

Refund Request Management

Last Modified on 12/12/2024 1:14 pm PST

Pathway: Accounting > Refund Request Management

The Refund Request Management screen is used to manage refund requests submitted by users whose accounts lack the necessary permissions to issue a refund or chargeback. Refunds are created in the account by users who are not authorized to issue a refund on payment transactions in AR History.

REFUND REQUEST MANAGEMENT									
DIVISION		DEPARTMENT		ASSIGNED TO USER		REASON		SEARCH	
All		All		All		All		Search	
REFUND REQUEST ID	REASON CODE	CREATED BY	DIVISION	ACCOUNT	CONTACT	AMOUNT	NOTE	STATUS	ASSIGNED TO
1005	Customer Refund Request Credit Card	Paul Smith - QA Expert ... at 10/9/24 4:17 pm	QAWASTE	49020 Friendly Inn		\$ 12.45	Refund request test 2	Submitted for Approval	Paul Smith - QA Expert ... Admin
1008	Customer Refund Request Credit Card	Paul Smith - QA Expert ... at 10/10/24 8:51 am	QAWASTE	48969 Staples Center		\$ 9.99	Testing Refund Request	Submitted for Approval	Allena Somers - Admin... Admin
1012	Customer Refund Request Mail Check	David Jones - Admin-N... at 11/1/24 2:17 pm	HOUSTON	44442 DSW		\$ 100.00	Billed incorrectly	Submitted for Approval	Customer Service
1013	Customer Refund Request Credit Card	Paul Smith - QA Expert ... at 11/4/24 2:28 pm	QAWASTE	49051 Bacari Silverlake + Bar Bacari		\$ 49.99	Testing NAVU-17425	Submitted for Approval	Paul Smith - QA Expert ...
1014	Customer Refund Request Credit Card	Paul Smith - QA Expert ... at 11/4/24 2:28 pm	QAWASTE	49053 Casa Madera West Hollywood		\$ 30.00	Testing NAVU-17425	Submitted for Approval	Isabel Jones - Intern
1016	Customer Refund Request Credit Card	PG NAVU (Customer Se... at 11/4/24 4:37 pm	QAWASTE	49146 Pho Ga District		\$ 20.00	Testing approval request	Submitted for Approval	Paul Smith - QA Expert ...
1017	Customer Refund Request Credit Card	PG NAVU (Customer Se... at 11/4/24 4:38 pm	QAWASTE	49103 Lowe's Home Improvement		\$ 55.00	Testing two approval request	Submitted for Approval	Paul Smith - QA Expert ...
1018	Customer Refund Request Mail Check	David Jones - Admin-N... at 11/9/24 9:22 am	DAYTON	20732 BUSBY DAVID		\$ 1,000.00	This is a test of refund request notes	Returned to Submitter	Customer Service
1023	Customer Refund Request Credit Card	Paul Smith - QA Expert ... at 11/8/24 8:45 am	QAWASTE	43358 CHINESE CORPORATE		\$ 5.00	Testing Refund	Submitted for Approval	Paul Smith - QA Expert ...
1024	Customer Refund Request Credit Card	Allena Somers - Admin... at 11/8/24 11:54 am	QAWASTE	43358 CHINESE CORPORATE	888 Chinese	\$ 5.00	Test	Submitted for Approval	Allena Somers - Admin...
1025	Customer Refund Request Mail Check	Nikita Roberts at 11/11/24 3:19 pm	HOUSTON	49224 Anniversary Test Customer 1		\$ 124.00	notes First Approval - Nikita Roberts at 11/11/24 3:21 pm 1 Approval Pending	Submitted for Approval	Nikita Roberts

Permissions

The following permissions are required to process refund requests:

Permission ID	Permission Name
465	Create and Submit Refund Request
466	Refund Request Management Screen
467	Approve or Reject Refund Request
468	Review Refund Request

Logic

- If a user does not have any of the Refund Request permissions, the Edit Refund Request screen is view-only.
- Status logic based on the current status and the permission the user has:

Current Status	Permission 465	Permission 467	Permission 468
Submitted for Review	User can change status to Returned to Submitter or Voided	User can change status to Returned to Submitter, Rejected or Voided	User can change status to Reviewed (Submitted for Approval), Returned to Submitter, Rejected, or Voided
Reviewed (Submitted for Approval)	Status is read-only	User can change status to Returned to Submitter, Approved, Rejected, or Voided	User can change status to Returned to Submitter, Rejected or Voided

Returned to Submitter	User can change status to Submitted for Review or Voided	User can change status to Returned to Submitter, Approved, Rejected, or Voided	User can change status to Reviewed (Submitted for Approval), Rejected, or Voided
Approved or Rejected	Status is read-only	User can change status to Returned to Submitter, Approved, Rejected, Issued, or Voided	Status is read-only
Issued	Status is read-only	User can change status to Voided	Status is read-only
Voided	Status is read-only	Status is read-only	Status is read-only

Approve a Refund Request

The approval process for refund requests may be different based on the Refund Method that was submitted in the request, or if it is changed in the approval process.

Approval for Credit Card Refund Method

If the selected refund method is 'Credit Card,' once the status is updated to 'Approved' and the request is saved, the 'Add Note' popup editor will appear. From there, select the applicable chargeback reversal or refund option from the *Select Associated Refund* dropdown. **Note: Before the request can be saved for the credit card method, the user approving the refund must first go to the account's AR History and process either a refund or chargeback on the credit card payment to which the refund applies. This step must be completed prior to approving and saving the request.**

The screenshot displays the 'EDIT REFUND REQUEST' interface. The main form includes the following fields:

- CREATED BY:** Aliena Somers - Admin-NS (Admin), Nov 8, 2024 11:54 am
- NOTIFICATION METHOD:** Call In
- CONTACT:** 888 Chinese
- REASON:** Customer Refund Request
- ACCOUNT:** 888 CHINESE RESTAURANT (43358) - Active
- ASSIGNED TO USER:** Aliena Somers - Admir
- ASSIGNED TO DEPARTMENT:** Select Department
- AMOUNT:** 5.00
- REFUND METHOD:** Credit Card
- STATUS:** Approved

The 'REQUEST NOTES' section contains the text 'Test'. A red arrow points to the 'SAVE' button at the bottom right of the main form.

The 'ADD NOTE' popup is open, showing:

- SELECT ASSOCIATED REFUND:** Chargeback Reversal - 100538632_9999
- NOTE:** A text area for entering a note.
- Message:** A note is required when any of the following fields is updated: 'Assigned To', 'Status', 'Amount', or 'Department'.
- SAVE:** A button at the bottom of the popup.

Approval for Mail Check Refund Method

If the selected refund method is 'Mail Check,' once the status is updated to 'Approved' and the request is saved, the 'Add Note' popup editor will appear. From there, enter a note and click Save to process the refund.

The screenshot shows the 'EDIT REFUND REQUEST' interface. The main form has a 'Details' tab and a 'History' tab with a notification icon. The form fields are as follows:

- CREATED BY:** Aliena Somers - Admin-NS (Admin), Nov 8, 2024 11:54 am
- NOTIFICATION METHOD:** Call In
- CONTACT:** 888 Chinese
- REASON:** Customer Refund Request
- ACCOUNT:** 888 CHINESE RESTAURANT (43358) - Active
- ASSIGNED TO USER:** Aliena Somers - Admir
- ASSIGNED TO DEPARTMENT:** Select Department
- AMOUNT:** 5.00
- REFUND METHOD:** Mail Check
- STATUS:** Approved
- REQUEST NOTES:** Test

An 'ADD NOTE' modal is open, showing a text area for a note and a 'SAVE' button. A message at the bottom of the modal states: "A note is required when any of the following fields is updated: 'Assigned To', 'Status', 'Amount', or 'Department'".

Require Two Approvals (Setup)

Pathway: Setup > System > Division

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

The screenshot shows the 'EDIT REFUND REQUEST' interface with the following details:

- CREATED BY:** Aliena Somers - Admin-NS (Admin), Nov 14, 2024 10:41 am
- NOTIFICATION METHOD:** Call In
- CONTACT:** Select Contact
- REASON:** Customer Refund Request
- ACCOUNT:** CHINESE CORPORATE (43358) - Active
- ASSIGNED TO USER:** Aliena Somers - Admir
- ASSIGNED TO DEPARTMENT:** Select Department
- AMOUNT:** 65.00
- REFUND METHOD:** Credit Card
- STATUS:** Submitted for Approval
- REQUEST NOTES:** test

A green message "Requires 2 Approvals" is displayed below the 'REFUND METHOD' field.

Role Setup

At the role level, set the maximum amount a user in that role can approve for a refund request.

ROLE SETUP

ROLE ID	ROLE NAME	EDIT SERVICE PAST DAYS LIMIT
1	Navusoft Admin and Support	99
2	Sales Manager	7
3	Sale	7
4	Driv	1
5	Con	0
1000	Op	30
1014	Ad	90
1015	Cus	30
1016	Dis	30
1017	Bill	95
1018	Cus	65
1019	Cre	7
1020	Driv	7
1021	Hel	7
1022	Tec	7
1023	test	7

ADD ROLE

ROLE NAME

EDIT SERVICE PAST DAYS LIMIT

INVOICE ADJUSTMENT LIMIT

ADJUSTMENT APPROVAL LIMIT

REFUND APPROVAL LIMIT

MAX DEFAULT RATE DISCOUNT

ROLE DESCRIPTION

SAVE

Division Setup

At the division level, set a limit in the 'Refund Amount Requiring 2 Approvals' field. If a refund request exceeds this limit, two approvals will be required.

DIVISION SETUP
SETUP > SYSTEM > DIVISION

+
Search

DIVISION ID	NAME ↑	LEGAL ADDRESS	PHONE
1002	CORPUS	PO BOX 260119 Corpus Christi, TX	+1 361-289-5588

ADD DIVISION
?
✕

Details
Credit Card / ACH Processing
Inter-company
Addresses

1008 NAME	<input type="text"/>	1008 AUTO PROCESS SERVICE CHANGES	<input type="text"/>
1011 MAIN PHONE	<input type="text" value="(999) 999-9999"/>	1008 ENABLE INTEGRATION	<input type="text"/>
1001 TOLL FREE PHONE	<input type="text" value="(999) 999-9999"/>	1007 LOCK BOX IMPORT FORMAT	<input type="text"/>
1007 FAX	<input type="text" value="(999) 999-9999"/>	1007 LOCK BOX NON-MATCHING DEFAULT ACCOUNT	<input type="text"/>
1009 EMAIL	<input type="text"/>	CUSTOMER PORTAL URL	<input type="text"/>
1010 TIME ZONE	<input type="text"/>	CUSTOMER PORTAL PAST DUE TEXT	<input type="text"/>
SERVICE NOTIFICATION FROM EMAIL	<input type="text"/>	MAILCHIMP API KEY	<input type="text"/>
DIVISION GROUP	<input type="text"/>	MAILCHIMP LIST ID	<input type="text"/>
EPA ID	<input type="text"/>	SMS TASK DEFAULT USER	<input type="text"/>
GL SEGMENT	<input type="text"/>	RO DISPOSAL REV %	<input type="text" value="0.00"/>
EXTERNAL DB ID	<input type="text"/>	CAMERA EXTERNAL ID	<input type="text"/>
NOTE	<input type="text"/>	ACCOUNT CUSTOM SETTINGS CLASS	<input type="text"/>
LOGO URL	<input type="text" value="Select Image..."/> <input type="button" value="BROWSE..."/>	SITE CUSTOM SETTINGS CLASS	<input type="text"/>
		EXCLUDE FROM NAVU SALES	<input type="text" value="No"/>
		ADJUSTMENT AMOUNT REQUIRING 2 APPROVALS	<input type="text"/>
		REFUND AMOUNT REQUIRING 2 APPROVALS	<input type="text"/>

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