

Payment Reversals and Refunds

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The Payment Reversal and Refunds report summarizes accounts within a division that experienced payment reversals or refunds during a specified time frame. It also provides specific information about the reversed or refunded amount and how it was issued.

PARAMETER	VALUE
Division	
Period *	Sep 2023

[RUN REPORT](#) [RUN AS EXCEL](#)

Required Permissions

The following permissions are required to run the Payment Reversals and Refunds Report:

Permission ID	Permission Name
154	Standard AR / Report
155	Standard Account / Report

Report Parameters and Values

Parameter	Value
Division	Filters the report to only return results for accounts in the selected Division.
Period	Filters to a specific month and year period.

Run The Report

1. Select the **Period** the report applies to.
2. Optional filters to apply:
 - **Division**
3. Select **Run Report** or **Run as Excel**.
 - *Run Report*: results of the generated report will display in a new window tab.
 - *Run as Excel*: results will be exported to Excel for the user to open and view.

Understand The Report

Payment Reversals and Refunds

Division: HOUSTON, Period: Oct 2022

Date	Division	Account	Type	Payment Type	Amount	Note
10/17/2022	HOUSTON	48459 Ashley Estes	Reversal	Credit Card	322.12	
10/21/2022	HOUSTON	43621 THE ACTIVITY ZONE	Reversal	eCheck	32.74	A transaction has been updated to a declined status: 53487841 ----- Details ----- Amount: 32.74
10/27/2022	HOUSTON	43314 SBB SCOOTERS LLC	Reversal	eCheck	650.31	A transaction has been updated to a declined status: 53817234 ----- Details ----- Amount: 650.31
Payment Total					\$ 1,005.17	

Column	Description
Date	Displays the date of the reversal or refund for the account listed in the report.
Division	Displays the division of the account a payment reversal or refund was issued for.
Account	Displays the name and account ID of the account a payment reversal or refund was issued for.
Type	Indicates if this was a payment reversal or a payment refund for the account.
Payment Type	Indicates what type of transaction was used to issue a payment reversal or refund to an account.
Amount	The amount that was reversed or refunded.
Note	Displays any notes that were entered when the payment reversal or refund was completed.
Payment Total	The total amount returned as either a payment reversal or payment refund for the period.