
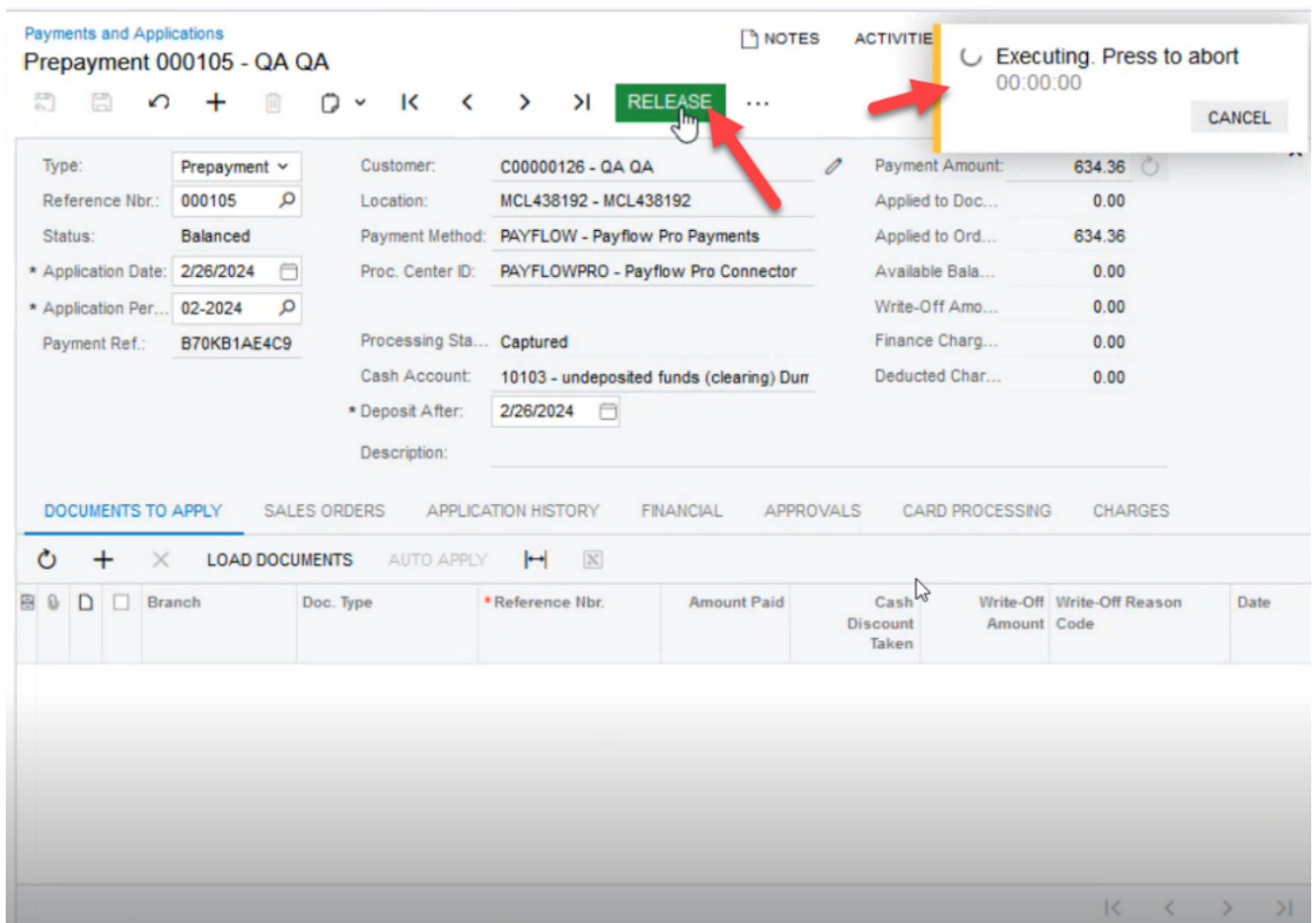


Refunding the Payment Using Credit Process

 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.



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.

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

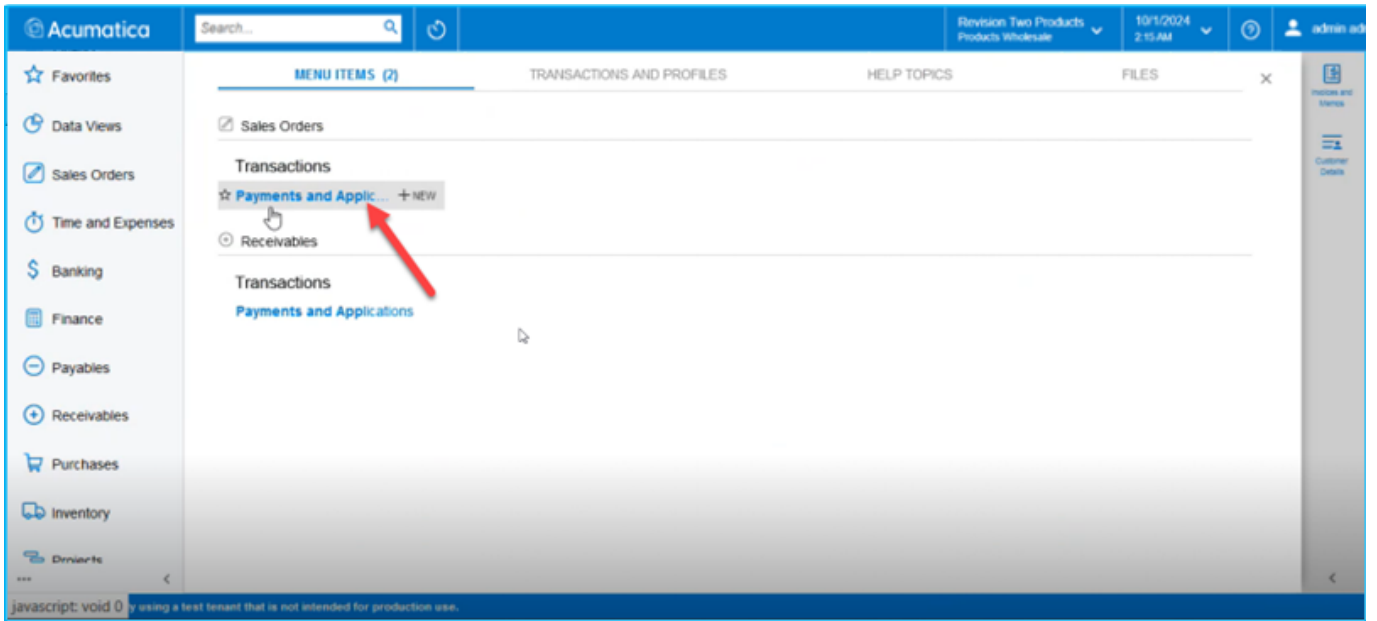
Payment Amount: 634.36
Applied to Doc...: 0.00
Applied to Ord...: 634.36
Available Bala...: 0.00
Write-Off Amo...: 0.00
Finance Charg...: 0.00
Deducted Char...: 0.00

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

LOAD DOCUMENTS AUTO APPLY

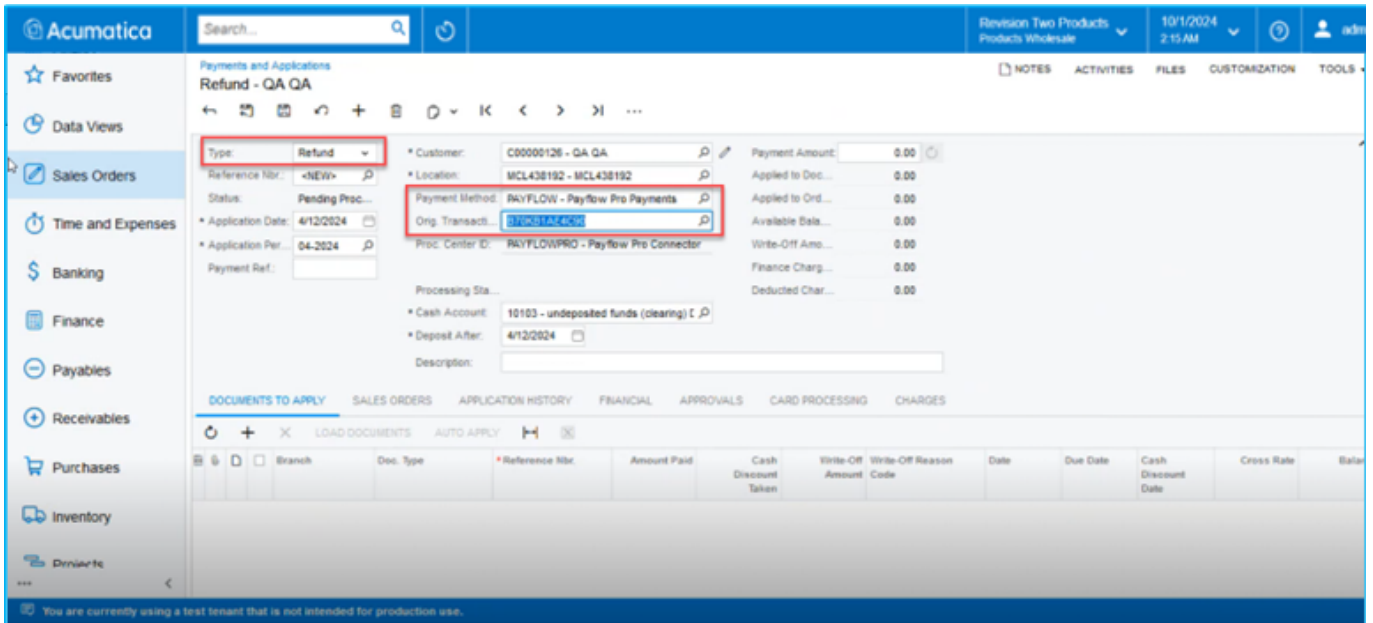
Branch	Doc. Type	Reference Nbr.	Amount Paid	Cash Discount Taken	Write-Off Amount	Write-Off Reason Code	Date
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Step 2: Navigate to the Payment and Application Screen from the Global Search Bar of Acumatica as illustrated.



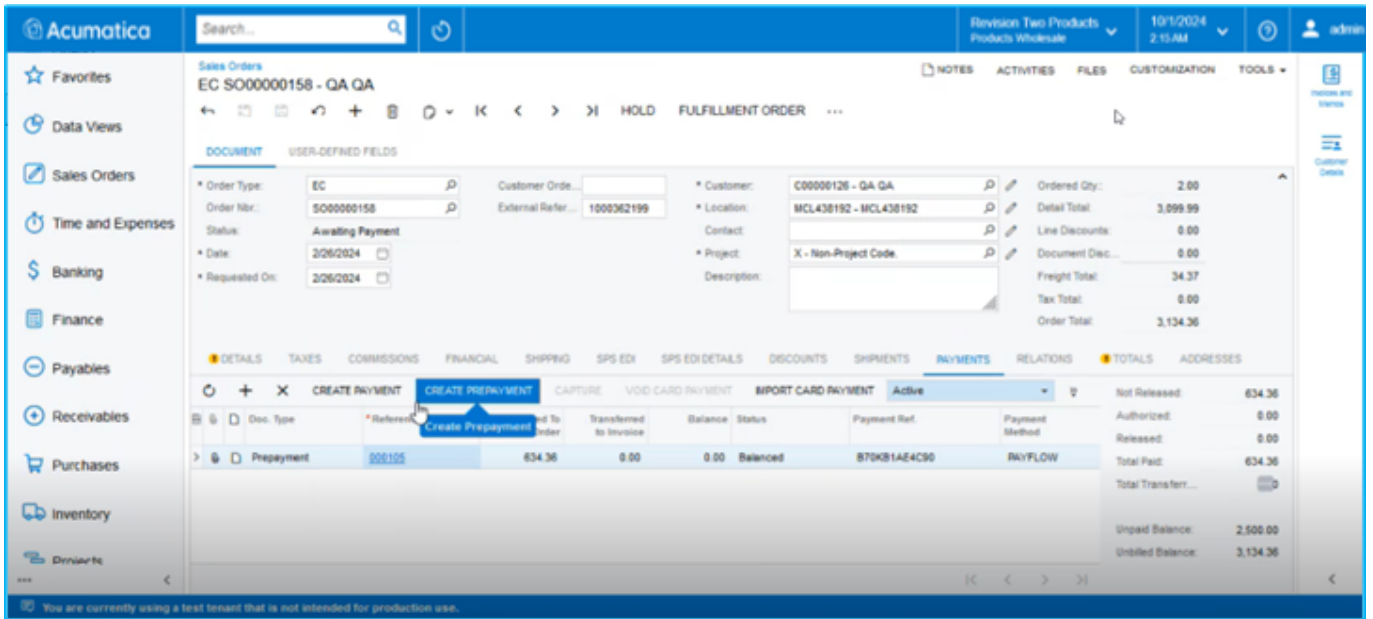
Payment and Application from Global Search bar

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.



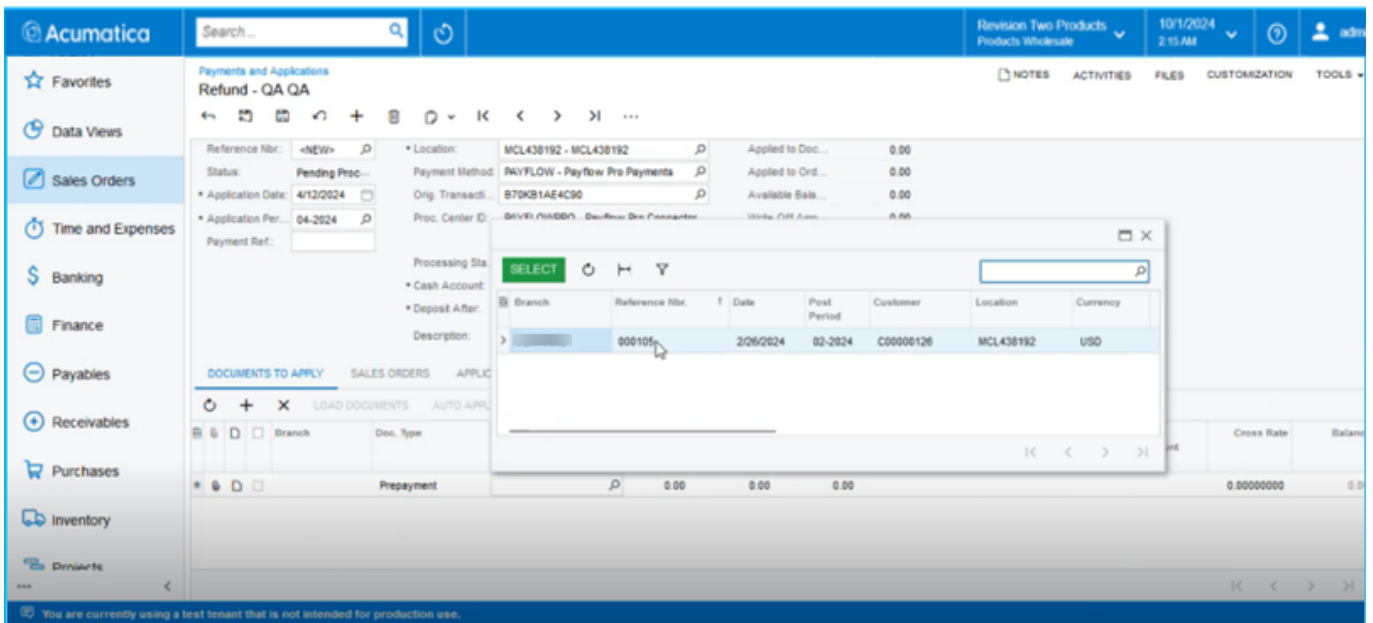
Select the Type, and Payment Method and copy the Org. Transaction ID

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.



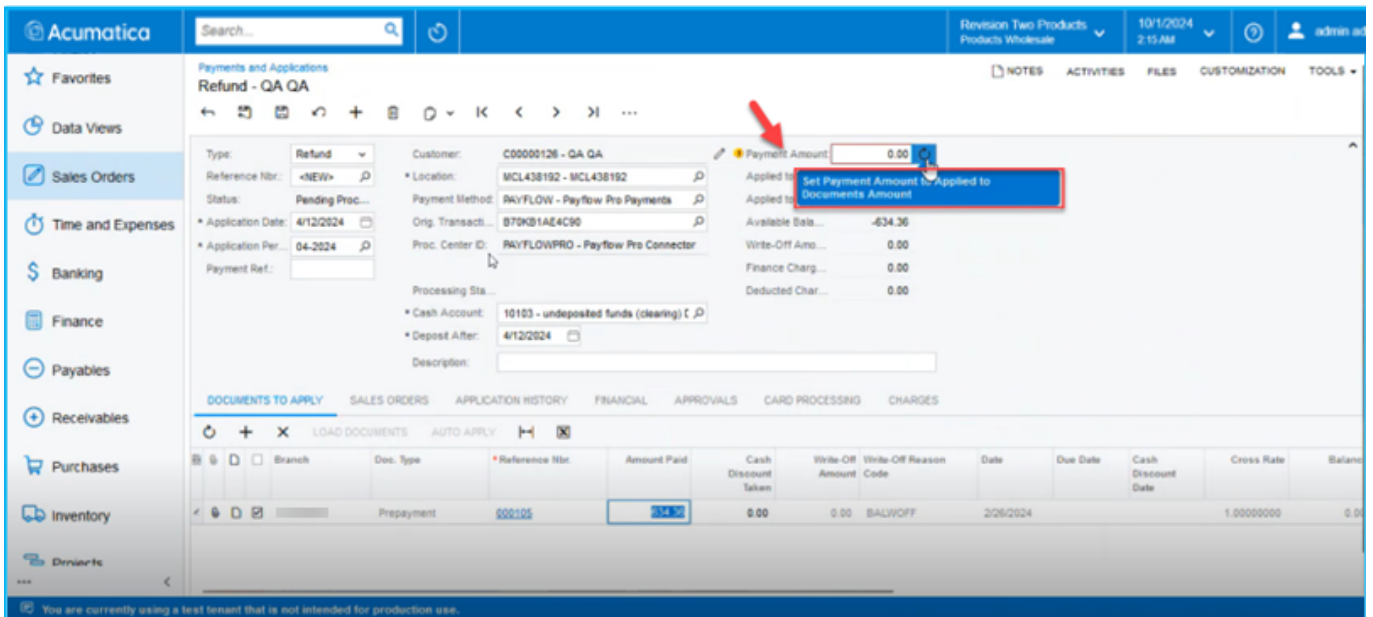
Doc Type

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.



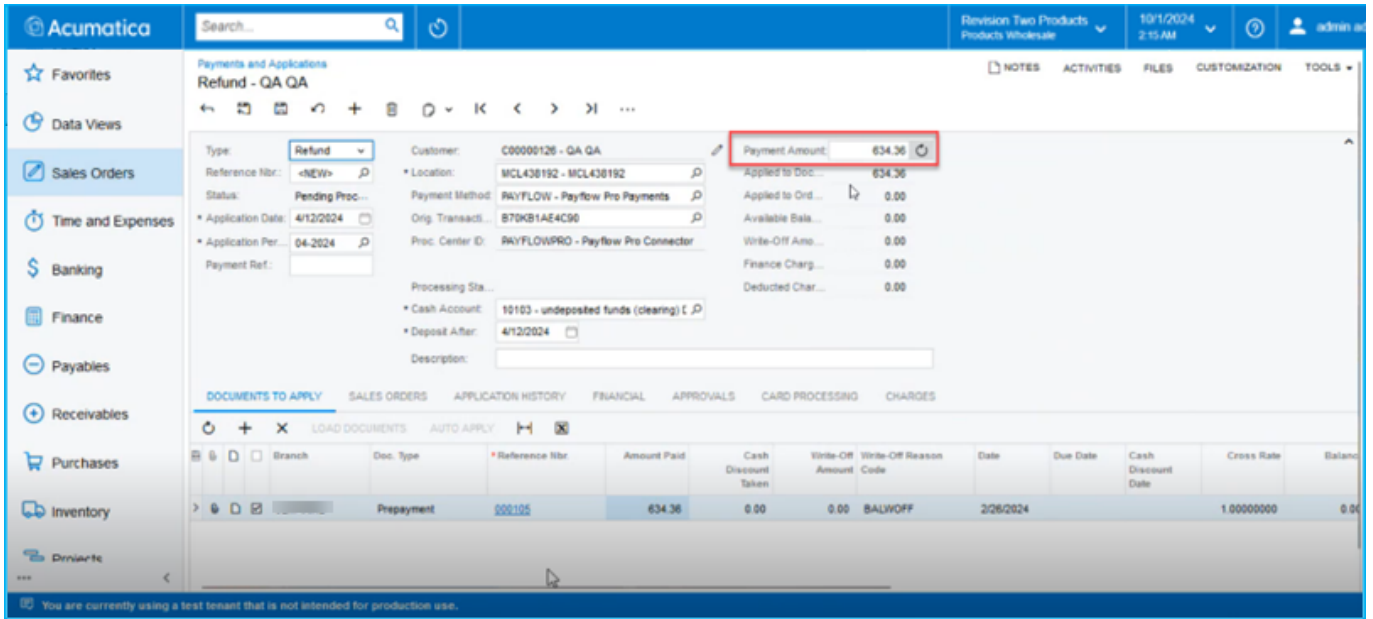
Select the Payment Reference Number

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 displays the Acumatica interface for a 'Refund - QA QA' entry. The 'Payment Amount' field is highlighted with a red arrow and a red box, showing a value of 0.00. Below the form, a table titled 'DOCUMENTS TO APPLY' is visible, containing one entry for a 'Prepayment' with a reference number of 002105 and an amount of 24.30.

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	002105	24.30	0.00	0.00	BALWOFF	2/26/2024			1.00000000	0.00



The screenshot displays the Acumatica interface for a 'Refund - QA QA' entry. The 'Payment Amount' field is highlighted with a red box and contains the value '634.36'. A refresh icon (circular arrow) is located to the right of the field. Below the entry details, a table shows the transaction details:

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