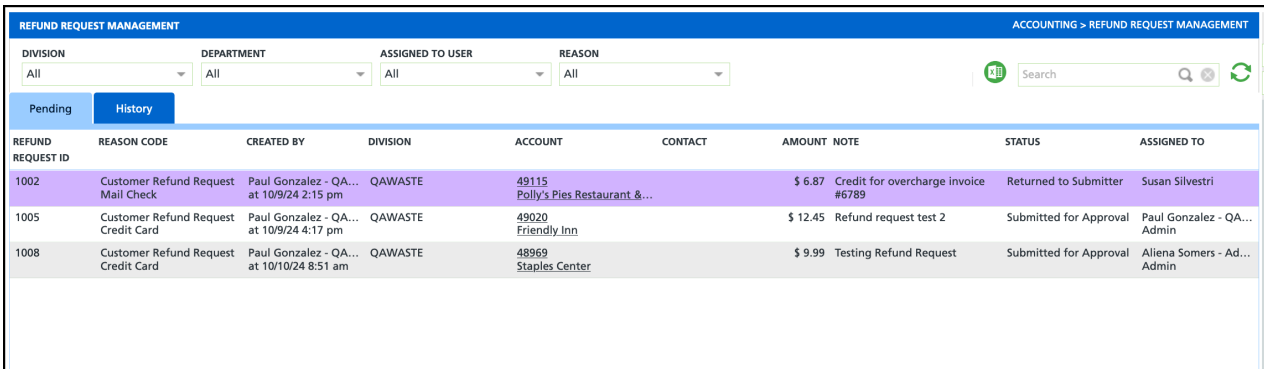


Refund Request Management (Accounting) - New Feature and New Screen Added (17305, 17425, 17499) [New Feature]

Last Modified on 12/12/2024 11:53 am PST

A new Refund Request feature has been added to both the Customer Service screen and the Accounting module. Details about this feature, including setup, are outlined below.



REFUND REQUEST ID	REASON CODE	CREATED BY	DIVISION	ACCOUNT	CONTACT	AMOUNT NOTE	STATUS	ASSIGNED TO
1002	Customer Refund Request Mail Check	Paul Gonzalez - QA... at 10/9/24 2:15 pm	QAWASTE	49115 Polly's Pies Restaurant &...		\$ 6.87 Credit for overcharge invoice #6789	Returned to Submitter	Susan Silvestri
1005	Customer Refund Request Credit Card	Paul Gonzalez - QA... at 10/9/24 4:17 pm	QAWASTE	49020 Friendly Inn		\$ 12.45 Refund request test 2	Submitted for Approval	Paul Gonzalez - QA... Admin
1008	Customer Refund Request Credit Card	Paul Gonzalez - QA... at 10/10/24 8:51 am	QAWASTE	48969 Staples Center		\$ 9.99 Testing Refund Request	Submitted for Approval	Aliena Somers - Ad... Admin

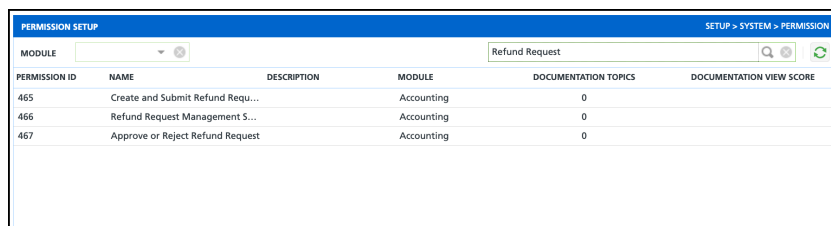
New Permissions

Pathway: Setup > System > Permission

Three new permissions have been added to support refund requests.

Review and assign them to the appropriate roles.

- **465** - Create and Submit Refund Request
- **466** - Refund Request Management Screen
- **467** - Approve or Reject Refund Request



PERMISSION ID	NAME	DESCRIPTION	MODULE	DOCUMENTATION TOPICS	DOCUMENTATION VIEW SCORE
465	Create and Submit Refund Request		Accounting	0	
466	Refund Request Management Screen		Accounting	0	
467	Approve or Reject Refund Request		Accounting	0	

Reason Code Setup

Pathway: Setup > System > Reason Code

REASON CODE SETUP

TYPE: Refund Request

TYPE	LINE OF BUSINESS	REASON CODE	NAME	EXTERNAL ID
Refund Request	RFDREQ		Customer Refund Request	

ADD REASON CODE

TYPE: Refund Request

ID:

NAME:

EXTERNAL ID:

GL ACCOUNT:

ACTIVE: Yes

SAVE

A new 'Refund Request' type has been added in Reason Code Setup to accurately capture the reason for refunds. This type is used when creating refund requests in the Customer Service screen.

Customer Service Menu Update

A 'Refund Request' option was added to the Customer Service menu. Upon selection, a new 'Create Refund Request' screen will display.

CREATE REFUND REQUEST

Details | History

CREATED BY: Aliena Somers - Admin-NS (Admin) Oct 15, 2024 11:16 am

NOTIFICATION METHOD: Select Notification

CONTACT: Select Contact

REASON: Select Reason

ACCOUNT: Wild Mountain (49121) - Active

ASSIGNED TO USER: Select User

ASSIGNED TO DEPARTMENT: Select Department

AMOUNT:

REFUND METHOD: Select Refund Method

REQUEST NOTES

SAVE

Customer Service Screen Updates

TOTAL OCCURRING		SERVICE ID	FREQUENCY	SCHEDULE	ACCOUNT	RATE
1017	Service					
1010	Mail Check Customer Refund Request				Aliena Somers - Admin-NS (Admin)	10/15/2024
Amount: \$ 50.00 , Note: Refund on a service overcharge.						

After a refund has been requested, it will display on the *Calendar* and in the *Pending* section of the *Customer Service* screen.

Refund Request Management

Pathway: Accounting > Refund Request Management

A new Refund Request Management screen has been added to the Accounting module, enabling users to manage refund requests submitted via the Customer Service screen. By double-clicking a request, users can open the Edit Refund Request popup window to approve, reject, void, edit, or return the request to the submitter.

REFUND REQUEST ID	REASON CODE	CREATED BY	DIVISION	ACCOUNT	CONTACT	AMOUNT	NOTE	STATUS	ASSIGNED TO
1002	Customer Refund Request Mail Check	Paul Gonzalez - QA Ex... at 10/9/24 2:15 pm	QAWASTE	49115	Bob's Pink Restaurant & Bar...	\$ 6.87	Credit for overcharge invoice #6789	Returned to Submitter	Susan Silvestri
1005	Customer Refund Request Credit Card	Paul Gonzalez - QA Ex... at 10/9/24 4:17 pm	QAWASTE	49030	Friendly Inn	\$ 12.45	Refund request test 2	Submitted for Approval	Paul Gonzalez - QA Ex... Admin
1008	Customer Refund Request Credit Card	Paul Gonzalez - QA Ex... at 10/10/24 8:51 am	QAWASTE	48969	Staples Center	\$ 9.99	Testing Refund Request	Submitted for Approval	Aliena Somers - Admin... Admin
1010	Customer Refund Request Mail Check	Aliena Somers - Admin... at 10/15/24 11:24 am	QAWASTE	49159	Cafe Santorini	\$ 50.00	Refund on a service overcharge.	Submitted for Approval	Aliena Somers - Admin...

2 Approval Requirement (Optional)

Pathway: Setup > System > Division; Role

Settings in the Division and Role setup screens will include an option to require a second approval for refund requests before they can be processed.

REFUND REQUEST ID	REASON CODE	CREATED BY	DIVISION	ACCOUNT	CONTACT	AMOUNT	NOTE
1005	Customer Refund Req... Credit Card	Paul Gonzalez - Q... at 10/9/24 4:17 pm	QAWASTE	49020	Friendly Inn	\$ 12.45	Refund request test 2
1008	Customer Refund Req... Credit Card	Paul Gonzalez - Q... at 10/10/24 8:51 am	QAWASTE	48969	Staples Center	\$ 9.99	Testing Refund Request
1012	Customer Refund Req... Mail Check	David Navarro - A... at 11/1/24 2:17 pm	HOUSTON	44442	DSW	\$ 100.00	Billed incorrectly
1016	Customer Refund Req... Credit Card	PG NAVU (Custom... at 11/4/24 4:37 pm	QAWASTE	49146	Pho Ga District	\$ 20.00	Testing approval request
1017	Customer Refund Req... Credit Card	PG NAVU (Custom... at 11/4/24 4:38 pm	QAWASTE	49103	Lowe's Home Improve...	\$ 50.00	Testing two approval request Requires 2 Approvals

