
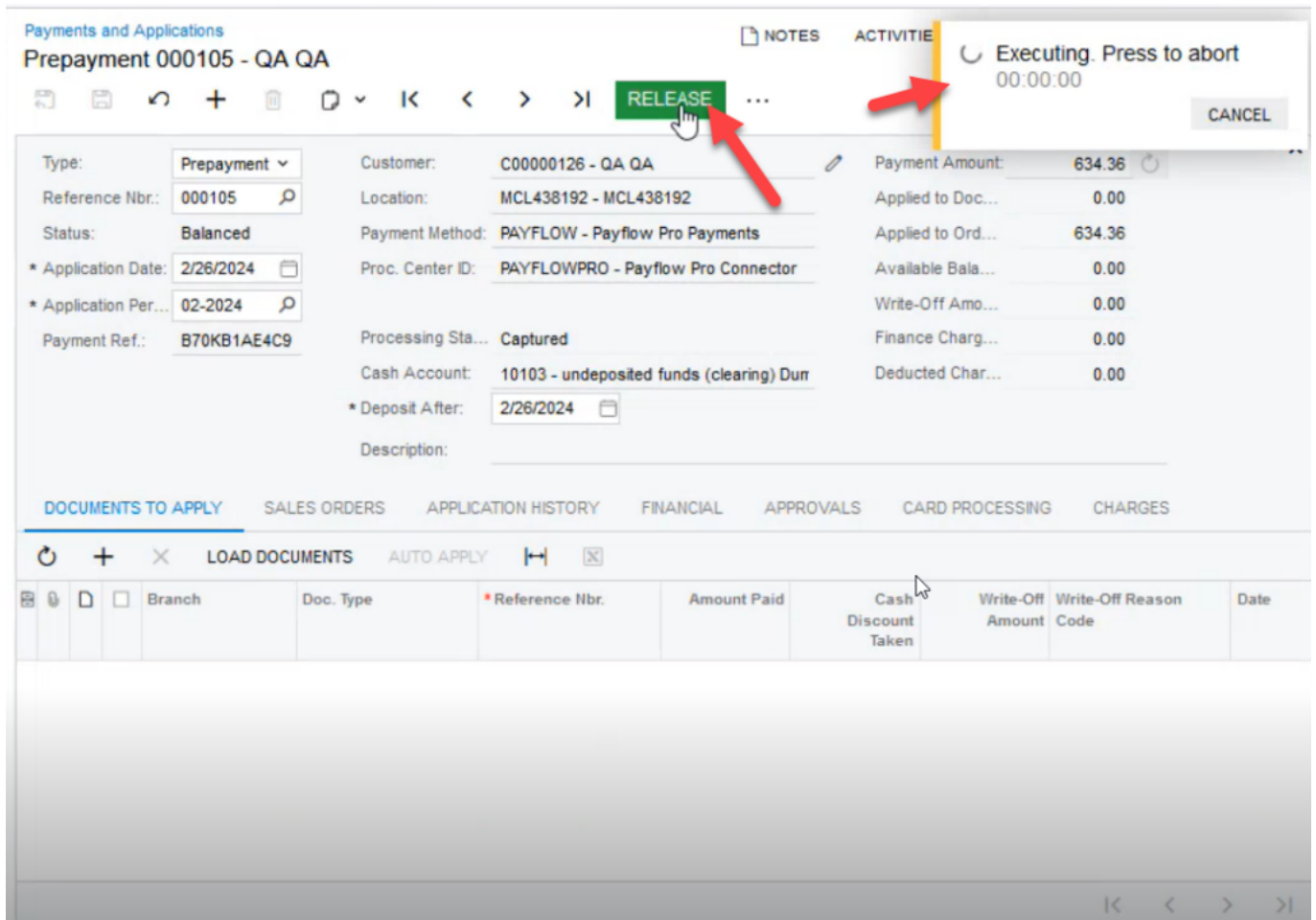


## Refunding the Payment Using Credit Process

 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 screen shows various fields for customer, location, payment method, and amount. The status is 'Captured' and the payment amount is 634.36. The bottom section shows a table with 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.



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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

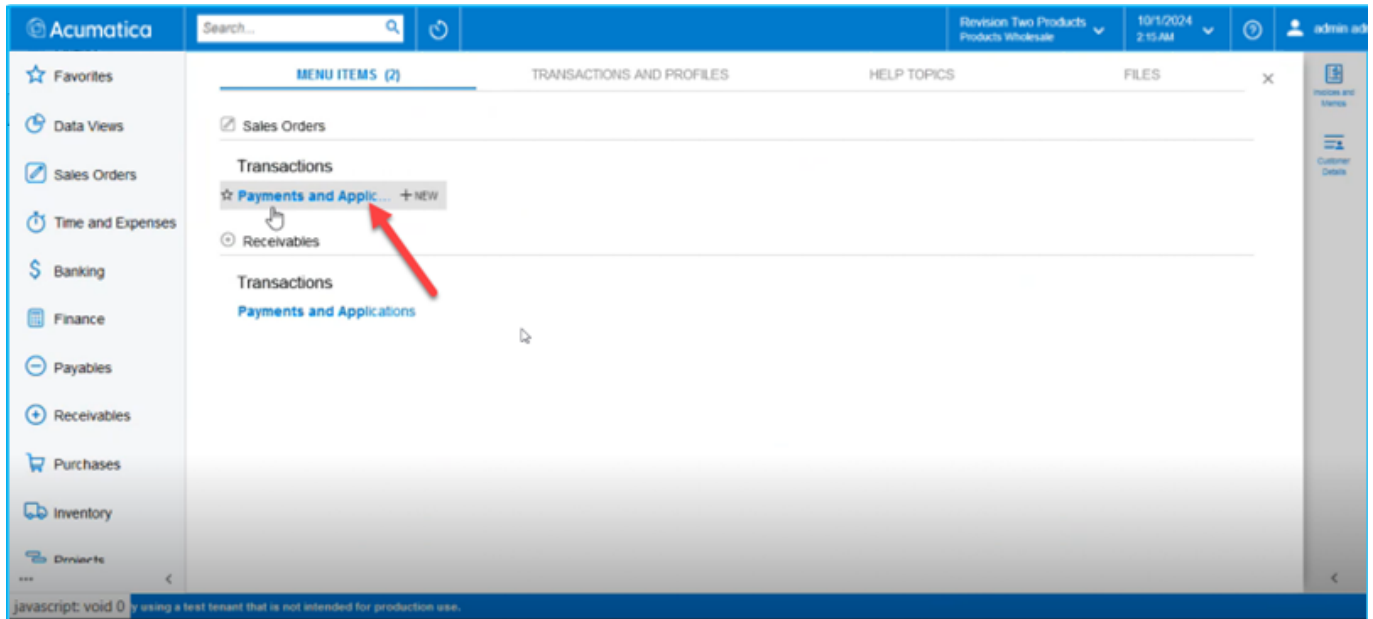
Deducted Char...: 0.00

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.



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

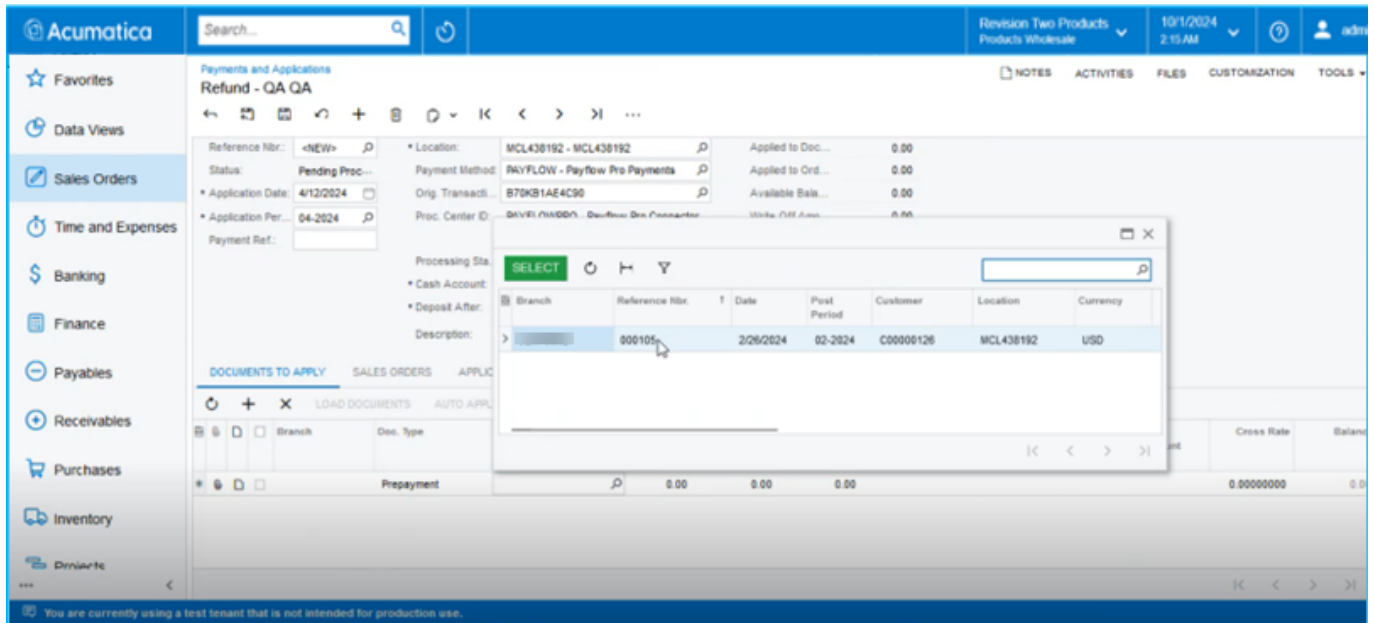
**Step 5:** After selecting the Doc. Type, you need to select the Reference Number by using the look-up. The



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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.

Acumatica Search... Revision Two Products Products Wholesale 10/1/2024 2:15 AM admin

Payments and Applications  
Refund - QA QA

Type: Refund Customer: C00000126 - QA QA Payment Amount: 0.00  
 Reference Nbr.: <NEW> Location: MCL438192 - MCL438192 Applied to: Set Payment Amount Applied to Documents Amount  
 Status: Pending Proc... Payment Method: RAYFLOW - Payflow Pro Payments  
 Application Date: 4/12/2024 Orig. Transact.: B70KB1AE4C90 Available Bal... -634.36  
 Application Per.: 04-2024 Proc. Center ID: RAYFLOWPRO - Payflow Pro Connector Write-Off Amo... 0.00  
 Payment Ref.: Processing Sta... Finance Chrg... 0.00  
 Cash Account: 10103 - undeposited funds (clearing) Deducted Char... 0.00  
 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	000105	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.

Acumatica Search... Revision Two Products Products Wholesale 10/1/2024 2:15 AM admin

Payments and Applications  
Refund - QA QA

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: RAYFLOW - Payflow Pro Payments Applied to Ord... 0.00  
 Application Date: 4/12/2024 Orig. Transact.: B70KB1AE4C90 Available Bal... 0.00  
 Application Per.: 04-2024 Proc. Center ID: RAYFLOWPRO - Payflow Pro Connector Write-Off Amo... 0.00  
 Payment Ref.: Processing Sta... Finance Chrg... 0.00  
 Cash Account: 10103 - undeposited funds (clearing) Deducted Char... 0.00  
 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	000105	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