



LEADERS HOLDING CO.TM

Est. 1971

Refund

Refunding money in NetSuite is done from the customer record. You can only refund money if a customer has given a deposit and the item has not been delivered or an item was returned and there is a credit on the account.

Funds received by cash or check can only be refunded by check. Funds received by credit card can be refunded back to the card or a check can be requested.


At this time you can only refund by manually entering a card.

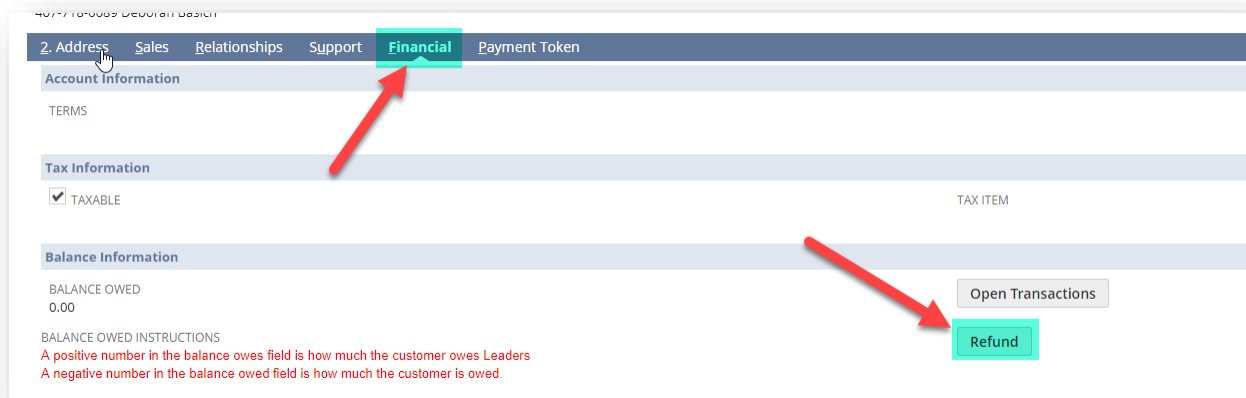
Path: NetSuite \ Customer Record \ Financials Tab \ Refund Button

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Processing a Credit Card Refund

1. In NetSuite, find the customer record of the guest you would like to refund. Please note, you do not go to the Sales Order, you go to the customer record.
2. Under the “Financials” tab you will see the  button



3. Select the refund method “Card Not Present”
4. If appropriate, type in a Memo to save with the record
5. On the “2. Apply” Tab you will notice a Credits and Deposits sub tab
 - a. Look on the correct subtab to select the funds you are wishing to refund.

Subtab	What?
Credits	The Credits subtab will show funds available to refund only when a paid for and fulfilled item is returned. The return creates a surplus of funds that show here. Credits form creating and receiving Return Authorizations
Deposits	The Deposits subtab shows funds that have been taken and the Sales Order they were taken for is not fulfilled. The money here was taken as a “deposit.”

2. Apply 3. Refund Method Communication System Information					
Credits 0.00 Deposits 0.00					
Mark All	Unmark All	Customize			
APPLY	DATE	REF NO.	ORIG. AMT.	AMOUNT REMAINING	PAYMENT
<input checked="" type="checkbox"/>	08/01/2019	CDCLW157	930.89	930.89	
<input type="checkbox"/>	08/06/2019	CDCLW182	107.00	107.00	

6. Once you have selected the funds to return click the “3. Refund Method” tab

7. Fill out the manual card entry information. You must fill it out correctly for the card's billing address or it will not process.

2. Apply 3. Refund Method Communication System Information

Manual Card Entry Only

PAYMENT PROCESSING PROFILE
Solupay1

CREDIT CARDS ON FILE
▼

CREDIT CARD # *
[Yellow input field]

NAME ON CARD *
[Yellow input field]

EXPIRES (MM/YYYY) *
[Yellow input field]

BILLING ZIP CODE - WILL NOT APPROVE IF INCORRECT *
[Yellow input field]

8. Click

Save

Refunding A Cash Or Check Payment

Send a request to the Accounts Payable department. Requests can be found here:

R:\14 About Templates, Forms and References\Email Templates\About Customer Accounts\Customer Refund

Get an Error?

Do not start over. Click “Edit” and correct your information.

If you have to go back into a record to correct a mistake to get an approval. Please make sure to correct these two fields before re-submitting.

- ✓ Undeposited Funds
- ✓ Charge Credit Card

The screenshot shows the Oracle NetSuite interface for a Customer Deposit. The form is titled "Customer Deposit" and includes a search bar and navigation tabs. The "Take Payment - Primary Information" section contains fields for DATE (08/20/2019), CUSTOMER (59107 barbara abel), SALES ORDER (Sales Order #SOLAK141), TERMS (Pay in Full Before Delivery), ORDER TOTAL (149.79), SALES ORDER BALANCE DUE (0.00), PAYMENT AMOUNT (0.00), and PAYMENT METHOD (Card Not Present). The PHYSICAL LOCATION is Port Charlotte Showroom, and the SALES LOCATION is also Port Charlotte Showroom. The UNDEP. FUNDS field is highlighted in yellow, and the ACCOUNT field is also highlighted. A red arrow points from the "Card Not Present" payment method to the "CHARGE CREDIT CARD" checkbox in the "Manual Card Entry Only" section. Another red arrow points from the "UNDEP. FUNDS" field to the "CHARGE CREDIT CARD" checkbox. The "CHARGE CREDIT CARD" checkbox is checked, and the "CC APPROVED" checkbox is unchecked. The "P/N REF." field is empty.

Customer Deposit

Save Cancel Reset Actions

Take Payment - Primary Information

DATE: 08/20/2019
CUSTOMER: 59107 barbara abel
SALES ORDER: Sales Order #SOLAK141

TERMS: Pay in Full Before Delivery
ORDER TOTAL: 149.79
SALES ORDER BALANCE DUE: 0.00

PAYMENT AMOUNT: 0.00
PAYMENT METHOD: Card Not Present

PHYSICAL LOCATION: Port Charlotte Showroom
SALES LOCATION: Port Charlotte Showroom

UNDEP. FUNDS
ACCOUNT

PAYMENT INSTRUCTIONS
Card Not Present
If you enter incorrect information it will not approve.
On Hold
If you received a warning that the payment was placed on hold do not start a new transaction. Edit the transaction you just attempted by clicking the "Edit" button.
Not Approved
If you received a warning that the payment was not approved. Click the "Edit" button and recheck all of the required information. Remember the Zip code must be the billing zip code, not the delivery zip code. If the information is 100% correct and it still does not approve you will need to take a different method of payment.
Reason For Rejection
The reason a transaction is rejected can be seen by scrolling down to payment events, find the most recent transaction by looking at the date and time, on the right hand side click on view, scroll to the bottom and click on the "Raw Response" sub tab. Look at the "Bank Message." If it states that the Address did not match then please make sure the zip code is the correct billing zip code.

Manual Card Entry Only

PAYMENT PROCESSING PROFILE: Solupay1
CREDIT CARDS ON FILE: [dropdown]

Clover Device Confirmation Fields. DO NOT USE

☐ CC APPROVED
☒ CHARGE CREDIT CARD
P/N REF: [text field]

Why did the charge fail?

- Not sure why you got an error. Go to 3. Refund Method \ Payment events \ View Details \ Raw Response to see why the bank denied the transaction. Do not start over. Edit the transaction based on the response and try again.