

Heartland

Refund Account Payment Guide

Rev 09/2020

Cash
Register
Express

Overview

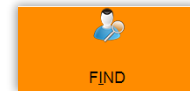
As of version 13.1021, CRE offers the option to refund payments made to customer accounts. This allows users to easily refund payments that were applied in error

Instructions

In these steps, we will cover both applying a payment to an account, and refunding a payment.

Applying an Account Payment

1 From the Invoice Screen, use the **Find** button to locate and select the desired customer.



2 From the Customer Maintenance screen, select **Detailed Account Info**.

Customer Maintenance

This Customer All Customers Print Customer Labels

Information for: RUBY SCHMINCKE Current Balance: \$140.06 Keyboard

| | | | |
|------------|------------|-----------|----------------|
| Customer # | First Name | Last Name | E-mail Address |
| 91898 | RUBY | SCHMINCKE | |

General Info | Extended Info | Account Info | Shipping/Billing | History | Notes | Properties | Stores

Account Type: Standard Layaway

Open Account Date: 9/24/2020

Close Account Date:

Attn:

Credit Limit

Max Balance: \$1,000.00

Restrict spending to: \$1,000.00

over 2 days starting

Balance Due: \$140.06

Default Salesperson: 100101

Membership Expiration:

Require PO # Entry

Authorized Members:

Search by Customer #

Last Search Returned 2 Customers

3 Enter payment details as described:

- ▶ Select the appropriate method of payment from the **Pay By** list. In our example, we have selected cash. Please note that only cash and credit card payments are refundable.
- ▶ Enter the payment amount in the **Amount** box.

The screenshot shows a software window titled "Account Details" with a "Payments" tab selected. At the top right is a green "Keyboard" button. Below the tab are radio buttons for "All Invoices", "Open Invoices" (selected), and "Paid invoices", along with a "Recall Invoice" button. A table displays invoice information:

| Invoice # | Store ID | Date/Time | Total | OA Amt | AmtDue | Amt Applied |
|-----------|----------|-------------------|----------|----------|----------|-------------|
| ▶ 24 | 1001 | 9/24/2020 9:10 AM | \$140.06 | \$140.06 | \$140.06 | \$0.00 |

Below the table, the account information is displayed: "91898 PL: A RUBY SCHMINCKE PCA 123 Street Place". To the right, the "Balance Due:" is shown as "\$140.06" in green, with a "Due Date:" field. The payment entry section includes:

- "Select Transaction Type" dropdown: Standard Payment
- "Select Inv #" dropdown: Oldest
- "Pay By" dropdown: Cash
- "Amount" input field: \$70.00
- Buttons: Statement, Clear, Exit
- "Apply Payment" button (blue)
- Text box: Payment...Thank You!

4 Select **Apply Payment**.

Refunding an Account Payment

- 1 As when applying a payment to an account, navigate to the desired customer from the Invoice screen, and select **Detailed Account Info**.
- 2 Go the **Payments** tab to view account activity.

| Store ID | Trans ID | Date/Time | Trans Amount | Payment Method | Description |
|----------|----------|-------------------|--------------|----------------|----------------------|
| 1001 | 2 | 9/24/2020 9:17 AM | \$70.00 | CA | Payment...Thank You! |
| 1001 | 1 | 9/24/2020 9:10 AM | (\$140.06) | OA | Invoice |

| Amount | PID | Trans id | Invoice Number |
|---------|-----|----------|----------------|
| \$70.00 | 2 | 1 | 24 |

91898 PL: A
RUBY SCHMINCKE
PCA
123 Street Place

Balance Due: **\$70.06** Due Date:

Select Transaction Type: Standard Payment | Select Inv #: Oldest | Pay By: Cash | Amount: \$0.00

Payment...Thank You!

Apply Payment | **Statement** | **Clear** | **Exit**

- 3 Highlight the payment you wish to refund and select **Refund payment**.
- 4 Answer **Yes** to the confirmation prompt.

Confirm

?

The following payment will be refunded:
Transaction ID: 2, \$70.00

Are you sure you want to continue?

Yes **No**

The refund will now display in the account activity, and the balance will adjust accordingly.

The screenshot shows the 'Account Details' window with the 'Payments' tab selected. A table lists three transactions for Store ID 1001. Transaction 3 is selected, and a sub-table shows it is applied to Invoice 24. The summary section displays a balance due of \$140.06 and various input fields for payment details.

| Store ID | Trans ID | Date/Time | Trans Amount | Payment Method | Description |
|----------|----------|-------------------|--------------|----------------|-----------------------|
| 1001 | 3 | 9/24/2020 9:18 AM | (\$70.00) | CA | Payment refunded |
| 1001 | 2 | 9/24/2020 9:17 AM | \$70.00 | CA | Payment... Thank You! |
| 1001 | 1 | 9/24/2020 9:10 AM | (\$140.06) | OA | Invoice |

| Amount | PID | Trans Id | Invoice Number |
|-----------|-----|----------|----------------|
| (\$70.00) | 3 | 2 | 24 |

91898 PL: A
RUBY SCHMINCKE
PCA
123 Street Place

Balance Due: **\$140.06** Due Date:

Select Transaction Type: Standard Payment | Select Inv #: Oldest | Pay By: Cash | Amount: \$0.00

Payment... Thank You!