

Refunding the Payment Using Credit Process

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.

Type: Prepayment ▼ Customer: C00000126 - QA QA Payment Amount: 634.36 Applied to Doc 0.00 Status: Balanced Payment Method: PAYFLOW - Payflow Pro Payments Applied to Ord 634.36 Applied to Ord 634.36 Application Date: 2/26/2024 Payment Method: PAYFLOW - Payflow Pro Payments Applied to Ord 634.36 Application Per 02-2024 Proc. Center ID: PAYFLOWPRO - Payflow Pro Connector Available Bala 0.00 Payment Ref.: B70KB1AE4C9 Processing Sta Captured Finance Charg 0.00 Cash Account: 10103 - undeposited funds (clearing) Dur Deducted Char 0.00 * Deposit After: 2/26/2024 Description: Description: Cash Account: 10103 - undeposited funds (clearing) Dur Deducted Char 0.00 * Deposit After: 2/26/2024 Description: Description: Cash Account: INANCIAL APPROVALS CARD PROCESSING CHARGES O + LOAD DOCUMENTS AUTO APPLY M X		+		O v	K	<	>	>I RE	LEASE		1	00:00			CANCEL
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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.



PayPal Payflow Plugin

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Step 2: Navigate to the Payment and Application Screen from the Global Search Bar of Acumatica as illustrated.





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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.





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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.





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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.

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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.

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The amount will be populated upon clicking on the refresh button

