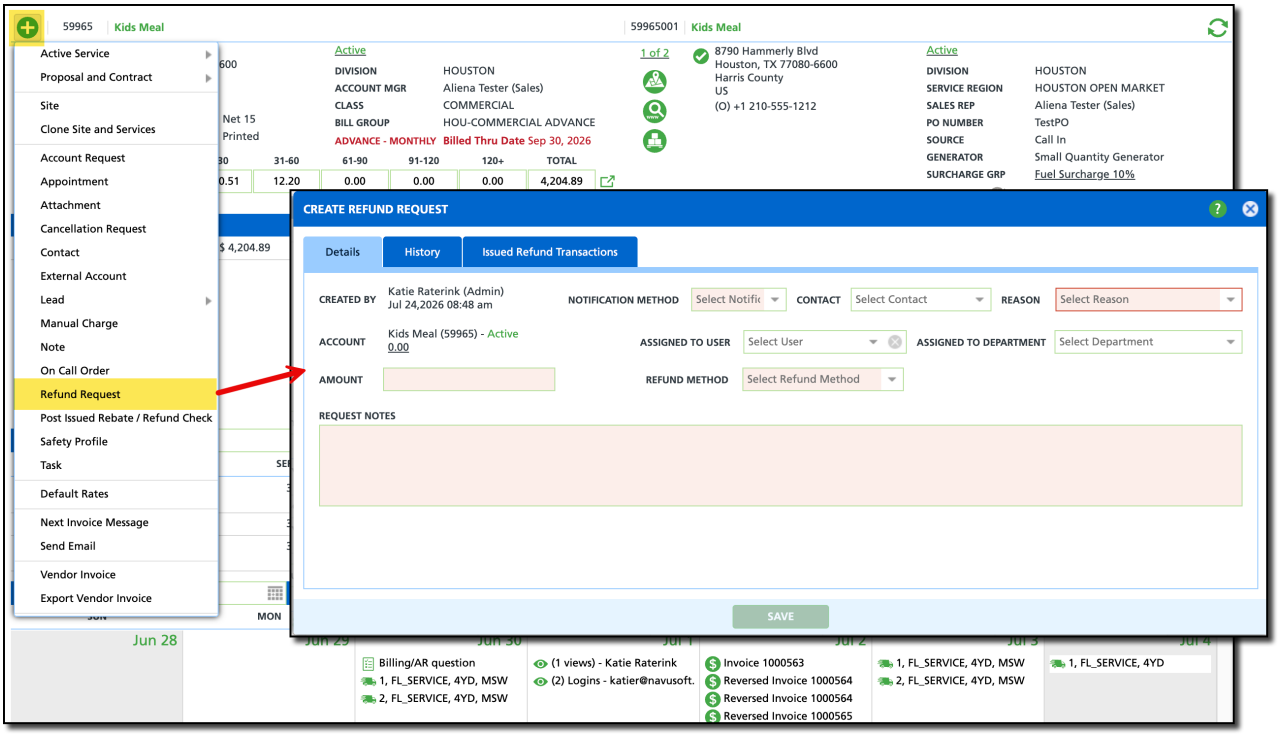
Refund Request

Last Modified on 07/28/2026 5:08 am PDT

Pathway: *Accounts > Menu > Refund Request*

Initiate refund requests seamlessly for a customer using the Refund Request feature, located in the account menu. This tool streamlines the refund process, ensuring all necessary details are included for a smooth and efficient review.

This workflow assumes the user submitting the refund request lacks refund and chargeback permissions in AR History, while the approving user has the required permissions.



Permissions

The following permissions are required to create a refund request

Permission ID	Permission Name	
5	View Account	
6	View Site	
465	Create and Submit Refund Request	Required to create a Refund Request; if not set, the Refund Request option will not be displayed on the Account + Menu.
487	Edit Issued Rebate / Refund Check	Required to enter the check number or reference number for a refund request; if not set, the Post Issued Rebate / Refund Check option will not be displayed on the Account + Menu.

Logic

Review the following logic that is applied when a user creates a refund request.

- **Assigned To** user is limited to only display users with permission 465.
- **Assigned to Department** is limited to only display departments where at least one user exists with permission 465 **and** is authorized to view the division assigned to the account.

Setup Requirements

The following setup is applicable to creating refund requests:

Setup	Supporting Documentation	Purpose
Reason Code	Reason Code Setup	Required to select an option from the Reason Code drop down field. In Reason Code Setup, set the Type to 'Refund' to create and review reason codes specific to refund requests.
Refund Approval Limit	Role Setup	Sets a limit on the amount a user in this role can approve refund requests submitted by others. Review the documentation for further setup logic.
Refund Amount Requiring 2 Approvals	Division Setup	Optional setup to require two approvals for refund requests that exceed a specified amount. Review the documentation for this setting for further logic.

Submitting a Refund Request

When a customer requests a refund, follow the steps to process the request.
Note: Refer to the full descriptions in the Details tab to understand more about each field.

1. Open the account associated with the refund request.
2. Click the **Account Menu +** button and select the ***Refund Request*** option. This opens the *Create Refund Request* popup window on the Details tab.
3. Fill out the refund request details:
    a. **Notification Method**: Select how the customer submitted the request.
    b. **Contact** (optional): Choose the account contact to be associated with the refund request.
    c. **Reason:** Select teh reason for the refund
    d. **Assign To:** Assign the request to the appropriate **User** or **Department** (only one selection is allowed). This is the person or department responsible for managing the request.
    e. **Amount:** Enter the requested refund amount
    f. **Refund Method:** Choose the refund method that the customer requested.
        i. Mailed Check is currently the only supported option.
        ii. Credit Card is planned as a future implementation.
    g. **Notes:** Add any supporting notes or context regarding the request.
4. Select **Save**.

Outcome of Submitting a Refund Request

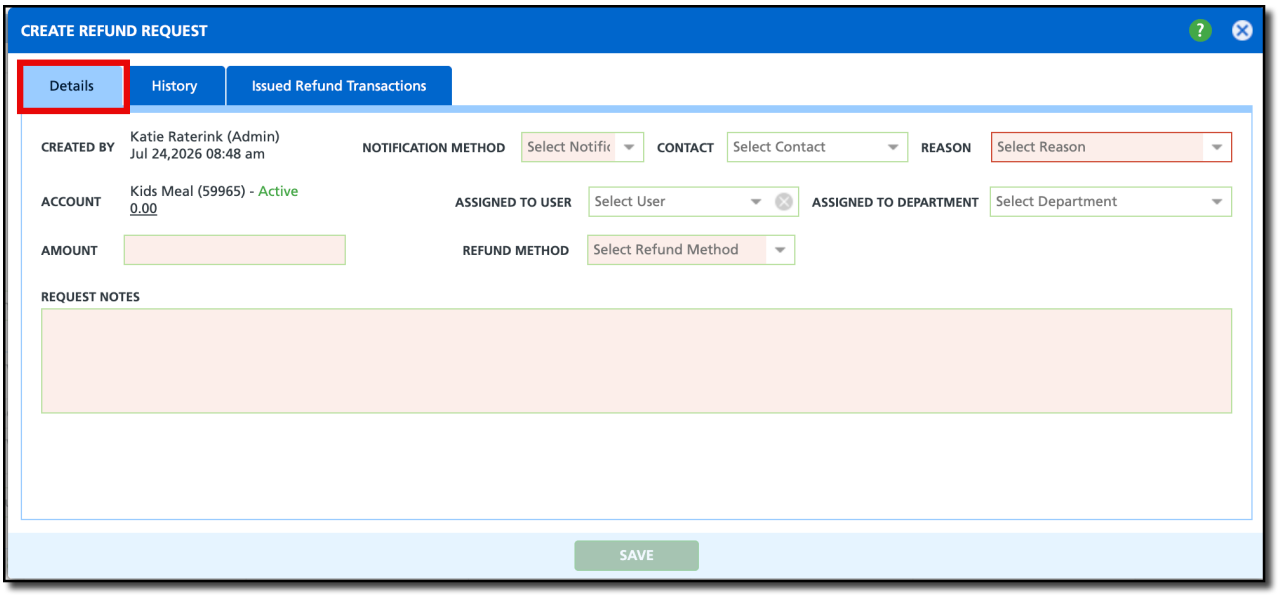
- *AR History*
    - The refund is listed as an open item of **Type** "Rebate/Refund Check" with a **Reference No.** set to Pending AP Processing and no **Applied Amount**.
- Refund Request Management (Accounting > Refund Request Management):
    - Appears under the Pending Issuance tab in the "Approved" state, if the amount is less than your role's **Refund Approval Limit**.

- Appears in the Review / Approval tab in the "Pending Approval" state, if the amount is equal to or greater than your role's **Refund Approval Limit**.

- Customer Service
  - The refund request is added to the calendar as an event.
  - If in the Pending Approval state, it will be added as an item in the Pending section on the Customer Service screen for the account.

Details Tab

The Details tab is used when creating, viewing or editing a refund request.



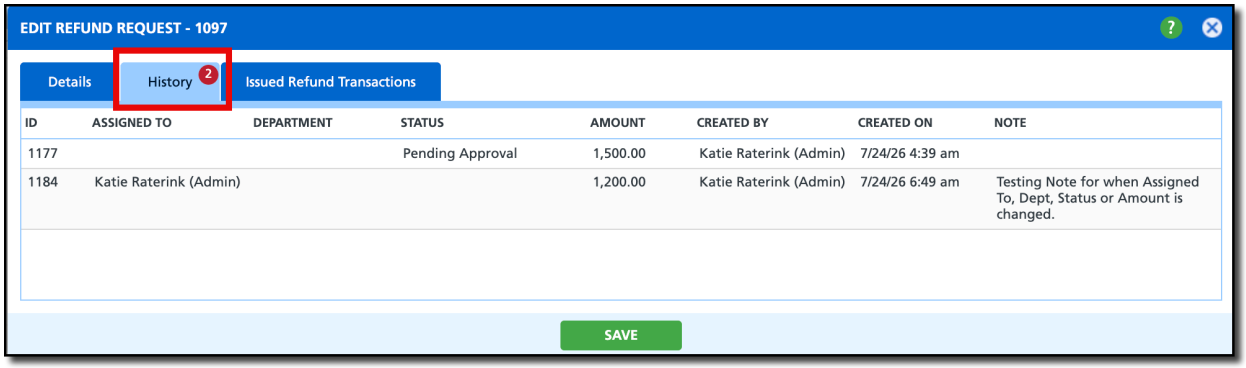
Field Descriptions

Field	Description
Created By	The name and timestamp of the user who created the refund request.
Notification Method	Displays which notification method the customer used to request a refund.
Contact	The names of the account/site contacts.
Reason	Drop down selection to specify the reason or purpose of the refund request. Reasons are added and managed in Reason Code Setup using the 'Refund' type.
Account	Automatically displays the name of the account the refund applies to, the status of the account and the current balance (as a hyperlink which opens AR history).
Assigned User	Drop down selection to designate the user responsible for managing the refund request. The users listed here are those users with permission 465 enabled. Required - if **Assigned to Department** is not populated.

Assigned to Department	Drop down selection to designate the department the refund best applies and is used as a filtering method in the Refund Management screen. The departments listed here must have at least one user in that department with permission 465 enabled. Required - if **Assigned to Department** is not populated.
Amount	The requested refund amount.
Refund Method	Identifies if the refund will be in the form of a mailed check, or credit card. Note: Mailed Check is currently the only supported option. Credit Card is planned as a future implementation.
Request Notes	Text field to provide additional details about the request to support the approval process. Consider including the payment reference number and date to accurately identify the payment for the refund.
Status	The status of the Refund Request, either: Approved, Pending Approval, Rejected, Returned to Submitter, or Voided. Available in the Edit/View Refund Request after the request is created.

History Tab

The History tab contains an audit trail for a specific Refund Request when a change of Status, Assignment, or Amount is updated.



A new entry (row) is added when:

- Any of the following fields are updated: **Assigned To**, **Department**, **Status**, or **Amount**.
- A check / reference number was entered in the Issued Rebate / Refund Check screen. This triggers the status to change to "Issued".

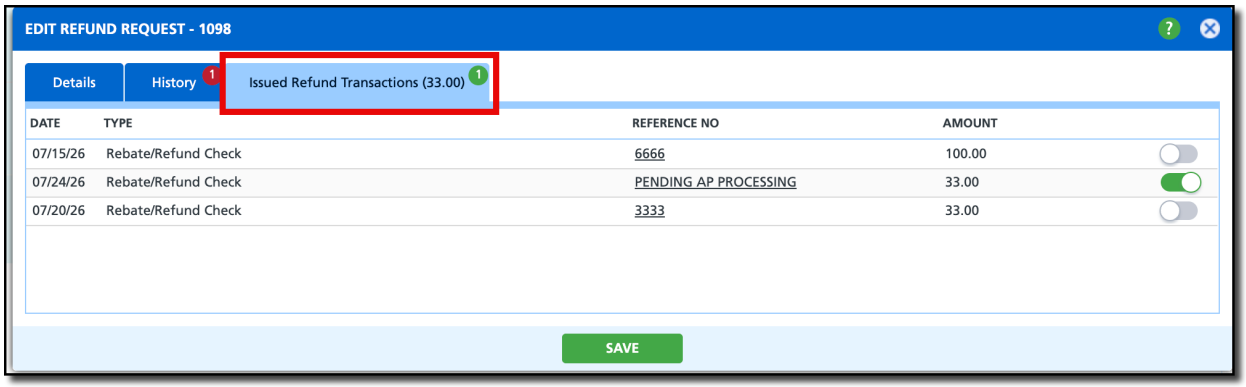
Field Descriptions

Except for **Created On** and **Note**, the fields on the History tab are defined in the Details tab section and are populated with the data entered when the Refund Request was created.

Field	Description
Created On	The timestamp of when the Refund Request was created or when a change occurred.
Note	A note that is required when any of the following fields areupdated: **Assigned To**, **Department**, **Status**, or **Amount**. The system automatically adds "Issued via check edit" to the note when a check was entered while in a Pending AP Processing.

Issued Refund Transactions Tab

The Issued Refund Transactions tab contains a list of all entries made via the Post Issued Rebate / Refund Check option for the current account and the current refund request selected on the *Accounting > Refund Request Management > Pending Issuance* tab.



The green number indicates the number of Rebate/Refund Check(s) that are Pending AP Processing.

From this screen, clicking on the Reference number opens the Edit Issued Rebate / Refund Check screen where you can enter the check number from the check that was issued to the customer for this refund. After the check number or reference number is entered, the status of the Refund Request is set to "Issued".

Field Descriptions

Except for **Reference No.**, all fields are defined in the Details tab section and are populated with the data entered when the Refund Request was created.

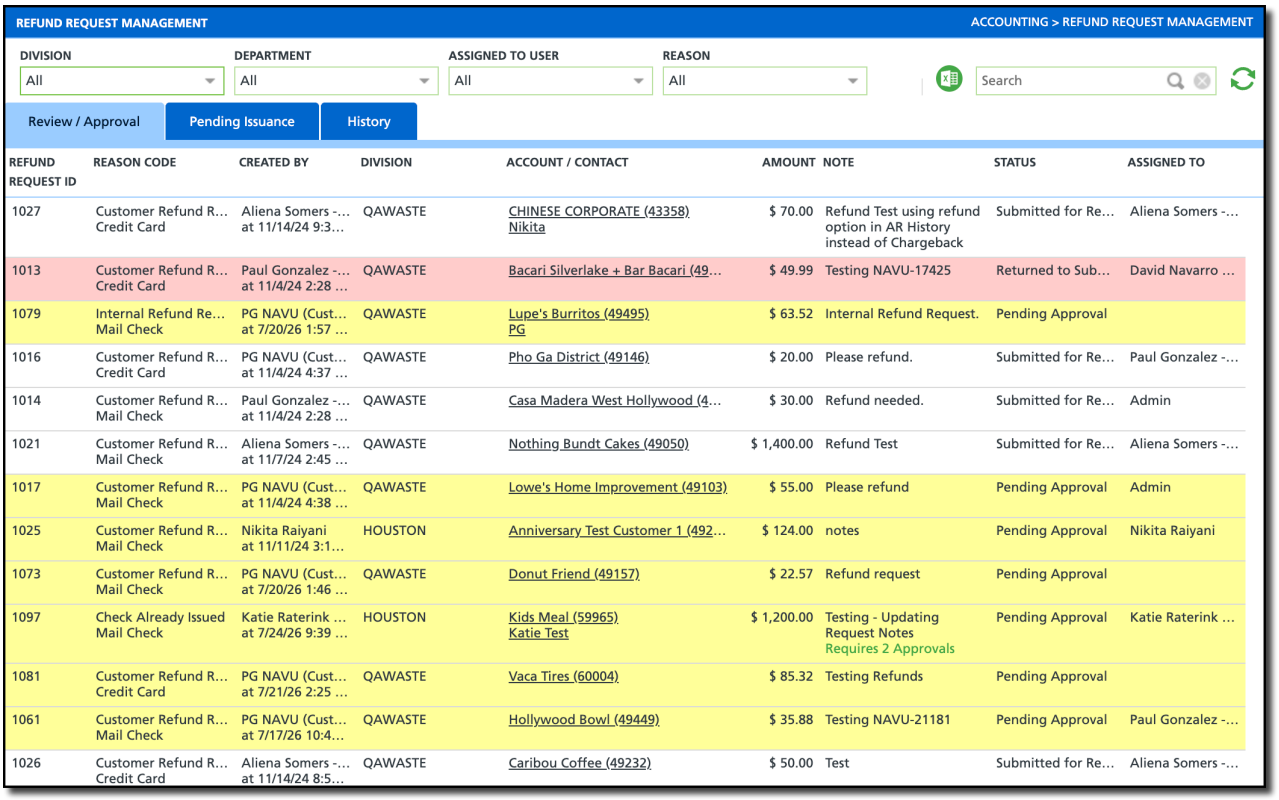
Field	Description
Reference No.	Either the check number entered in the Post/Edit Issued Rebate / Refund Check screen or "Pending AP Processing" if the check has not been issued or entered into Navusoft yet.

Review Submitted Requests

Pathway: *Accounting > Refund Request Management*

After a refund request has been submitted by a user, it will display in the Pending tab of Refund Request Management for approval. Review the documentation in Refund Request Management to learn more about the

functionality of this screen.



REFUND REQUEST ID	REASON CODE	CREATED BY	DIVISION	ACCOUNT / CONTACT	AMOUNT	NOTE	STATUS	ASSIGNED TO
1027	Customer Refund R... Credit Card	Aliena Somers -... at 11/14/24 9:3...	QAWASTE	CHINESE CORPORATE (43358) Nikita	$ 70.00	Refund Test using refund option in AR History instead of Chargeback	Submitted for Re...	Aliena Somers -...
1013	Customer Refund R... Credit Card	Paul Gonzalez -... at 11/4/24 2:28 ...	QAWASTE	Bacari Silverlake + Bar Bacari (49...	$ 49.99	Testing NAVU-17425	Returned to Sub...	David Navarro ...
1079	Internal Refund Re... Mail Check	PG NAVU (Cust... at 7/20/26 1:57 ...	QAWASTE	Lupe's Burritos (49495) PG	$ 63.52	Internal Refund Request.	Pending Approval	
1016	Customer Refund R... Credit Card	PG NAVU (Cust... at 11/4/24 4:37 ...	QAWASTE	Pho Ga District (49146)	$ 20.00	Please refund.	Submitted for Re...	Paul Gonzalez -...
1014	Customer Refund R... Mail Check	Paul Gonzalez -... at 11/4/24 2:28 ...	QAWASTE	Casa Madera West Hollywood (4...	$ 30.00	Refund needed.	Submitted for Re...	Admin
1021	Customer Refund R... Mail Check	Aliena Somers -... at 11/7/24 2:45 ...	QAWASTE	Nothing Bundt Cakes (49050)	$ 1,400.00	Refund Test	Submitted for Re...	Aliena Somers -...
1017	Customer Refund R... Mail Check	PG NAVU (Cust... at 11/4/24 4:38 ...	QAWASTE	Lowe's Home Improvement (49103)	$ 55.00	Please refund	Pending Approval	Admin
1025	Customer Refund R... Mail Check	Nikita Raiyani at 11/11/24 3:1...	HOUSTON	Anniversary Test Customer 1 (492...	$ 124.00	notes	Pending Approval	Nikita Raiyani
1073	Customer Refund R... Mail Check	PG NAVU (Cust... at 7/20/26 1:46 ...	QAWASTE	Donut Friend (49157)	$ 22.57	Refund request	Pending Approval	
1097	Check Already Issued Mail Check	Katie Raterink ... at 7/24/26 9:39 ...	HOUSTON	Kids Meal (59965) Katie Test	$ 1,200.00	Testing - Updating Request Notes Requires 2 Approvals	Pending Approval	Katie Raterink ...
1081	Customer Refund R... Credit Card	PG NAVU (Cust... at 7/21/26 2:25 ...	QAWASTE	Vaca Tires (60004)	$ 85.32	Testing Refunds	Pending Approval	
1061	Customer Refund R... Mail Check	PG NAVU (Cust... at 7/17/26 10:4...	QAWASTE	Hollywood Bowl (49449)	$ 35.88	Testing NAVU-21181	Pending Approval	Paul Gonzalez -...
1026	Customer Refund R... Credit Card	Aliena Somers -... at 11/14/24 8:5...	QAWASTE	Caribou Coffee (49232)	$ 50.00	Test	Submitted for Re...	Aliena Somers -...

Related Articles

Refund Request Management