aACE Software

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 intermediate 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://aace5.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://aace5.knowledgeowl.com/help/processing-refunds-for-vendor-purchases-made-on-a-credit-cards), the process requires different steps.

Void a Receipt

1. Navigate from **Menu** > **Accts Receivable** > **Receipts**.
2. Use the Quick Search (http://aace5.knowledgeowl.com/help/using-the-quick-search-bar) bar to locate the desired receipt.
3. At the detail view, click **Actions** > **Void Receipt**, enter *today's date* for the **Reversal Date**, then 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:
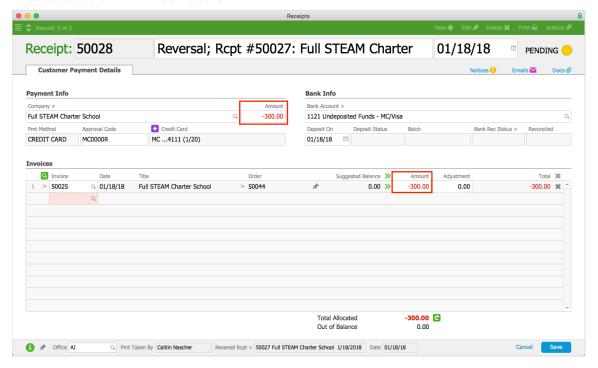
- If the batch has *not* settled yet, the charge will be removed and the transaction will *not* appear on the customer's credit card statement.
- If the batch has settled, you must issue a disbursement to refund the charge to the

customer.

Payments made with a debit card are slightly different. Whenever 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 **Menu** > **Accts Receivable** > **Receipts**.
2. Use the Quick Search (http://aace5.knowledgeowl.com/help/using-the-quick-search-bar) bar to locate the desired receipt.
3. In the menu bar, click **Actions** > **Credit/Adjust Receipt**.
4. On the reversal record, enter the credit as a *negative* number in these two fields:
   - Payment Info section — Amount field
   - Invoice section — Amount column

5. Click the **Total** (🔄) icon to verify the transaction is in balance.
6. Click **Save** and **Post**.
   Note: You can keep the credit in Pending status by clicking Not Yet.

Note: If adjustments to the related invoice are necessary, you must make those adjustments manually. Read more about invoice management (http://aace5.knowledgeowl.com/help/invoice-management).