# **Refund Request Management**

Last Modified on 03/13/2025 12:11 pm PDT

#### 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 REQUES	T MANAGEMENT							ACCOUNTING > REFI	UND REQUEST MANAGEMENT
DIVISION	→ DEPARTME	NT	ASSIGNED TO USER	REASON 	<b>~</b>			Search	۵ ۵ ۵
Pending REFUND REQUEST ID	History REASON CODE	CREATED BY	DIVISION	ACCOUNT	CONTACT	AMOUNT N	OTE	STATUS	ASSIGNED TO
1005	Customer Refund Request Credit Card	Paul Smith - QA at 10/9/24 4:17	Expert QAWASTE	49020 Friendly Inn		\$ 12.45 R	tefund request test 2	Submitted for Approval	Paul Smith - QA Expert Admin
1008	Customer Refund Request Credit Card	Paul Smith - QA at 10/10/24 8:51	Expert QAWASTE	48969 Staples Center		\$ 9.99 T	esting Refund Request	Submitted for Approval	Aliena Somers - Admin Admin
1012	Customer Refund Request Mail Check	David Jones - Ac at 11/1/24 2:17 [	dmin-N HOUSTON pm	44442 DSW		\$ 100.00 B	Billed incorrectly	Submitted for Approval	Customer Service
1013	Customer Refund Request Credit Card	Paul Smith - QA at 11/4/24 2:28	Expert QAWASTE	49051 Bacari Silverla	ke + Bar Bacari	\$ 49.99 T	esting NAVU-17425	Submitted for Approval	Paul Smith - QA Expert
1014	Customer Refund Request Credit Card	Paul Smith - QA at 11/4/24 2:28 j	Expert QAWASTE	49053 Casa Madera	West Hollywood	\$ 30.00 T	esting NAVU-17425	Submitted for Approval	Isabel Jones - Intern
1016	Customer Refund Request Credit Card	PG NAVU (Custo at 11/4/24 4:37	omer Se QAWASTE pm	49146 Pho Ga Distric	t	\$ 20.00 T	esting approval request	Submitted for Approval	Paul Smith - QA Expert
1017	Customer Refund Request Credit Card	PG NAVU (Custc at 11/4/24 4:38 [	omer Se QAWASTE pm	49103 Lowe's Home	Improvement	\$ 55.00 T	esting two approval request	Submitted for Approval	Paul Smith - QA Expert
1018	Customer Refund Request Mail Check	David Jones - Ac at 11/5/24 5:22	dmin-N DAYTON am	20732 RUST DAVID		\$ 1,000.00 T	his is a test of refund request notes	Returned to Submitter	Customer Service
1023	Customer Refund Request Credit Card	Paul Smith - QA at 11/8/24 8:45 :	Expert QAWASTE am	43358 CHINESE CORF	ORATE	\$ 5.00 T	esting Refund	Submitted for Approval	Paul Smith - QA Expert
1024	Customer Refund Request Credit Card	Aliena Somers - at 11/8/24 11:54	Admin QAWASTE 4 am	43358 CHINESE CORF	888 Chinese	\$ 5.00 T	est	Submitted for Approval	Aliena Somers - Admin
1025	Customer Refund Request Mail Check	Nikita Roberts at 11/11/24 3:19	HOUSTON ) pm	<u>49224</u> Anniversary Te	est Customer 1	\$ 124.00 n F 1 1	notes i <b>irst Approval</b> - Nikita Roberts at 1/11/24 3:21 pm 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

- The user's role (Setup > System > Role) must have a Refund Approval Limit defined.
- If a user does not have any of the Refund Request permissions, the Edit Refund Request screen is viewonly.
- 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 <i>Voided</i>	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* drop down.

EDIT REFUND	REQUEST							?	8
Details	History 1								Y
CREATED BY	Aliena Somers - Admin-NS (Admin) NOTIFICATIC Nov 8,2024 11:54 am	N METHOD Call In	▼ CONTACT	888 Chines	e 🔻	REASON	Customer Refund Request		
ACCOUNT	888 CHINESE RESTAURANT (43358) - Active	ASSIGNED TO USER	Aliena Somers - Ad	mir 👻 🛞	ASSIGNED TO I	DEPARTMENT	Select Department		
AMOUNT	5.00	REFUND METHOD	Credit Card	•		STATUS	Approved		
REQUEST NO	res								
				SEL Cł	ECT ASSOCIATED nargeback Reve TE	REFUND rsal - 100538	632_9999		
		(	SAVE						
				A r 'Sta	note is required atus', 'Amount'	when any o , or 'Departn	f the following fields is updat nent'.	ted: 'As	signed To
							6 A 1/2		

#### 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.

DIT REFUND	REQUEST		8
Details	History 1		
CREATED BY	Aliena Somers - Admin-NS (Admin) Nov 8,2024 11:54 am	Ţ	
ACCOUNT	888 CHINESE RESTAURANT (43358) - Active Assigned to User Aliena Somers - Admir 👻 💿 Assigned to Department Select Department	Ŧ	
AMOUNT	5.00 Mail Check	-	
REQUEST NOT			2
lest	NOTE		
	SAVE A note is required when any of the following fields is updated: 'Status', 'Amount', or 'Department'.	'Assigi	ied To
	SAVE		

## 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.

EDIT REFUND	REQUEST									?	8
Details	History 1										
CREATED BY	Aliena Somers - Admin-NS (Admin) Nov 14,2024 10:41 am	NOTIFICATION METHOD	Call In	Ţ	CONTACT	Select Con	ıtact 👻	REASON	Customer Refund Request	Ţ	-
ACCOUNT	CHINESE CORPORATE (43358) - Ad	ctive ASSIGNED	) TO USER	Aliena So	omers - Adr	mir 👻 🛞	ASSIGNED TO D	EPARTMENT	Select Department	Ŧ	-
AMOUNT	65.00	REFUND	METHOD	Credit Ca	ard	~		STATUS	Submitted for Approval	Ŧ	
REQUEST NOT test	TES										-
			1	SAVE							

#### **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 N	AME	EDIT	SERVICE PAST DAYS LIMIT
1	Navuso	oft Admin and Support		99
2	Sales N	/lanager		7
3	Sale		2	7
4	Driv			1
5	Con			0
1000	Ope	ROLE NAME		30
1014	Adr	EDIT SERVICE PAST DAYS LIMIT	7	90
1015	Cus			30
1016	Disp	INVOICE ADJUSTMENT LIMIT	4	30
1017	Billi			95
1018	Cus	ADJUSTMENT APPROVAL LIMIT	0	65
1019	Crev			7
1020	Driv	REFUND APPROVAL LIMIT	· · · · · · · · · · · · · · · · · · ·	7
1021	Hel	MAX DEFAULT RATE DISCOUNT	A	7
1022	Tech			7
1023	test	ROLE DESCRIPTION		7
			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.

					SETUP > S	YSTEM > DIVIS
				Search		Q (0)
NAME 🕇	L	EGAL ADDRESS			PHONE	
CORPUS	Р	O BOX 260119 Corpus	Christi, TX		+1 361-289-5588	_
						8
Details Credit Card	7 ACH Processing	Inter-company	Addresses			_
NAME					_	
NAME			AUTO PROCESS SERVICE CHANGES		*	
MAIN PHONE	▼ (999) 999-	9999	ENABLE INTEGRATION		*	
TOLL FREE PHONE	▼ (999) 999-	9999	LOCK BOX IMPORT FORMAT		Ŧ	
FAX	• (999) 999-	9999	LOCK BOX NON-MATCHING		Å. *	
EMAIL			DEFAULT ACCOUNT			
TIME ZONE			CUSTOMER PORTAL URL			
			CUSTOMER PORTAL PAST DUE TEXT			
SERVICE NOTIFICATION FROM			MAILCHIMP API KEY			
DIVISION GROUP		- × (8	MAILCHIMP LIST ID			
EPA ID			SMS TASK DEFAULT USER		Ŧ	
GL SEGMENT			RO DISPOSAL REV %	0.00		
EXTERNAL DB ID			CAMERA EXTERNAL ID			
NOTE			ACCOUNT CUSTOM SETTINGS		~	
					-	
LOGO URL	Select Image	BROWSE	EXCLUDE FROM NAVU SALFS	No		
			ADJUSTMENT AMOUNT REQUIRING 2 APPROVALS			
			REFUND AMOUNT REQUIRING 2			
	NAME  CORPUS COR	NAME     Li       CORPUS     P       CORPUS     P       Dotails     Credit Card / ACH Processing       NAME     ■ • (999) 999-       TOLL FREE PHONE     ■ • (999) 999-       FAX     ● • (999) 999-       FAX     ● • (999) 999-       FAA     ● • (990) 999-       GL SEGMENT     ● • (900) 990-       FAA     ● • (900) 990-       GL SEGMENT     ● • (900) 900- <td>NAME LEGAL ADDRESS   CORPUS PO BOX 260119 Corpus   DDIVISION Inter-company   Details Credit Card / ACH Processing Inter-company   NAME ••••••••••••••••••••••••••••••••••••</td> <td>NAME       LEGAL ADDRESS         CORPUS       PO BOX 260119 Corpus Christi, TX         CDDIVISION       Inter-company       Addresses         AMME       Autro PROCESS SERVICE CHANGES         MAIN PHONE       • (999) 999-9999       ENABLE INTEGRATION         TOLL FREE PHONE       • (999) 999-9999       LOCK BOX IMPORT FORMAT         FAX       • (999) 999-9999       LOCK BOX IMPORT FORMAT         EMAIL       - (1999) 999-9999       LOCK BOX IMPORT FORMAT         SERVICE NOTIFICATION FROM       - (1999) 999-9999       LOCK BOX IMPORT FORMAT         SERVICE NOTIFICATION FROM       - (1991)       MAILCHIMP API KEY         DIVISION GROUP       - (1991)       MAILCHIMP API KEY         GL SEGMENT       - (1991)       SMS TASK DEFAULT USER         RO DISPOSAL REV %       CAMERA EXTERNAL ID         NOTE</td> <td>NAME       LEGAL ADDRESS         CORPUS       PO BOX 260119 Corpus Christi, TX         COD DIVISION       Credit Card / ACH Processing       Inter-company       Addresses         NAME          <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> </ul>          NAME          <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> </ul>          NAME              <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> <li>Inter-company</li> <li>Autro PROCESS SErvice Changes</li> <li>Inter-company</li> <li>Autro PROCESS SErvice Changes</li> <li>Inter-company</li> </ul>          NAME          <ul> <li>(999) 999-9999</li> <li>LOCK BOX IMPORT FORMAT</li> <li>Inter-company</li> </ul>          FAX          <ul> <li>(999) 999-9999</li> <li>LOCK BOX IMPORT FORMAT</li> <li>Inter-company</li> <li>Customer Portal ural</li> <li>Customer Portal Past Due Text</li> <li>MailChimp List ID</li> <li>Inter-co</li></ul></td> <td>NAME       LEGAL ADDRESS       PHONE         CORPUS       PO BOX 260119 Corpus Christi, TX       +1 361-289-5588         DD DIVISION       Cedit Carl / ACH Processing       Inter-company       Addresses         NAME      </td>	NAME LEGAL ADDRESS   CORPUS PO BOX 260119 Corpus   DDIVISION Inter-company   Details Credit Card / ACH Processing Inter-company   NAME ••••••••••••••••••••••••••••••••••••	NAME       LEGAL ADDRESS         CORPUS       PO BOX 260119 Corpus Christi, TX         CDDIVISION       Inter-company       Addresses         AMME       Autro PROCESS SERVICE CHANGES         MAIN PHONE       • (999) 999-9999       ENABLE INTEGRATION         TOLL FREE PHONE       • (999) 999-9999       LOCK BOX IMPORT FORMAT         FAX       • (999) 999-9999       LOCK BOX IMPORT FORMAT         EMAIL       - (1999) 999-9999       LOCK BOX IMPORT FORMAT         SERVICE NOTIFICATION FROM       - (1999) 999-9999       LOCK BOX IMPORT FORMAT         SERVICE NOTIFICATION FROM       - (1991)       MAILCHIMP API KEY         DIVISION GROUP       - (1991)       MAILCHIMP API KEY         GL SEGMENT       - (1991)       SMS TASK DEFAULT USER         RO DISPOSAL REV %       CAMERA EXTERNAL ID         NOTE	NAME       LEGAL ADDRESS         CORPUS       PO BOX 260119 Corpus Christi, TX         COD DIVISION       Credit Card / ACH Processing       Inter-company       Addresses         NAME <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> </ul> NAME <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> </ul> NAME <ul> <li>Credit Card / ACH Processing</li> <li>Inter-company</li> <li>Addresses</li> <li>Inter-company</li> <li>Autro PROCESS SErvice Changes</li> <li>Inter-company</li> <li>Autro PROCESS SErvice Changes</li> <li>Inter-company</li> </ul> NAME <ul> <li>(999) 999-9999</li> <li>LOCK BOX IMPORT FORMAT</li> <li>Inter-company</li> </ul> FAX <ul> <li>(999) 999-9999</li> <li>LOCK BOX IMPORT FORMAT</li> <li>Inter-company</li> <li>Customer Portal ural</li> <li>Customer Portal Past Due Text</li> <li>MailChimp List ID</li> <li>Inter-co</li></ul>	NAME       LEGAL ADDRESS       PHONE         CORPUS       PO BOX 260119 Corpus Christi, TX       +1 361-289-5588         DD DIVISION       Cedit Carl / ACH Processing       Inter-company       Addresses         NAME

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