Refund Request

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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.
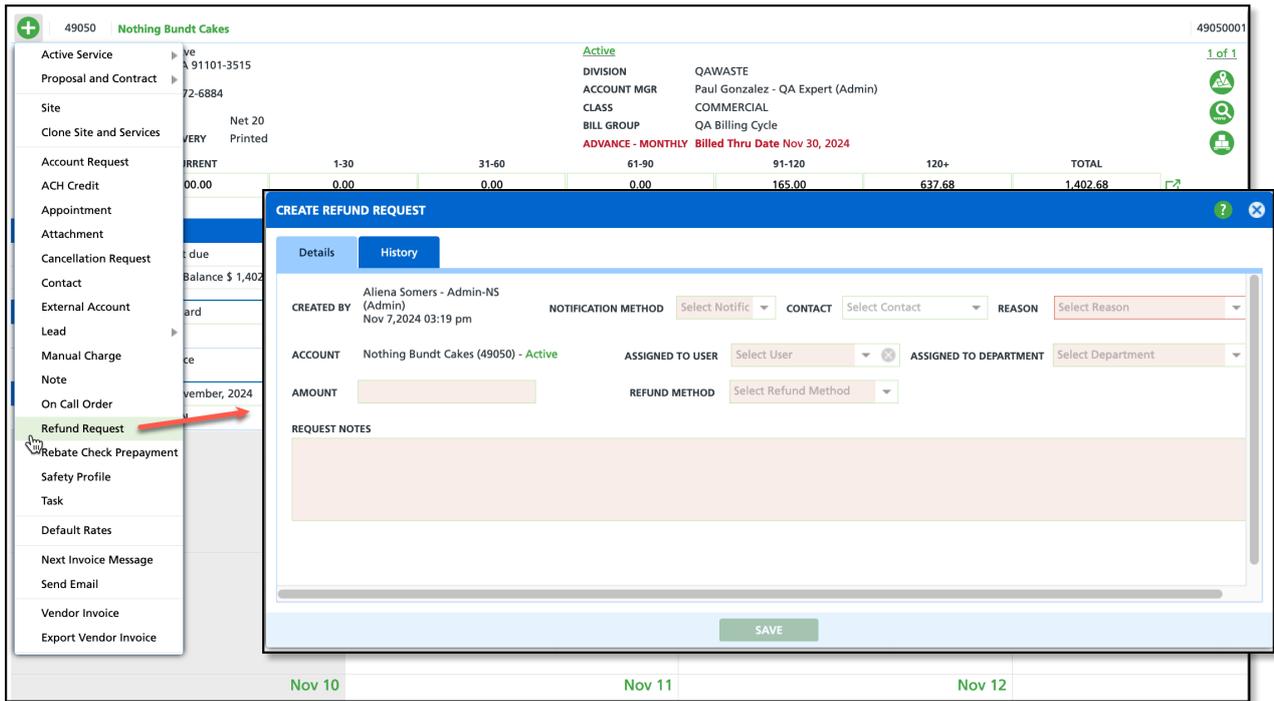
Permissions

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

Logic

Review the following logic the screen will use 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 applies to successfully 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.

Field Descriptions

Field	Description
Created By	Displays 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	Displays 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.
Assigned User	Drop down selection to designate the user responsible for managing the refund request.
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.
Amount	Text field to enter the requested refund amount.
Refund Method	Identifies if the refund will either be in the form of a mailed check, or credit card.
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	Displays after the request is submitted and allows for the request to be approved, rejected, or returned to the submitter.

Submit a Request

When a customer requests a refund, users without refund permissions in AR History should submit a refund request by following the process outlined below:

1. Open the account associated with the refund request.
2. Click the Account Menu button and select the *Refund Request* option. This opens the Details tab in the *Create Refund Request* popup window.
3. Choose the applicable *Notification Method.*
4. Select the *Reason* to specify the purpose of the refund request.

5. Assign the request to the appropriate *user* or ***department*** (only one selection is required).
6. Enter the ***Amount*** for the refund request.
7. Choose the ***Refund Method*** the customer has requested for receiving their refund.

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.

Related Articles

Refund Request Management