
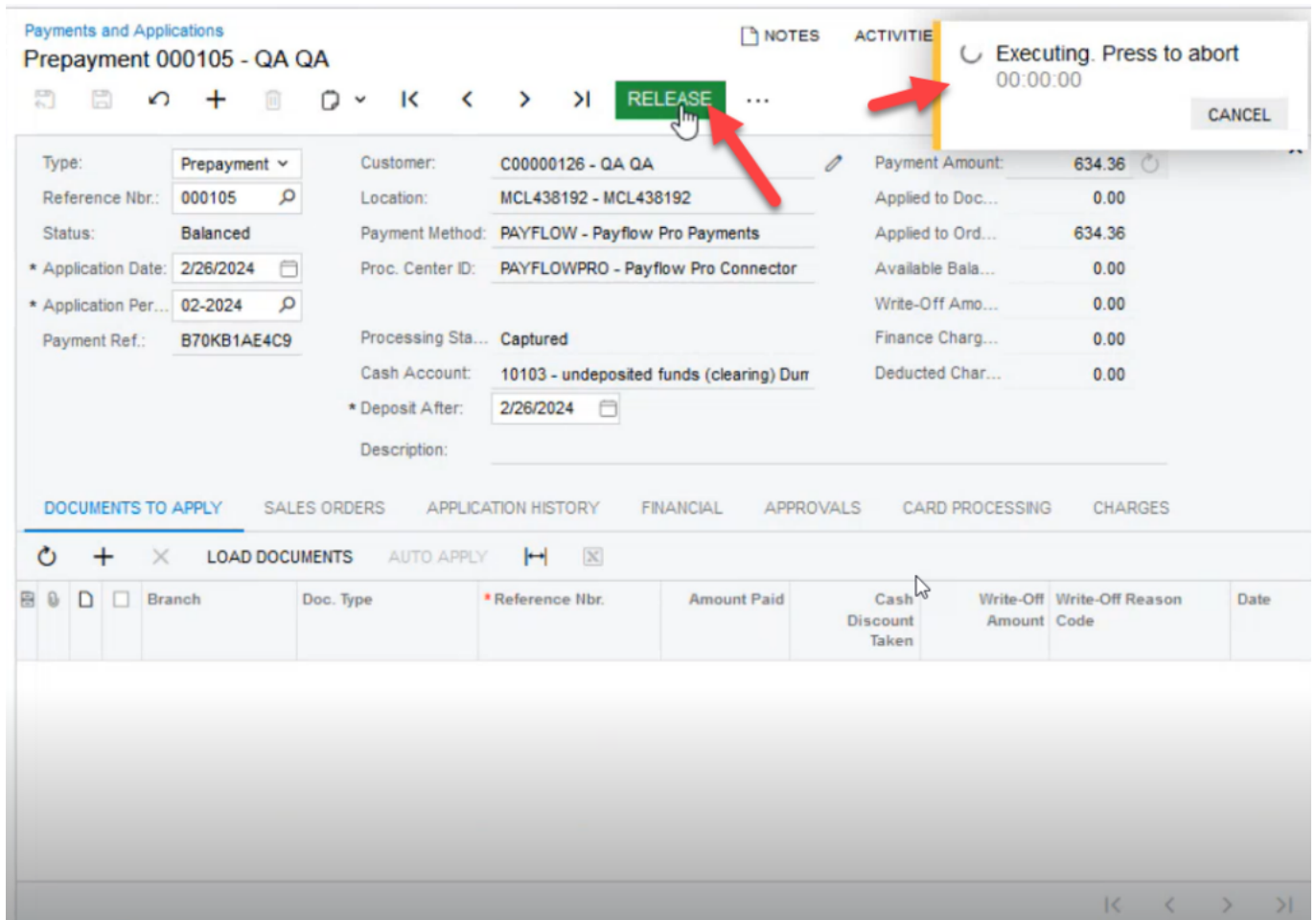


Refunding the Payment Using Credit Process

 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.



The screenshot displays the 'Payments and Applications' screen for 'Prepayment 000105 - QA QA'. The interface includes a top navigation bar with 'NOTES' and 'ACTIVITIES' tabs. A green 'RELEASE' button is prominently displayed in the center, with a red arrow pointing to it. Another red arrow points to the 'ACTIVITIES' tab. The main area contains several sections: 'Type: Prepayment', 'Reference Nbr.: 000105', 'Status: Balanced', 'Application Date: 2/26/2024', 'Application Per.: 02-2024', and 'Payment Ref.: B70KB1AE4C9'. Below these are fields for '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', and 'Deposit After: 2/26/2024'. On the right, a summary table shows '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', and 'Deducted Char.: 0.00'. At the bottom, there is a 'DOCUMENTS TO APPLY' section with a table containing columns for Branch, Doc. Type, Reference Nbr., Amount Paid, Cash Discount Taken, Write-Off Amount, Write-Off Reason Code, and Date.

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.



KENSIUM

PayPal Payflow Plugin

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

Description:

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

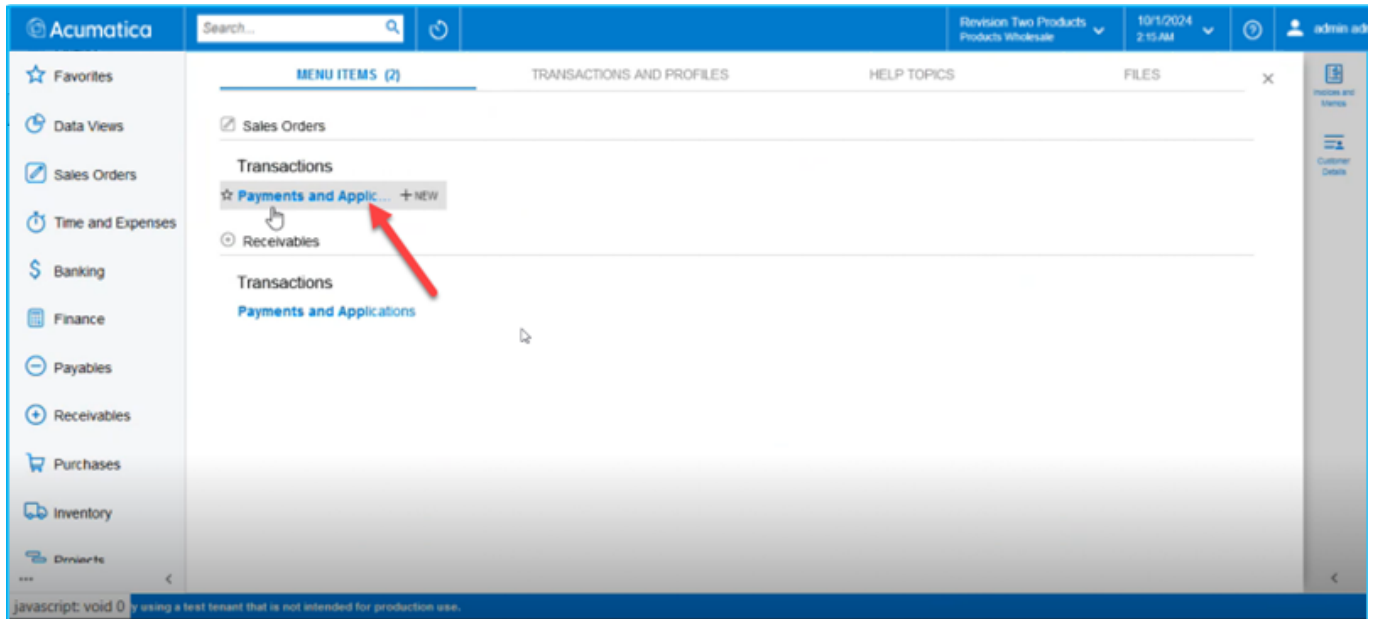
Deducted Char...: 0.00

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

LOAD DOCUMENTS AUTO APPLY

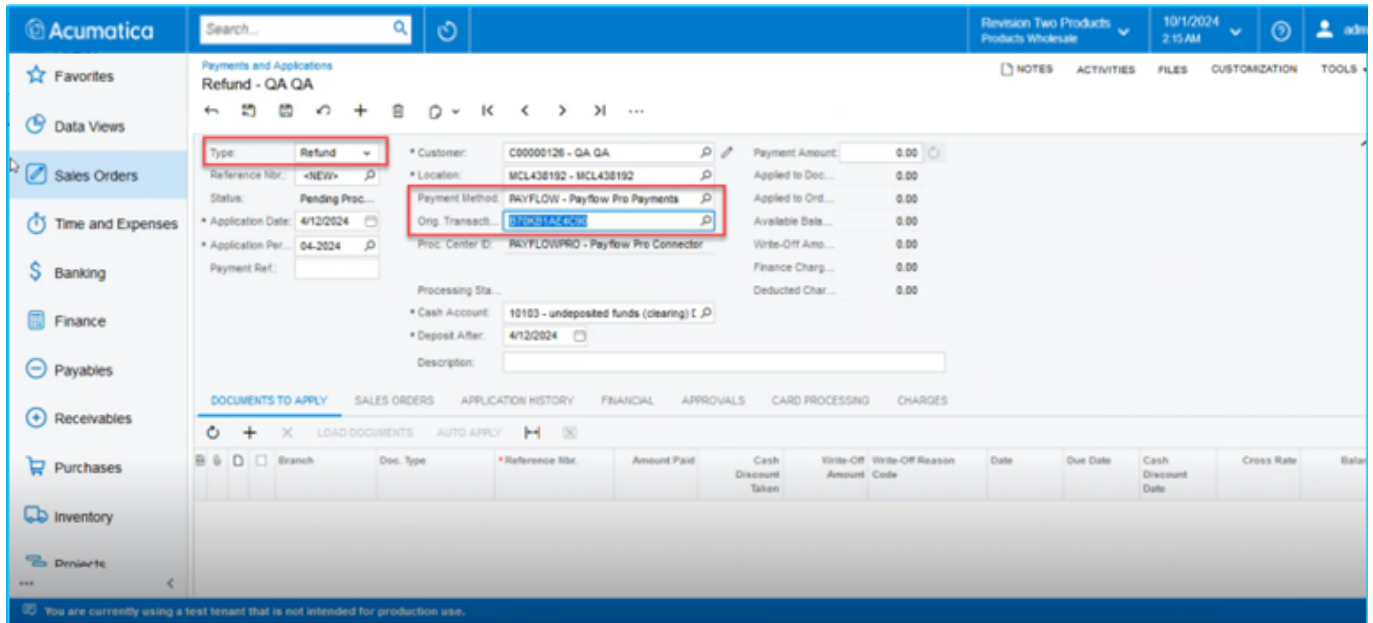
Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
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Step 2: Navigate to the Payment and Application Screen from the Global Search Bar of Acumatica as illustrated.



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 shows the Acumatica interface for a 'Refund - QA QA' entry. The 'Type' is set to 'Refund'. The 'Payment Method' is 'PAYFLOW - Payflow Pro Payments'. The 'Orig. Transact.' field contains the ID '210032442404', which is highlighted with a red box. Other fields include Customer, Location, Application Date, and Application Period.

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.

Acumatica

Search...

Revision Two Products
Products Wholesale

10/15/2024
2:15 AM

admin

☆ Favorites

📊 Data Views

📄 Sales Orders

🕒 Time and Expenses

💰 Banking

💵 Finance

💳 Payables

💰 Receivables

🛒 Purchases

📦 Inventory

🏠 Drive by

Sales Orders

EC S000000158 - QA QA

NOTES

ACTIVITIES

FILES

CUSTOMIZATION

TOOLS

DOCUMENT

USER-DEFINED FIELDS

Order Type:

EC

Customer Order:

Order Nbr.:

S000000158

External Refer.:

1009362199

Status:

Awaiting Payment

Date:

2/26/2024

Requested On:

2/26/2024

Customer:

C00000126 - QA QA

Location:

MCL438192 - MCL438192

Contact:

Project:

X - Non-Project Code

Description:

Ordered Qty:

2.00

Detail Total:

3,999.99

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

Prepayment

Referenced To Order

Transferred to Invoice

Balance

Status

Payment Ref.

Payment Method

634.36

0.00

0.00

Balanced

870K81AE4C90

RYFLOW

Not Released:

634.36

Authorized:

0.00

Released:

0.00

Total Paid:

634.36

Total Transfer...

Unpaid Balance:

2,500.00

Unbilled Balance:

3,134.36

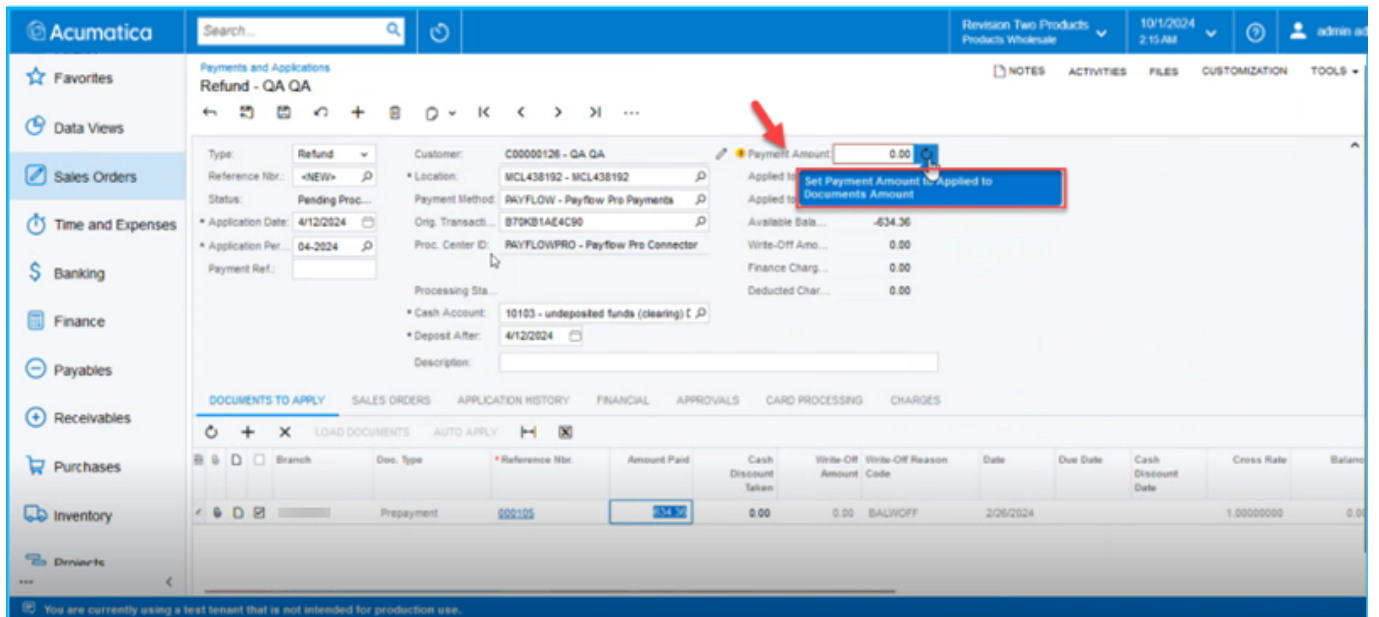
You are currently using a test tenant that is not intended for production use.

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.

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 Acumatica interface for 'Payments and Applications' with the title 'Refund - QA QA'. The left sidebar contains navigation options like Favorites, Data Views, Sales Orders, Time and Expenses, Banking, Finance, Payables, Receivables, Purchases, Inventory, and Documents. The main form area includes fields for Type (Refund), Reference Nbr., 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. (870KB1AE4C90), Proc. Center ID (PAYFLOWPRO - Payflow Pro Connector), Processing Sta., Cash Account (10103 - undeposited funds (clearing)), and Deposit After (4/12/2024). A 'Payment Amount' field is set to 0.00, with a red arrow pointing to it and a red box around the 'Set Payment Amount to Applied to Documents Amount' button. Below the form is a table titled 'DOCUMENTS TO APPLY' 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. The table contains one row for a 'Prepayment' document with Reference Nbr. 000105 and Amount Paid 254.36.

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
	Prepayment	000105	254.36	0.00	0.00	BALYOFF	2/26/2024			1.00000000	0.00

Acumatica

Search...

Revision Two Products
Products Wholesale

10/1/2024
2:15 AM

admin

Payments and Applications
Refund - QA QA

NOTES ACTIVITIES FILES CUSTOMIZATION TOOLS

Type: **Refund** Customer: C00000126 - QA QA Payment Amount: 634.36

Reference Nbr.: <NEW> Location: MCL438192 - MCL438192 Applied to Doc: 634.36

Status: Pending Proc... Payment Method: PAYFLOW - Payflow Pro Payments Applied to Ord: 0.00

* Application Date: 4/12/2024 Orig Transact: B70KB1AE4C96 Available Bal: 0.00

* Application Per: 04-2024 Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector Write-Off Amo: 0.00

Payment Ref.: Finance Chrg: 0.00

Deducted Char: 0.00

Processing Sta...

* Cash Account: 10103 - undeposited funds (clearing) t Deposit After: 4/12/2024

Description:

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

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	000125	634.36	0.00	0.00	BALWOFF	2/26/2024			1.00000000	0.00

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

The amount will be populated upon clicking on the refresh button