

You can refund whole or partial invoice payments and account credits. This function also supports the Purchase Return Authorization (PRA) mandate. This mandate gives cardholders the same visibility to see a pending refund authorization for their credit as a purchase authorization.

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The *Refund Payment* page appears.

Select **Refund Full Payment** if you want to refund the entire amount previously paid.

Alternatively, skip this step to refund a partial, specified amount on a line items. Alternatively, skip this step to refund a partial, specified amount on a line items.

4. Select **Return funds to credit balance** if you want to refund the money to a client's credit balance. This field displays when an invoice payment was made from a previous account credit.

Use this option when an account credit has been incorrectly applied. The refunded amount will be returned to the account credit balance.

Marshall Hosting

Remit to:
Marshall Hosting
1234 Broadway
Troy, NY 12108

Invoice Date: Dec/10/2020
Invoice Due Date: Dec/26/2020
Invoice Number: 1036-897

Customer: Trusted Law Attn: Alex Hamilton
1234 Broadway Street
Setting Sun, PA 91900
United States

Original Invoice Amount \$ 3,006.00
Payments Received \$ (3,006.00)
Refunds Processed \$ 0.00
Amount Outstanding \$ 0.00

Process Refund

☐ Refund Full Payment:

☒ Return funds to credit balance

☐ Return funds to client

☐ Mark refund only

Total Refund: \$ 3,006.00

Refund Note:

Process Refund **Cancel**

Service Items

ID#	Service Description	Date Range	Amount Paid	Refund Amount	Payment Total
244	IP / Bandwidth (Cat5) (IP5)	Jul/01/2018 - Aug/01/2018	\$ 1503.00	\$ 1503.00	\$ 0.00
244	IP / Bandwidth (Cat5) (IP5)	Aug/01/2018 - Sep/01/2018	\$ 1503.00	\$ 1503.00	\$ 0.00
Totals			\$ 3,006.00	\$ 3,006.00	\$ 0.00

5. Select **Mark refund** only to only update your records to reflect a refund and not process a refund payment. For regular payments, this is used when the refund was issued outside of Ubersmith. For account credits, this is used when an account credit was issued in error. The refunded amount will be removed from the client's account.

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Process Refund

☐ Refund Full Payment:

☐ Return funds to credit balance

☐ Return funds to client

☒ Mark refund only

Total Refund: \$ 1503.00

Refund Note: discounted service

Process Refund **Cancel**

Service Items

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244	IP / Bandwidth (Cat5) (IP5)	Aug/01/2018 - Sep/01/2018	\$ 1503.00	\$ 0.00	\$ 1503.00
Totals			\$ 3,006.00	\$ 1503.00	\$ 1503.00

6. Ensure the **Total Refund** field reflects the amount you want to refund. It is automatically populated with the amount paid in the invoice.
7. In the **Refund Note** field, enter a description of the refund.
8. Click **Process Refund**.

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Totals			\$ 3,006.00	\$ 1503.00	\$ 1503.00

Related Topics

[Viewing Refunds](#)

[Client Manager Billing and Invoicing](#)