Refund Request Management (Accounting) - Allow manual entry of check issuance info post AP processing (21181) [New Feature]

Last Modified on 07/28/2026 5:23 am PDT

Enhancements were made to the refund request management process to streamline how Accounts Payable (AP) refund checks are recorded, tracked, and managed. **This update introduces a new permission that must be manually reviewed and enabled in your system. Navusoft does not activate permissions on your behalf.**

As an overview, when issuing refunds through refund request management, the process has been:

1. A user submits a refund request from the customer service screen via the *Account (+) > Refund Request* option.
2. The refund request is approved (either automatically or by a reviewer depending on system setup and user limits).
3. A check is cut from the **customer's** AP system, independent of Navusoft.
4. The refund is then posted to the customer's AR and set the **Reference No.** to 'Pending AP Processing'.

There was not a mechanism in Navusoft for tracking the check issued for the refund.

We now provide the ability to **record and manage** the check number and issue date in Navusoft so that users can see the check number and issue date, should the customer ask. In the event the check is never received Navusoft provides the ability for the user to update the check number/issue date; supporting the customer's AP system to void and issue a new check. It is not expected to VOID and create a new refund check in Navusoft.

Manual Entry of Check Number and Issuance Tracking

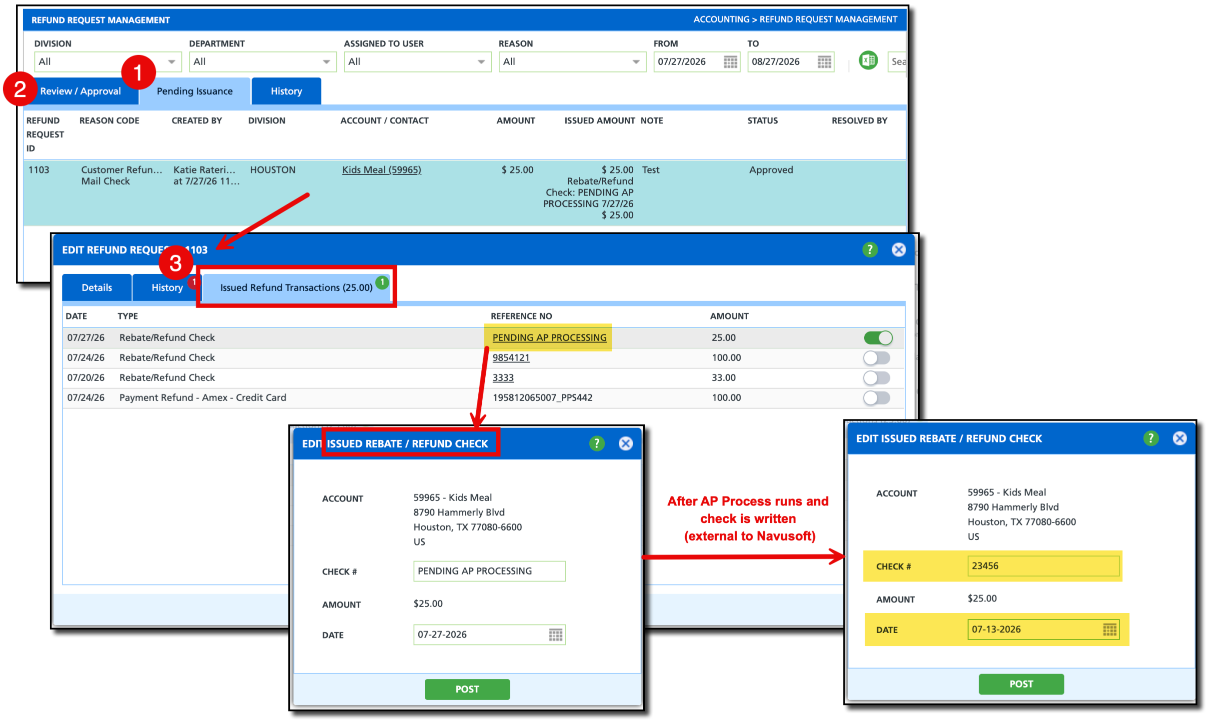
To better support customer inquiries and AP workflows, record and update check details directly within Navusoft.

- The ability to enter a check number and issuance date, after a customer's AP process is complete is provided via the *Issue Rebate / Refund Check* screen.
- If a check / reference number was entered in the Issued Rebate / Refund Check screen, the status will be automatically set to "Issued".
- If you need to re-issue a check, the ability to update the current check number and issuance date exists.

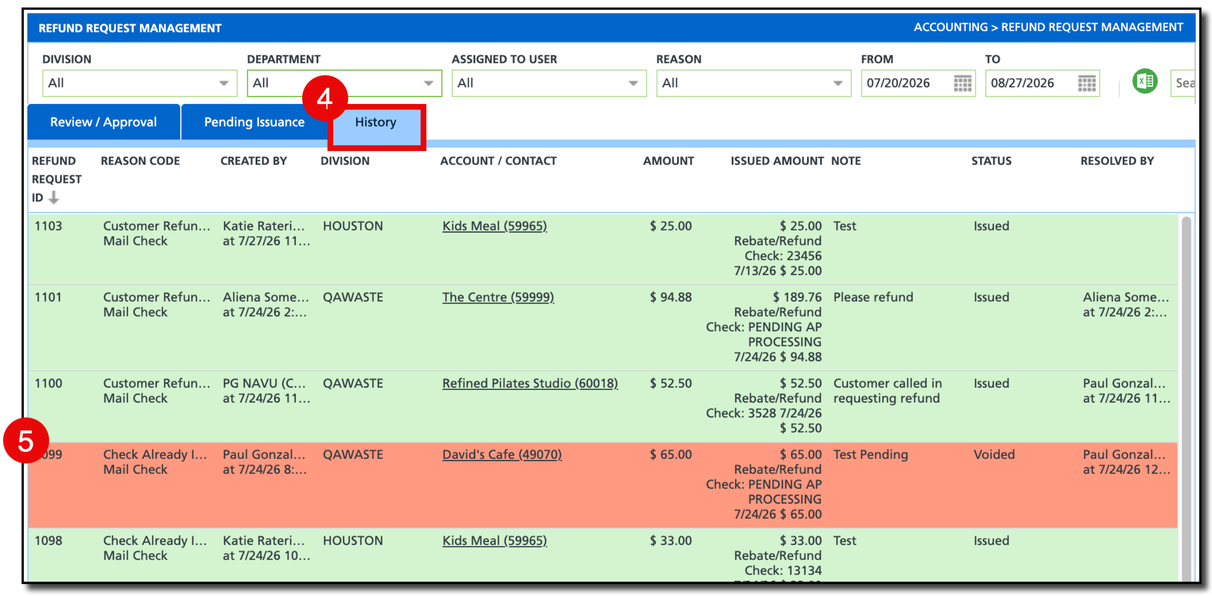
Refund Request Management Improvements

We have updated the Refund Request Management screen to provide better visibility and organization within the refund process

1. New **Pending Issuance** tab: provides a lists of "approved" refund requests awaiting check issuance follow-up
2. Renamed **Pending** tab to **Review / Approval:** lists those refund requests still awaiting approval
3. Renamed the **Linked Refund Transaction** popup to **Issued Rebate / Refund Check**.



4. Updated **History** tab: streamlined to focus on finalized refund requests that have a status of **Rejected**, **Issued** or **Voided**.
5. Color Coded Status by line item: data across all tabs now feature row highlighting based on the requests' status:
    - Pending Approval: Light Yellow
    - Approved: Light Blue
    - Issued: Light Green
    - Rejected / Returned to Submitter: Light Red / Pink
    - Voided: Soft Orange

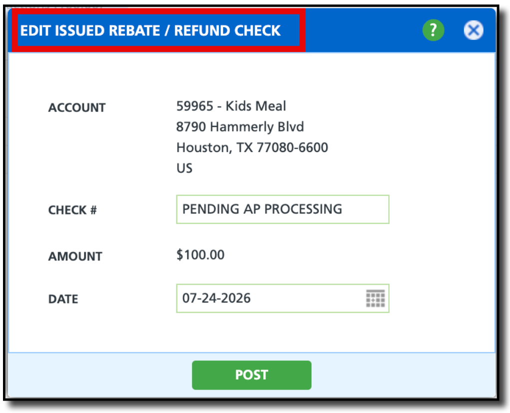


Permissions

A new permission was added to support the ability to modify the **Check #** and the **Date** fields on the *Issued Rebate / Refund Check* screen. **This permission must be reviewed and manually enabled for each role it applies. Navusoft**

does not activate new permissions.

Permission Added: 487 Edit Issued Rebate/Refund Check (Accounting)



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