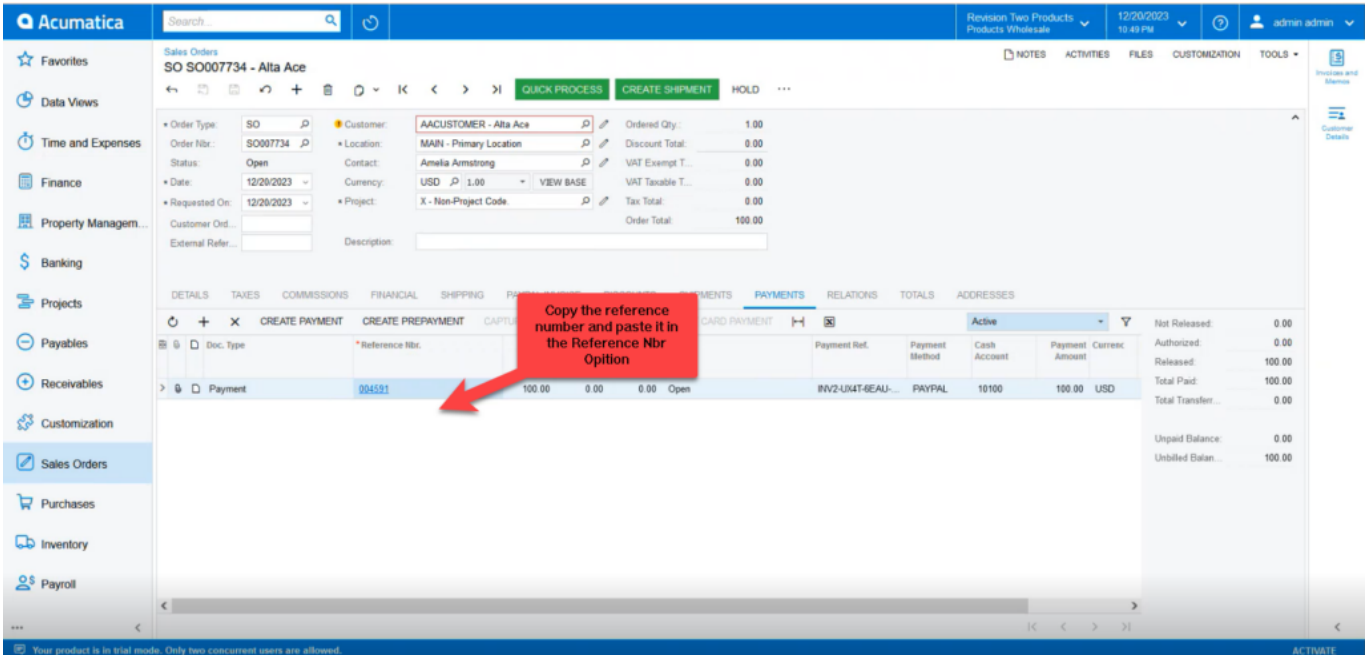
- Search for [Customer].
- Search for the created [Payment Method].
- Select [Cash Account].
- Click (+) to add a new document under the Documents to Apply tab.
- Select the [Document Type] as [Payment].



The screenshot shows the Acumatica interface for a 'Refund - Alta Ace' transaction. The 'DOCUMENTS TO APPLY' table is displayed with the following columns: 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 dropdown menu is open over the 'Doc. Type' column, showing options: Credit Memo, Credit Memo, Payment, and Prepayment. A red arrow points to the 'Payment' option.

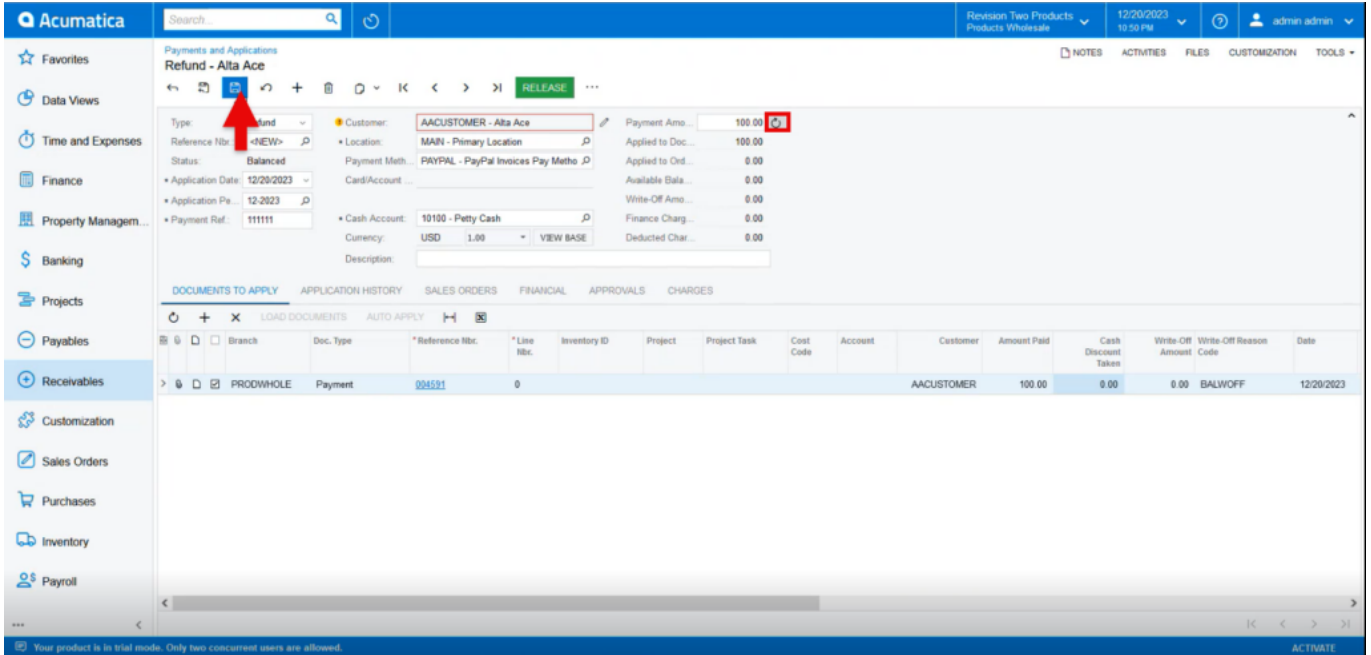
## Payments and Applications

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



## Sales Orders

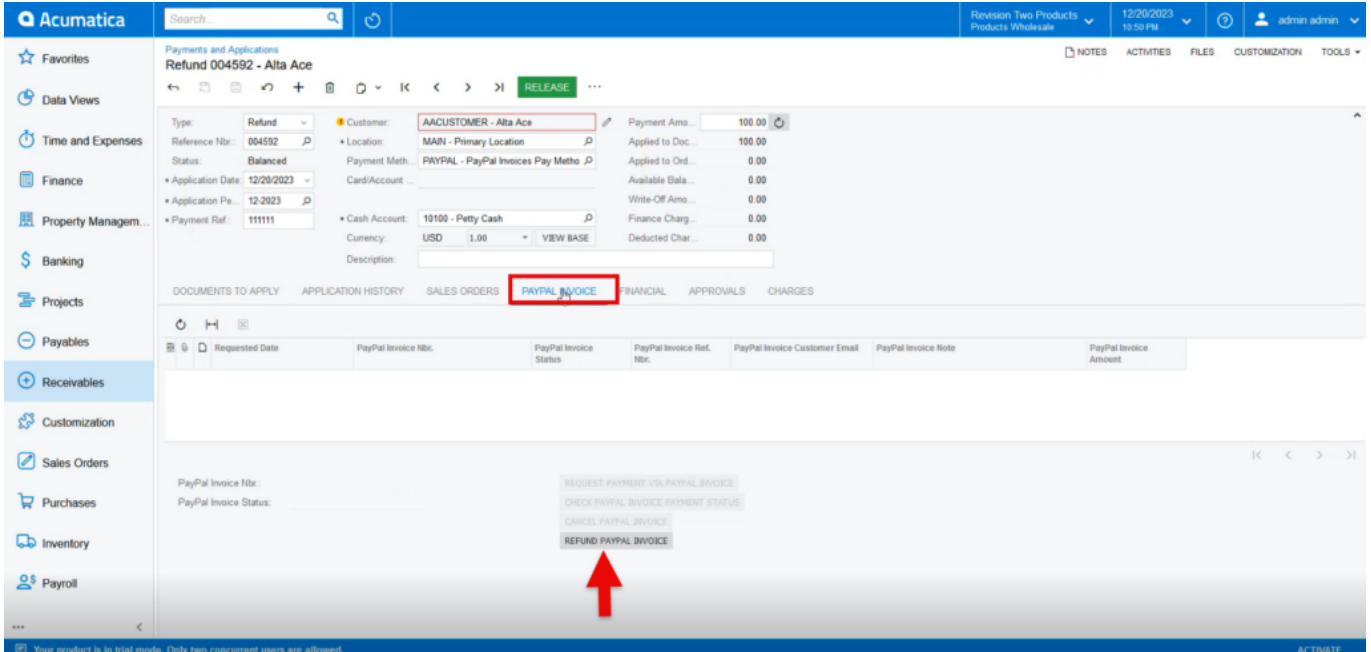
- Upon adding the [**Reference Nbr,**] the remaining fields will auto fill and click on refresh the Payment Amount will automatically add the amount.
- Click on [**Save**].



The screenshot shows the Acumatica software interface. The top navigation bar includes a search bar, a refresh icon, and user information. The main content area is titled 'Refund - Alta Ace' and contains a form with various fields. A red arrow points to the 'PayPal Invoice' tab in the top navigation bar. The form includes fields for 'Type', 'Reference Nbr', 'Status', 'Application Date', 'Application Pa...', 'Payment Ref.', 'Customer', 'Location', 'Payment Meth...', 'Card/Account...', 'Cash Account', 'Currency', and 'Description'. The 'Payment Meth...' field is set to 'PAYPAL - PayPal Invoices Pay Metho'. The 'Payment Amo...' field is set to '100.00'. 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'. The table contains one row with the following data: 'PRODWHOLE', 'Payment', '00531', '0', 'AACUSTOMER', '100.00', '0.00', '0.00', 'BALWOFF', '12/20/2023'.

## Sales Orders

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



The screenshot shows the Acumatica interface for a 'Refund 004592 - Alta Ace'. The 'PAYPAL INVOICE' tab is highlighted with a red box. Below the main form, there is a table with columns: 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, there are four buttons: 'REQUEST PAYMENT VIA PAYPAL INVOICE', 'CHECK PAYPAL INVOICE PAYMENT STATUS', 'CANCEL PAYPAL INVOICE', and 'REFUND PAYPAL INVOICE'. 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.