

Refunds

Last Modified on 12/23/2022 3:01 pm EST

How do I refund a payment back onto a credit card or eCheck?

Michael Marks - 1001

[Edit](#)

C/O Perennial Software
 8401 Chagrin Rd
 Chagrin Falls, OH 44023
 Phone: (440) 555-8799
 Cell: (440) 558-4477
 Email: mkmarks@me.com
 Customer Type: Residential
 Salesperson: Michael Marks

Status: Active
 Priority: Medium
 Customer Since: 10/09/2013
 Last Statement: 06/09/2017
 Term: Due on Receipt
 Delivery Method: Email
 Deliver RMR Inv: Yes

Open Invoices: \$4,374.10
 Open Credits: (\$37,648.86)
 Unapplied Cash: (\$4,779.20)
 Balance Due: (\$38,053.96)
 Total RMR: \$849.95
 Auto Pay: Credit Card (0713)

Invoices	Credits	Sites/Sys	RMR	Work Orders	Proposals	Payments	CC/eCheck	Notes	Contacts	Utilities
7	2	3	20	38	6	144	140	6	4	

Pmt #	Payment	Deposit	Check #	Type	Amount	Unapplied	Settled	Apply	Action
1612	10/12/2017	1350		eCheck	\$1,542.06	\$0.00	Yes		Receipt
1607	09/13/2017	1346		American Exp...	\$21.40	\$0.00	No		Receipt
1606	09/12/2017	1345		eCheck	\$357.35	\$0.00	Yes		Receipt
1605	09/11/2017	1344	10000000	Check	\$5.00	\$5.00	Yes	Appl...	Receipt
1598	08/24/2017	1339		eCheck	(\$50.00)	\$0.00	Yes		Receipt
1597	08/17/2017	1338		American Exp...	\$53,500.00	\$0.00	No		Receipt
1596	08/12/2017	1337		eCheck	\$2,016.92	\$1,966.92	Yes	Appl...	Receipt
1595	08/10/2017	1336		American Exp...	\$166.67	\$0.00	No		Receipt

Payment Details

[View Deposit](#) [GL](#) [View Transaction](#) [Customer](#) [Email](#)

Customer Name: Marks, Michael - 1001
 Payment Date: 10/12/2017
 Payment Type: eCheck
 Check Number:
 Deposit Number: 1350

Amount: \$1,542.06
 Applied: \$1,542.06
 Unapplied: \$0.00
 Memo:

Payment Applied Details

Applied Date (EST)	Applied By	Amount Applied	Action
Invoice: 12098			
10/12/2017 5:00:02:AM	AlarmBiller, AlarmBiller	\$1,542.06	Unapply

1 - 1 of 1 items

Payment Details

View Deposit GL View Transaction Customer **Refund** Apply

Customer Name: Marks, Michael - 1001
 Payment Date: 10/12/2017
 Payment Type: eCheck
 Check Number:
 Deposit Number: 1350

Amount: \$1,542.06
 Applied: \$0.00
 Unapplied: **\$1,542.06**

Memo: Recurring Invoice: 12098

Payment Applied Details

Applied Date (EST) ↓	Applied By	Amount Applied	Action
Invoice: 12098			
10/20/2017 4:11:38:PM	Most, Ben	(\$1,542.06)	
10/12/2017 5:00:02:AM	AlarmBiller, AlarmBiller	\$1,542.06	

1 - 2 of 2 items

Refund Payment #1612 for Michael Marks - 1001

Customer Cancel Submit Refund

Enter Refund Information:

Transaction Date: 10/20/2017

Email Receipt: mkmarks@me.com

Description: Refund for Payment #1612

226 characters remaining

Select Refund Method:

Credit Card: Please Select:

eCheck: PNC - 8484

Enter Refund Amount:

Max Refund Available: **\$1,542.06**

Refund Amount: **\$1,542.06**

Transaction Date	Submitted Date	Description	Status	Amount	Action
10/20/2017	10/20/2017	Refund for Payment #16...	A	(\$1,542.06)	Receipt
10/12/2017	10/12/2017	Recurring Invoice: 12098...	F	\$1,542.06	Receipt
09/13/2017	09/13/2017	september recurring - TE...	A	\$21.40	Receipt
09/12/2017	09/12/2017	Recurring Invoice: 12050...	F	\$357.35	Receipt
08/24/2017	08/24/2017	Refund for Payment #15...	F	(\$50.00)	Receipt