Cancelling payments, refunds and credit memos

Overview

Use this page to correct a payment in the Accounts Receivable System portal. Choose the correction that fits:

- **Cancel Payment** removes a payment completely and restores the invoice balances it paid. You can cancel any payment.
- **Refund** gives money back from a payment, either its unused balance or amounts on invoice line items.
- **Credit Memo** issues a new credit to a customer.

You can also look up cancelled payments, and the reason given, in the Deleted Payment Log.

Before you begin

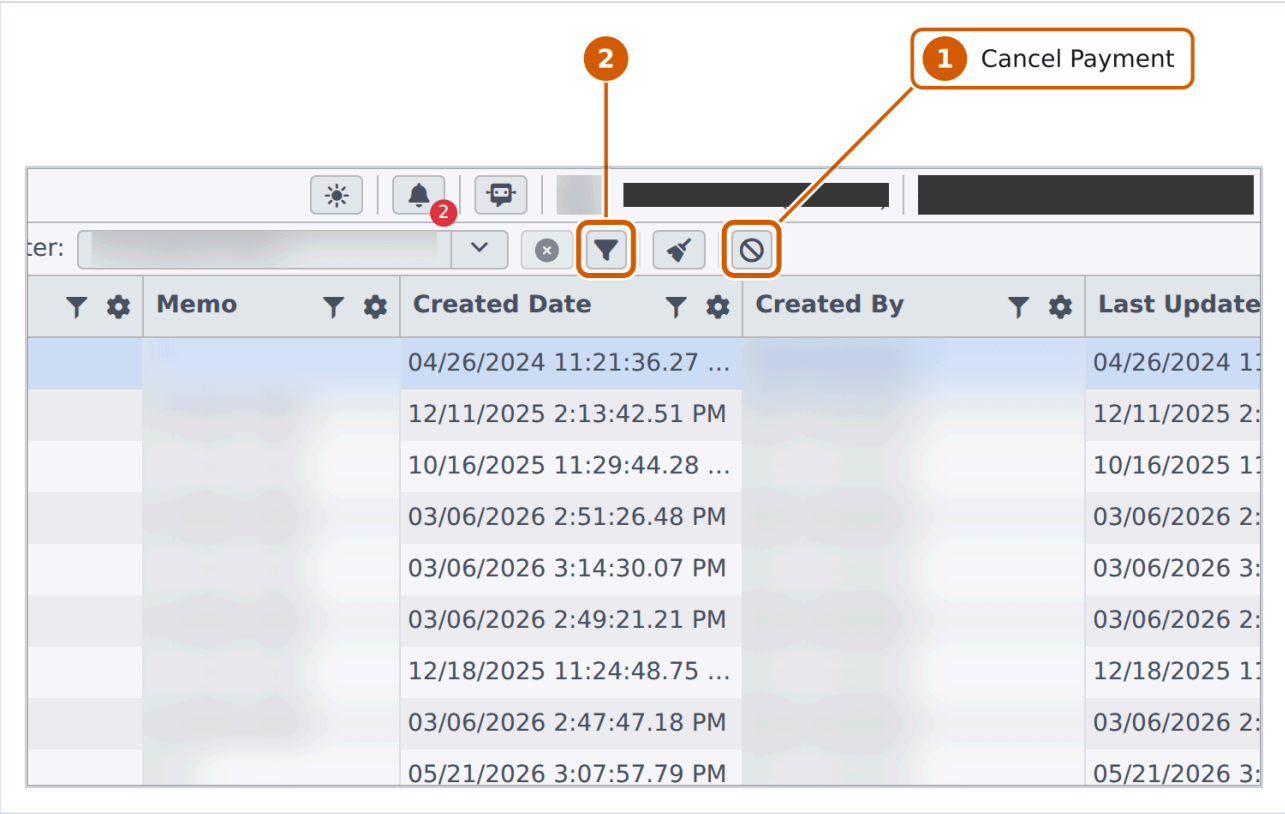
- Sign in to IRIS10 and work in the Accounts Receivable System portal. See Navigating portals and pages.
- Know how to record payments. See Receiving payments.
- Know how to select rows, filter and sort in a grid. See Data grid overview and basics.
- To use **Cancel Payment**, you need an access level that includes the **Cancel Payment** button on Payment History. See Security Administration: access levels by user.

Procedure

Cancel a payment

1. In the Accounts Receivable System portal, open the Payment History screen.

   The Payment History grid opens. Its toolbar includes the **Cancel Payment** button.



Payment History. Select a payment, then use Cancel Payment on the toolbar.

1. **Cancel Payment**: opens the Cancel Payment window for the selected row.
2. **Filter editor**: helps you find the payment. See Grid filters.

2. In the grid, select the row of the payment you want to cancel.

   The row is selected. Select only one payment, because **Submit** cancels only the first selected payment.

3. Click **Cancel Payment** on the toolbar (tooltip "Click to cancel payments."). Alternatively, choose **Options** > **Cancel Payment** from the menu.

   The Cancel Payment window opens and asks "Please enter why you are canceling this Check." If no row is selected, IRIS10 shows "Please select a data row before attempting to cancel a check." and does nothing else.

   > **Note: Cancel Payment** needs security level 4 on Payment History. If you can't use it, ask your administrator about your access level.

4. In the **Cancel check comment** box, type the reason you are cancelling the payment. Always enter a reason.

   The window doesn't check the reason before you submit. If you leave it blank, the cancel fails with "Unable to cancel the check. An email has been sent to support."

5. Click **Submit**.

   There is no second confirmation. IRIS10 cancels the first selected payment straight away. The window closes and the Payment History grid reloads without that payment. The payment, with your reason, now appears in the Deleted Payment Log, and IRIS10 restores

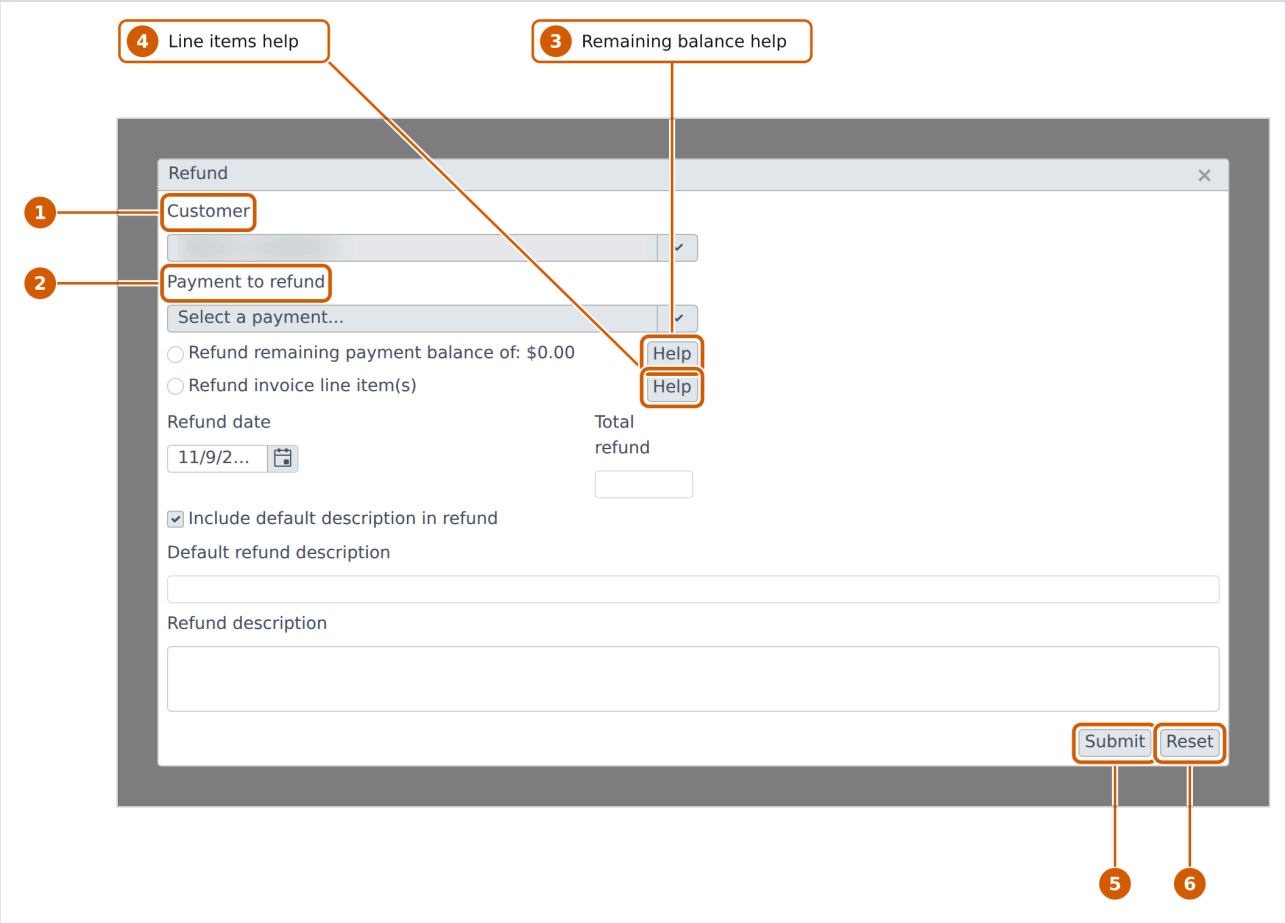
the invoice balances it paid. If the cancel fails, IRIS10 shows "Unable to cancel the check. An email has been sent to support."

For what IRIS10 changes when you cancel a payment, see What Cancel Payment changes.

Refund a payment's remaining balance

1. In the Accounts Receivable System portal, open the Refund page.

   The Refund window opens. **Refund date** shows today's date.



The Refund window. Choose the customer and payment, then the refund option.

   1. **Customer**
   2. **Payment to refund**
   3. **Remaining balance help**
   4. **Line items help**
   5. **Submit**
   6. **Reset**

2. In the **Customer** list, select the customer. You can type part of the name to filter the list.

   The list shows only customers with an outstanding balance. After you pick a customer, the **Payment to refund** list loads that customer's payments.

3. In the **Payment to refund** list, select the payment.

IRIS10 picks the refund option for you. If the payment still has a balance above zero, it selects "Refund remaining payment balance of: <amount>". Otherwise it selects "Refund invoice line item(s)".

4. Make sure "Refund remaining payment balance of: <amount>" is selected.

   IRIS10 hides the line-items grid. **Total refund** shows the payment's remaining balance.
5. Check the **Refund date** and change it if needed.

   IRIS10 requires a refund date.
6. To use the default description, leave **Include default description in refund** checked.

   Default refund description reads "Refunded remaining unused payment balance for Payment <payment>".
7. In **Refund description**, type your own note. This is optional while **Include default description in refund** is checked. If you uncheck that box, you must type a **Refund description**.

   The description can be up to 512 characters.
8. Click **Submit**.

   IRIS10 asks "A <total> REFUND will be issued by this action. Continue?" with **Yes** and **No**. If the payment has no remaining balance, IRIS10 shows "This payment has no remaining balance to refund." instead.
9. Click **Yes** to issue the refund.

   The Refund window closes and IRIS10 shows "Refund complete." The payment's remaining balance is now zero. If there is an error, IRIS10 shows the message and the Refund window stays open so you can fix it.

Refund invoice line items

1. In the Accounts Receivable System portal, open the Refund page.

   The Refund window opens.
2. In the **Customer** list, select the customer.

   The **Payment to refund** list loads that customer's payments.
3. In the **Payment to refund** list, select the payment.

   The payment is selected and IRIS10 picks a refund option.
4. Select "Refund invoice line item(s)".

   The line-items grid appears, with the columns **Invoice No.**, **Item No.**, **Description**, **Line Item Total** and **Refund Amount**.
5. In the **Refund Amount** cell of each line you want to refund, type the amount.

   Refund Amount is the only column you can edit. Each amount must be a number, can't be negative, and can't be more than that line's **Line Item Total**. **Total refund** shows the sum of the amounts you entered.
6. Check the **Refund date** and change it if needed.

   IRIS10 requires a refund date.
7. Set the description as described in Refund descriptions.

The default description reads "Refund applied to invoice line item for payment <payment>".

8. Click **Submit**.

   IRIS10 asks "A <total> REFUND will be issued by this action. Continue?" If no line has an amount, it shows "Enter a refund amount for at least one line item." instead.

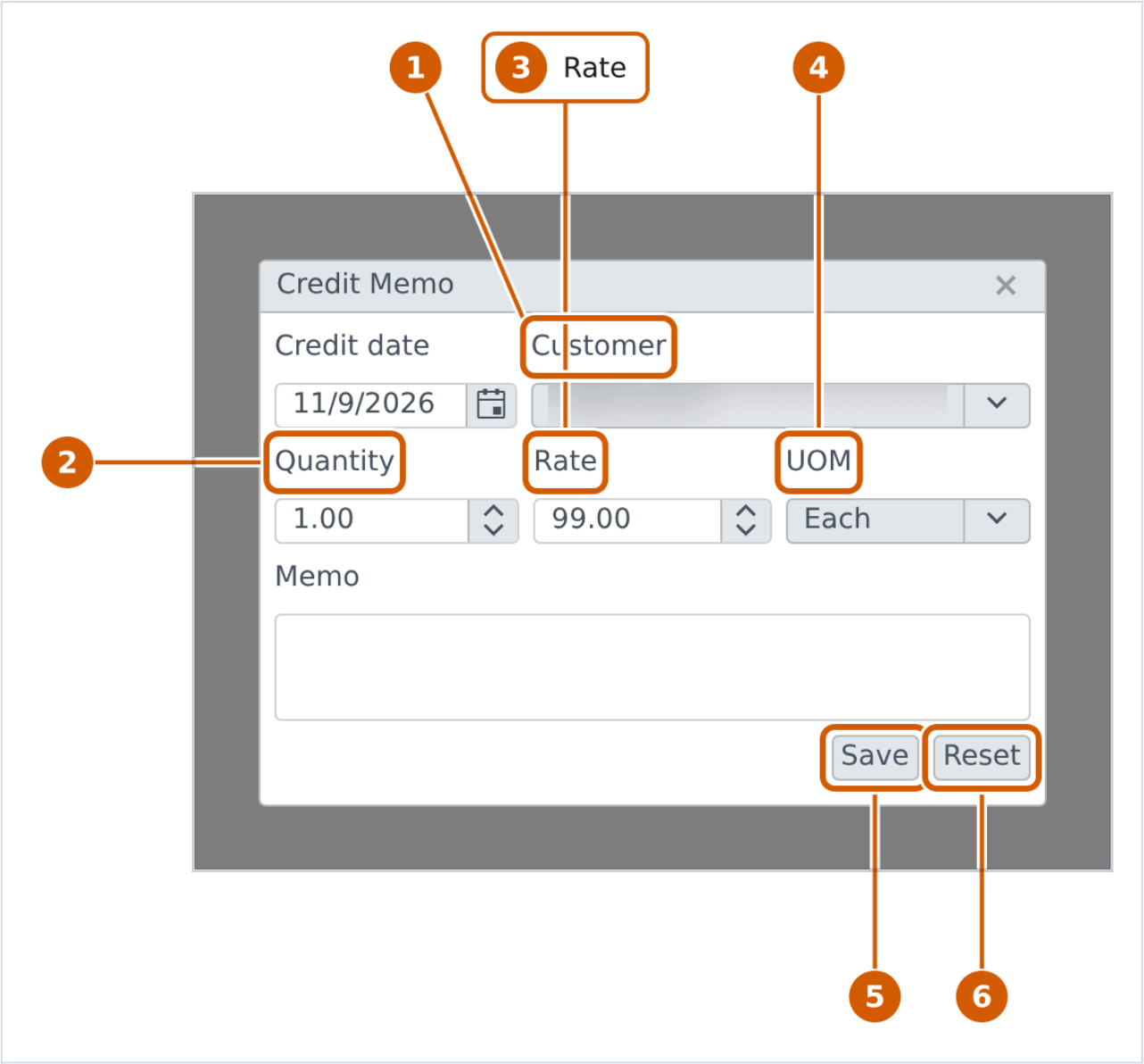
9. Click **Yes** to issue the refund.

   The Refund window closes and IRIS10 shows "Refund complete." If the total is more than the payment amount, or there is another error, IRIS10 shows the message and the window stays open.

Issue a credit memo

1. In the Accounts Receivable System portal, open the Credit Memo page.

   The Credit Memo window opens.



The Credit Memo window. Check every value, especially Rate, before you click Save.

1. **Customer**
2. **Quantity**
3. **Rate**: starts at 99.
4. **UOM**
5. **Save**
6. **Reset**

2. Check the **Credit date** and change it if needed.

   Credit date starts at today's date.
3. In the **Customer** list, select the customer who gets the credit.
4. In **Quantity**, enter the quantity.

   Quantity starts at 1. Type a value or use the increase and decrease arrows.
5. In **Rate**, enter the rate.

Rate starts at 99. Type a value or use the increase and decrease arrows. Always replace the starting **Rate** with the correct rate.

6. In the **UOM** list, select the unit of measure. See Units of measure, fiscal years and organizations.
7. In **Memo**, type a description of the credit.

   The memo becomes the description on the credit memo's line.
8. Click **Save**.

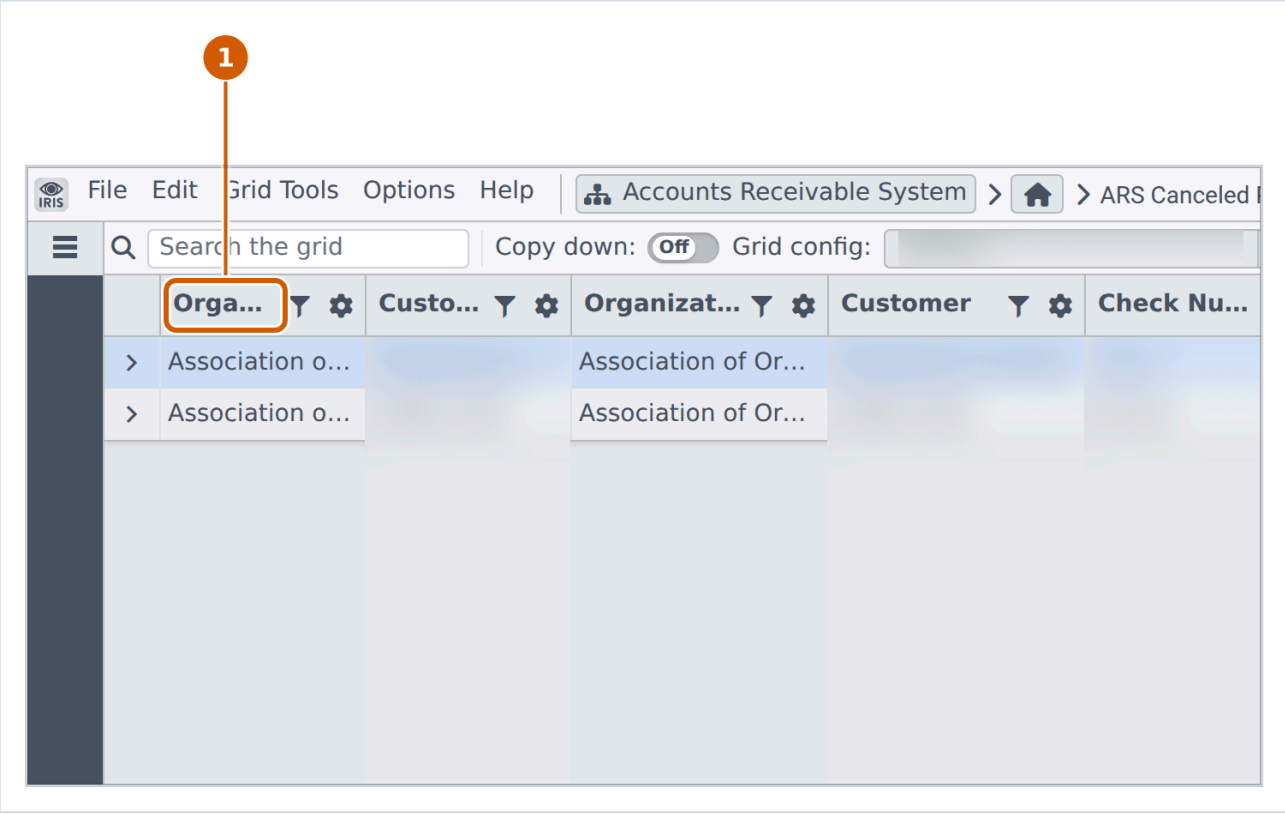
   IRIS10 asks "A $<amount> CREDIT will be issued by this action. Continue?" with **Yes** and **No**.
9. Click **Yes** to issue the credit.

   The Credit Memo window closes and the credit memo opens as a PDF in the Credit Memo Preview window. IRIS10 records the credit for the customer as a payment of Type Credit and creates a matching credit memo invoice. If there is an error, IRIS10 shows the message and the Credit Memo window stays open.

Review cancelled payments in the Deleted Payment Log

1. In the Accounts Receivable System portal, open the Deleted Payment Log screen.

   A read-only grid of cancelled payments opens. You can't add or edit records here.



The Deleted Payment Log lists cancelled payments. The Comment column shows the reason.

1. **Cancelled payment columns**

2. Find the payment by its **Customer**, **Check Number** or **Receive Date**. Use the grid filter if you need to. See Grid filters.
3. Read the **Comment** column to see the reason entered when the payment was cancelled.

   Comment shows the reason, and **Created By** and **Created Date** show who made the change and when.

Reference

Payment History grid columns

COLUMN
Customer
Check Number
Receive Date
Amount
Payment Balance
Type (shows Payment or Credit)
Memo
Created Date
Created By
Last Updated Date
Updated By

What Cancel Payment changes

PAYMENT	WHAT IRIS10 DOES WHEN YOU CANCEL IT
Any payment	Copies the payment and its detail lines to the Deleted Payment Log, with your reason in **Comment**. Reopens the invoice lines the payment paid, adds the paid amounts back to each invoice's balance and marks the invoice as not paid in full. Then removes the payment from Payment History.
Payment of Type Credit (credit memo)	Does all of the above and also removes the credit memo invoice created with the credit.
Payment tied to a counter sale	Does all of the above and also removes the counter-sale invoice.
Refund lines on the payment	Copies them to the log with the description "Refund # <refund number> - <refund description>". They don't change invoice balances, because refunds never affected those balances.

For more on invoices, see Issued invoices: print, reinstate, delete and assign budgets and Invoice entry: approve and issue.

Refund window fields and buttons

FIELD OR BUTTON	WHAT IT DOES
Customer	List of customers with an outstanding balance. Placeholder "Select a customer...". Type to filter. Required.
Payment to refund	List of the selected customer's payments. Placeholder "Select a payment...". Required.
Refund remaining payment balance of: <amount>	Refunds the payment's unused balance. Its Help button opens Refund Remaining Balance Help.
Refund invoice line item(s)	Shows the line-items grid so you can refund individual lines. Its Help button opens Refund Line Items Help.
Refund date	Starts at today's date. Required.
Total refund	Read-only. Shows the Payment Balance (remaining-balance refunds) or the sum of the **Refund Amount** entries (line-item refunds).
Include default description in refund	Checked at first. Uncheck it to leave out the default description.
Default refund description	Read-only text that IRIS10 creates for the refund option you chose.
Refund description	Two-line text box. Required if the default description is left out. Up to 512 characters.
Submit	Checks your entries and asks for confirmation before it issues the refund.
Reset	Clears the customer, payment, description, refund option and line items, sets **Refund date** back to today and checks the default-description box again.

Refund descriptions

REFUND OPTION	DEFAULT REFUND DESCRIPTION
Remaining balance	"Refunded remaining unused payment balance for Payment <payment>"
Invoice line items	"Refund applied to invoice line item for payment <payment>"

If you keep the default description and also type a **Refund description**, IRIS10 joins them as "<default description> - <your description>".

Refund line-items grid columns

COLUMN	EDITABLE
Invoice No.	No
Item No.	No
Description	No
Line Item Total	No
Refund Amount	Yes

Credit Memo window fields and buttons

FIELD OR BUTTON	STARTING VALUE OR BEHAVIOUR
Credit date	Today's date. Required.
Customer	List of customers. Required.
Quantity	1. Required.
Rate	99. Required. Replace it with the correct rate.
UOM	Unit of measure list. Required.
Memo	Two-line text box. Becomes the credit memo's line description.
Save	Asks for confirmation, then issues the credit and opens the Credit Memo Preview.
Reset	Sets **Credit date** back to today, the first customer and UOM, **Quantity** 1, **Rate** 99 and a blank **Memo**.

Deleted Payment Log columns

COLUMN
Organization
Customer
Check Number
Receive Date
Payment Amount
Payment Balance
Payment Type
Memo
Comment (the cancel reason)
Created Date
Created By
Last Updated Date
Updated By

Messages

MESSAGE	WHERE	WHAT TO DO
Please select a data row before attempting to cancel a check.	Payment History, **Cancel Payment**	Select the payment row first.

MESSAGE	WHERE	WHAT TO DO
Unable to cancel the check. An email has been sent to support.	Cancel Payment window	Make sure you entered a reason, then try again. If the message comes back, contact your administrator.
Customer is a required field. / Payment is a required field. / Refund date is a required field.	Refund	Fill in the field named in the message.
This payment has no remaining balance to refund.	Refund (remaining balance)	Use **Refund invoice line item(s)** instead, or choose another payment.
Enter a refund amount for at least one line item.	Refund (line items)	Type a **Refund Amount** on at least one line.
Refund amount for item N cannot be greater than the line item total.	Refund (line items)	Lower that line's **Refund Amount**.
Total refund of <x> is larger than the payment amount: <y>.	Refund (line items), after **Yes**	Lower the line amounts so the total is no more than the payment amount.
Refund complete.	Refund, after **Yes**	None. The refund was issued.

Tips and notes

Important: Cancel Payment acts as soon as you click **Submit**, with no second confirmation. It cancels only the first selected payment, so select one row.

Important: Always type a reason in the Cancel Payment window. The window doesn't check for one, and a blank reason fails with "Unable to cancel the check. An email has been sent to support."

Note: Cancelling a payment of Type Credit also removes its credit memo invoice. Cancelling a payment tied to a counter sale also removes that counter-sale invoice.

Tip: To see what each refund option does, click the Help button next to it.

Note: If you keep the default description and also type a **Refund description**, IRIS10 joins them as "<default description> - <your description>".

Note: Refunds and credit memos are numbered from your organization's invoice numbering: the invoice number prefix and the next invoice number, followed by R for a refund or CM for a credit memo.

Tip: Rate on the Credit Memo window starts at 99. Check **Rate** and **Quantity** before you click **Save**, and read the amount in the confirmation before you click **Yes**.

Note: The Deleted Payment Log is read-only. Use it to see what was cancelled, by whom, and why.

Related topics

- Receiving payments
- Issued invoices: print, reinstate, delete and assign budgets
- Invoice entry: approve and issue
- Data grid overview and basics
- Grid filters
- Navigating portals and pages
- Security Administration: access levels by user
- Units of measure, fiscal years and organizations