Processing Refunds for Customer Credit Card Payments

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This guide explains how to void receipts and use credit/adjustment invoices for refunds. It is intended for advanced users.

When a customer pays with a credit card using aACE's integrated credit card processing but then needs a refund, you should handle it from the Receipts module. For payments with credit cards, you can either void the entire receipt or create an adjustment to issue a partial refund. (For refunds when customers use other methods of payment, read more about processing refunds for customer payments (http://aace6.knowledgeowl.com/help/issuing-refunds-for-checks).)

Be sure to follow your company's policies for returns and refunds.

Note: If the refund is for a vendor purchase made with a credit card (https://aace6.knowledgeowl.com/help/processing-refunds-for-vendor-purchases-made-on-a-credit-cards), the process requires different steps.

Void a Receipt

1. Navigate from **Main Menu** > **Accts Receivable** > **Receipts**.
2. Use the Quick Search bar to locate the desired receipt.
3. At the detail view, click **Actions** > **Void Receipt**, enter the reason for voiding the receipt and *today's date* for the **Reversal Date**.
4. Click **Void**.

The system saves the record, automatically posts it, and prompts you to view the related reversal.

Results from Voiding Receipts

If you're using a third-party integration (e.g. Global Payments Integrated, previously OpenEdge) for credit card processing and you void a receipt, aACE will attempt to void the credit card transaction. Depending on the payment timing and processing, this can have different outcomes:

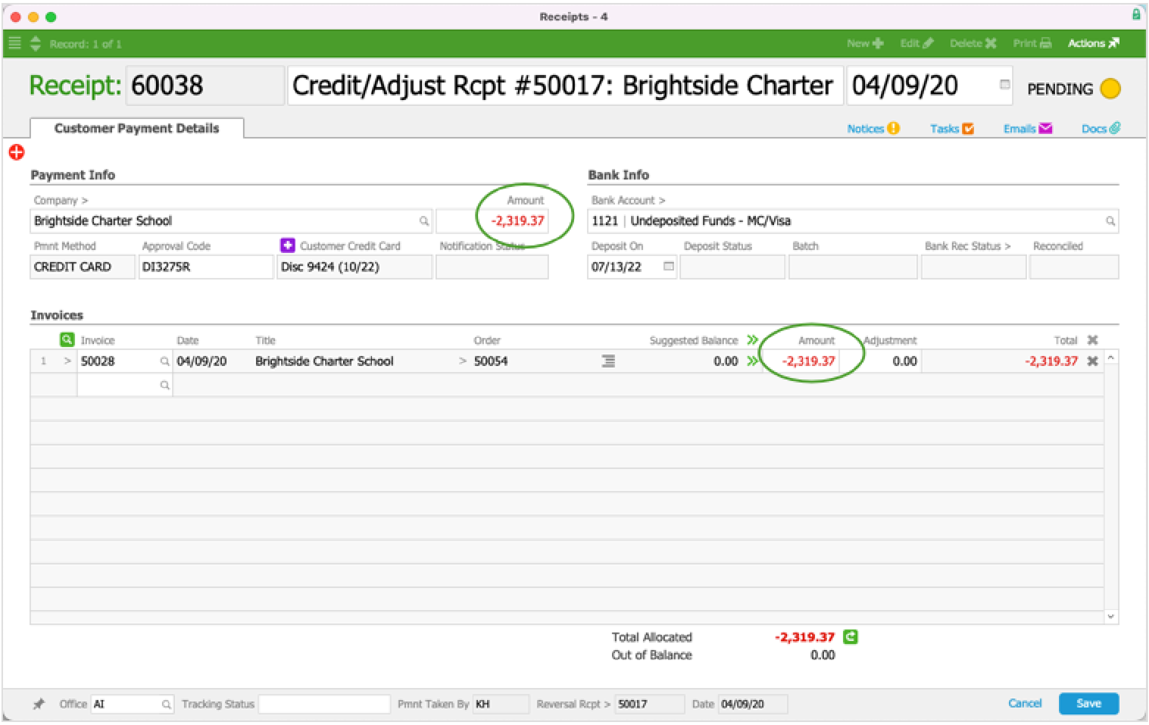
- If the batch *has not* settled yet, the charge will be removed and the transaction will *not* appear on the customer's credit card statement.
- If the batch *has* settled, you must issue a disbursement to refund the charge to the

customer.

Payments made with a debit card are slightly different from other types of transactions. When you void the receipt, the amount is *not* put back on the card. You must issue a disbursement to refund the charge to the customer.

Process a Partial Refund for a Credit Card Receipt

1. Navigate from **Main Menu** > **Accts Receivable** > **Receipts**.
2. Use the Quick Search bar to locate the desired, posted receipt.
3. At the detail view, click **Actions** > **Credit/Adjust Receipt**.
4. Enter the **Adjustment Date**.
5. On the reversal record, enter the credit as a *negative* number in these two fields:
    - Payment Info section — Amount field
    - Invoice section — Amount column



Receipt: 60038 | Credit/Adjust Rcpt #50017: Brightside Charter | 04/09/20 | PENDING

Payment Info

Company: Brightside Charter School
Amount: -2,319.37
Pmnt Method: CREDIT CARD
Approval Code: DI3275R
Customer Credit Card: Disc 9424 (10/22)
Notification Status:

Bank Info

Bank Account: 1121 | Undeposited Funds - MC/Visa
Deposit On: 07/13/22
Deposit Status:
Batch:
Bank Rec Status:
Reconciled:

Invoices

	Invoice	Date	Title	Order	Suggested Balance	Amount	Adjustment	Total
1	50028	04/09/20	Brightside Charter School	50054	0.00	-2,319.37	0.00	-2,319.37

Total Allocated -2,319.37
Out of Balance 0.00

Office: AI
Tracking Status:
Pmnt Taken By: KH
Reversal Rcpt: 50017
Date: 04/09/20

6. Click the **Total** (↻) icon to verify the transaction is in balance.
7. Click **Save** and **Post**.
   To keep the credit in Pending status, click Not Yet.

Note: If adjustments to the related invoice are necessary, you must make those adjustments manually. Read more about invoice management (https://aace6.knowledgeowl.com/help/invoice-management).