

Refund Sales or eComm Order (After shipment)

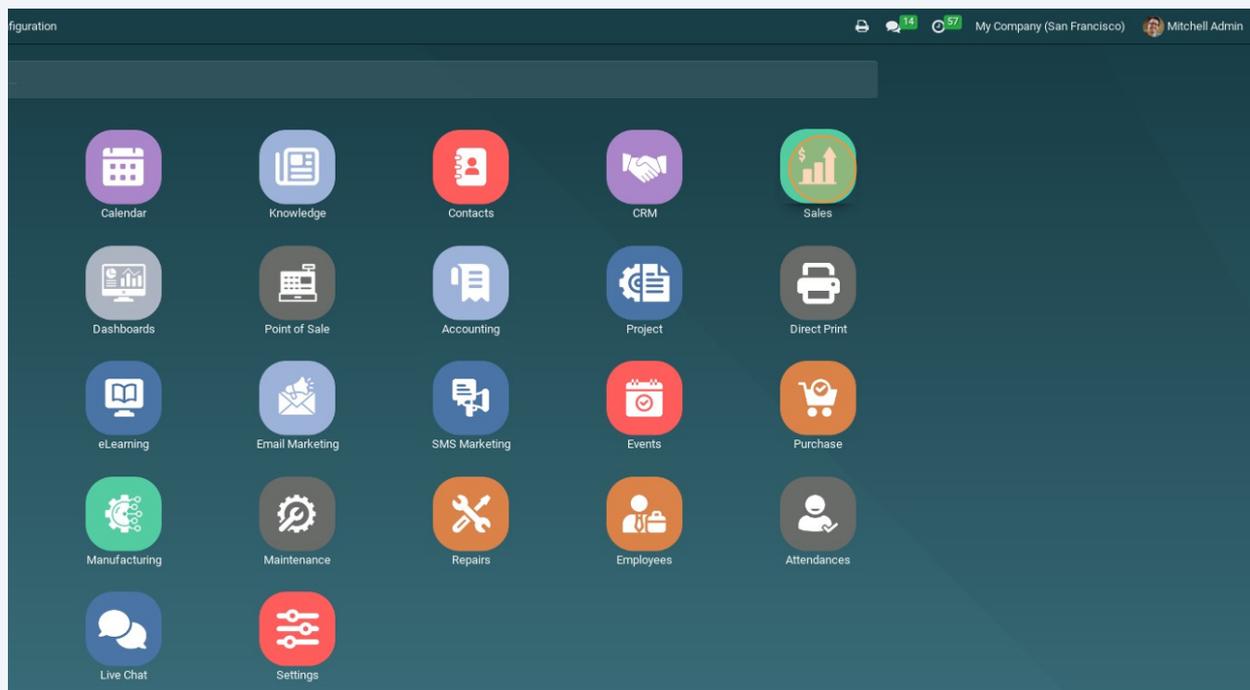
1

This tutorial is for processing a partial refund for an eCommerce order. The same principals can be applied to a full order refund.

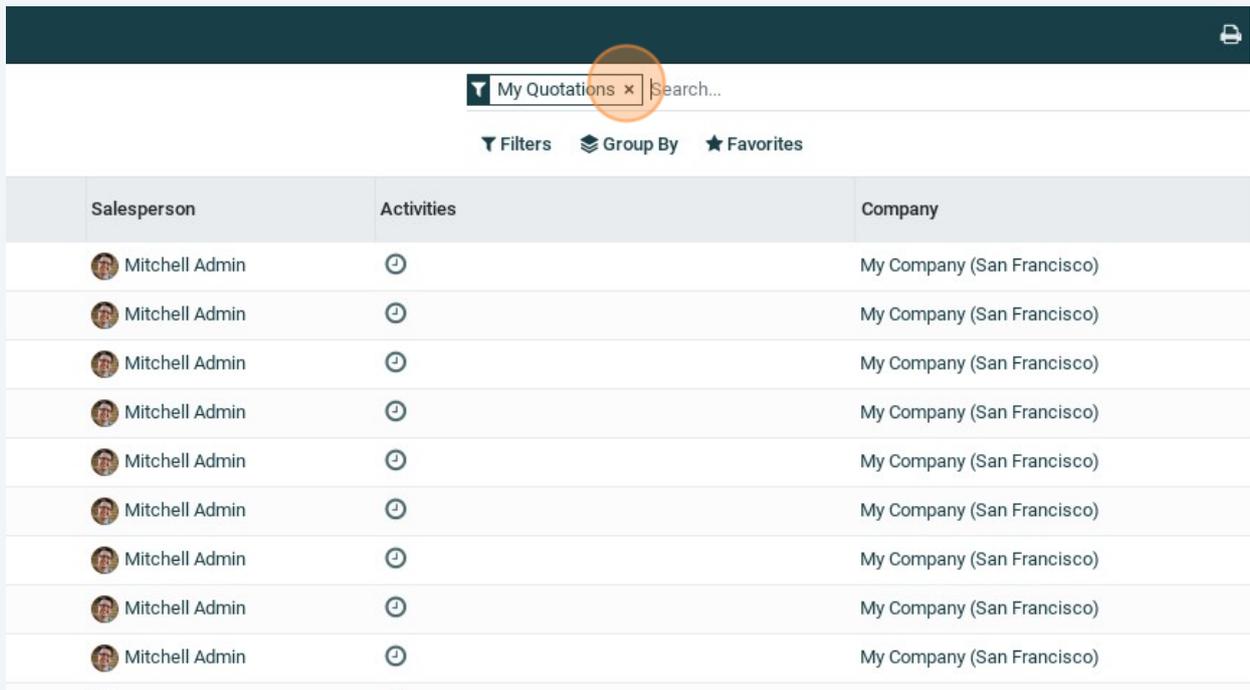
First the items will need to be "returned" and "received". Then an invoice credit note will be generated and a refund (full or partial) processed. Finally the refund transaction will be applied to the credit note.

2

Navigate to the "Sales" app.



3 Remove any filters



Salesperson	Activities	Company
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)
Mitchell Admin	🕒	My Company (San Francisco)

4 Search for the required SO.

5 Select the SO

strideretail Sales Orders To Invoice Products Reporting Configuration

Quotations Order 1108 x Search...

NEW Filters Group By Favorites

Number	Creation Date	Customer	Salesperson	Activities	Company
S00108	09/07/2023	YourCompany, Mitchell Admin			My Company (San Francisco)

6 This SO had 3 deliverable products. 1 drawer and 2 yards of fabric.

strideretail Sales Orders To Invoice Products Reporting Configuration

Quotations / S00108 Print Download Action 1/1 < > New Send message Log note Activities My Company (San Francisco)

SEND BY EMAIL CANCEL QUOTATION QUOTATION SENT SALES ORDER

1 Delivery 1 Invoices Customer Preview Payment Tra...

S00108

Customer: YourCompany, Mitchell Admin
 215 Vine St
 Scranton PA 18503
 United States

Order Date: 12/05/2023 21:28:50
 Pricelist: Public Pricelist (USD)
 Payment Terms: Immediate Payment

Invoice Address: YourCompany, Mitchell Admin
 Delivery Address: YourCompany, Mitchell Admin
 Quotation Template

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc. %	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	1.000	1.000	1.000	Units	110.50		0.00	\$ 110.50
Dit Dot Blue	Dit Dot Blue Size*: Large Color: Red	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
Dit Dot Blue	Dit Dot Blue Size*: Large Color: Red	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
[Delivery_007] Free delivery charges	Free delivery charges Free Shipping	1.000	0.000	1.000	Units	0.00	(Tax Exempt)	0.00	\$ 0.00
10% off Office Furniture	Discount: 10% off Office Furniture	1.000	0.000	1.000	Units	-11.05		0.00	\$ -11.05

Today

Stride Admin - 4 minutes ago
The payment related to the transaction with reference S00108-1 has been posted

Mitchell Admin - 4 minutes ago
Invoice INV/2023/00119 paid

Stride Admin - 4 minutes ago
Subject: My Company (San Francisco) Order (Ref S00108)
Hello,
Your order S00108 amounting in \$ 127.43 has been confirmed.
Thank you for your trust!
Do not hesitate to contact us if you have any questions.

Products	Quantity	VAT Excl.
Drawer	1.0	\$ 110.50
Dit Dot Blue	1.0	\$ 13.99
Dit Dot Blue	1.0	\$ 13.99
10% off Office Furniture	1.0	\$ -11.05

Delivery: \$ 0.00
 SubTotal: \$ 127.43
 Taxes: \$ 0.00
 Total: \$ 127.43

Bill to: 215 Vine St Scranton Pennsylvania 18503 United States
 Payment Method: --- Credit Card XX 4242 (\$ 127.43)
 Ship to: 215 Vine St Scranton Pennsylvania 18503 United States
 Shipping Method: Free delivery charges (Free)

UPDATE SHIPPING COST COUPON CODE PROMOTIONS

Linked Amount: \$ 127.43

7 To initiate a return, go to the "Delivery Order" by clicking this icon.

Quotations / S00108

SEND BY EMAIL CANCEL

1 Delivery 1 Invoices Customer Preview Payment Tra...

S00108

Customer: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Order Date: 12/05/2023 21:28:50
Pricelist: Public Pricelist (USD)

Invoice Address: YourCompany, Mitchell Admin
Delivery Address: YourCompany, Mitchell Admin

Payment Terms: Immediate Payment

Quotation Template

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc. %	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	1.000	1.000	1.000	Units	110.50		0.00	\$ 110.50
Dit Dot Blue	Dit Dot Blue	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
Dit Dot Blue	Dit Dot Blue Size*: Large Color: Red	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
[Delivery_007] Free delivery charges	Free delivery charges Free Shipping	1.000	0.000	1.000	Units	0.00	(Tax Exempt)	0.00	\$ 0.00
10% off Office Furniture	Discount: 10% off Office Furniture	1.000	0.000	1.000	Units	-11.05		0.00	\$ -11.05

Chat messages:

- Stride Admin - 4 minutes ago: The payment related to the transaction with reference S00108-1 has been posted.
- Mitchell Admin - 4 minutes ago: Invoice INV/2023/00119 paid
- Stride Admin - 4 minutes ago: Subject: My Company (San Francisco) Order (Ref S00108) Hello, Your order S00108 amounting in \$ 127.43 has been confirmed. Thank you for your trust! Do not hesitate to contact us if you have any questions.

Products Summary:

Products	Quantity	VAT Excl.
Drawer	1.0	\$ 110.50
Dit Dot Blue	1.0	\$ 13.99
Dit Dot Blue	1.0	\$ 13.99
10% off Office Furniture	1.0	\$ -11.05

Delivery: \$ 0.00
SubTotal: \$ 127.43
Taxes: \$ 0.00
Total: \$ 127.43

Bill to: 215 Vine St Scranton Pennsylvania 18503 United States
Payment Method: --- Credit Card XX 4242 (\$ 127.43)
Ship to: 215 Vine St Scranton Pennsylvania 18503 United States
Shipping Method: Free delivery charges (Free)

8 Click "RETURN"

Quotations / S00108 / WH/OUT/00256

PRINT LABELS PRINT **RETURN** UNLOCK DIRECT PRINT SHIPPING LABELS

DRAFT WAITING READY

Traceability Valuation

☆ WH/OUT/00256

Delivery Address: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Scheduled Date: 12/05/2023 21:28:50
Effective Date: 12/05/2023 21:30:11
Source Document: S00108

Phone #: +1 555-555-5555
Operation Type: YourCompany: Delivery Orders

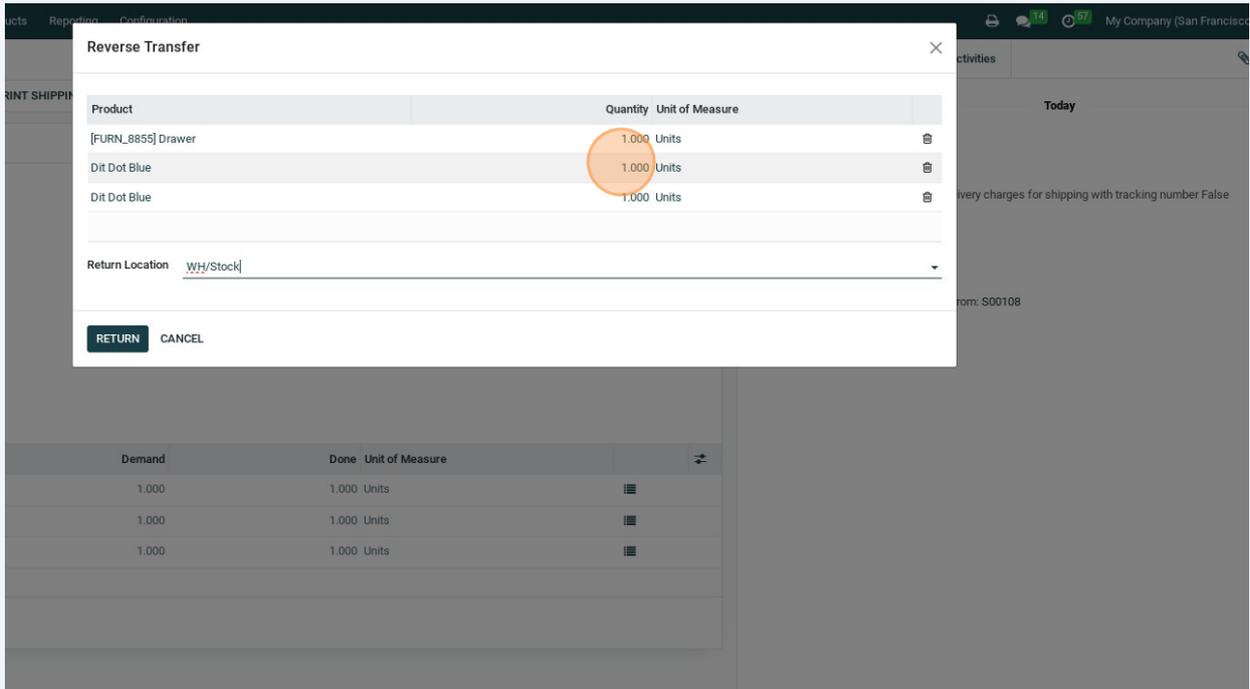
Carrier: Free delivery charges
Invoice Payment Status: In Payment

Source Location: WH/Stock

Product	Demand	Done	Unit of Measure
[FURN_8855] Drawer	1.000	1.000	Units
Dit Dot Blue	1.000	1.000	Units
Dit Dot Blue	1.000	1.000	Units

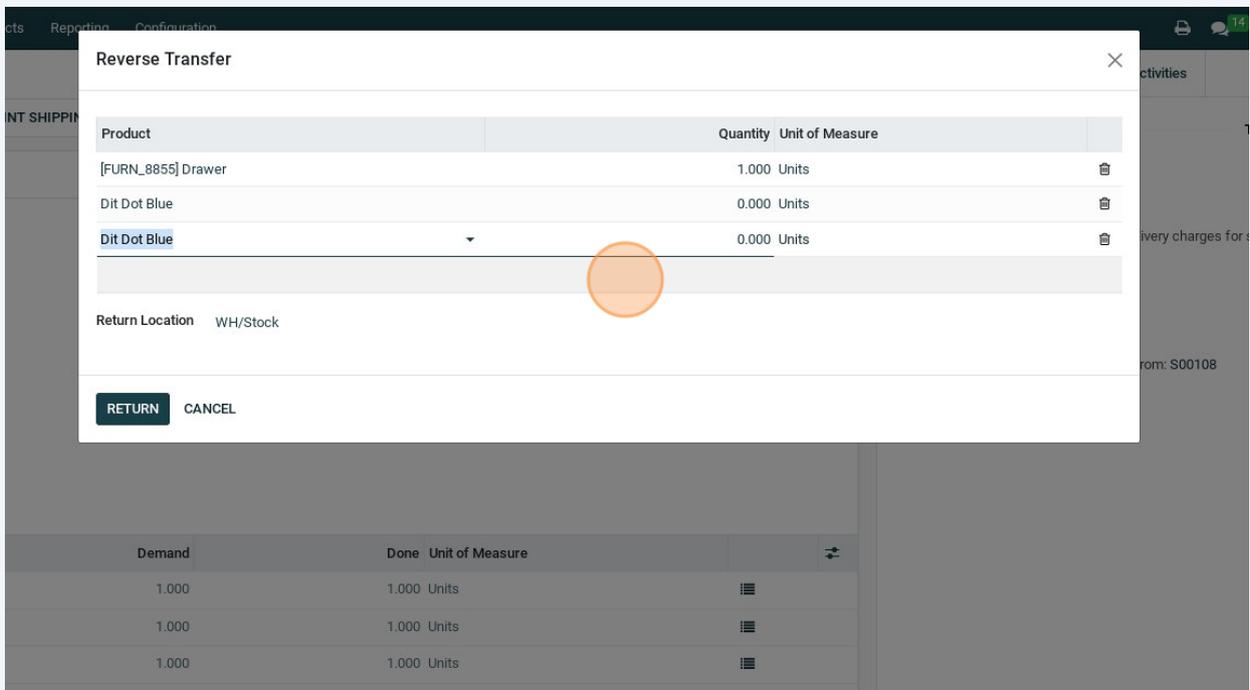
9

Set the quantities to return. "0" indicates that the items are not being returned. In this case the drawer is the only thing being returned.



10

Example



11 Click "RETURN"

The screenshot shows the Strider Retail interface. The main window displays a quotation for 'WH/OUT/00256' with details for delivery address, phone, and carrier. A 'Reverse Transfer' dialog box is open, showing a table of products to be returned:

Product	Quantity	Unit of Measure
[FURN_8855] Drawer	1.000	Units
Dit Dot Blue	0.000	Units
Dit Dot Blue	0.000	Units

The 'Return Location' is set to 'WH/Stock'. At the bottom of the dialog, the 'RETURN' button is highlighted with an orange circle, and a 'CANCEL' button is also visible.

12 This will create a WH/RET record.

The screenshot shows the Strider Retail interface for a 'WH/RET/00003' record. The record details include:

- Receive From: YourCompany, Mitchell Admin, 215 Vine St, Scranton PA 18503, United States
- Scheduled Date: 12/05/2023 21:33:30
- Source Document: Return of WH/OUT/00256
- Operation Type: YourCompany: Returns
- Carrier: (blank)
- Destination Location: WH/Stock

The 'UNLOCK' button is highlighted with an orange circle. Below the details is a table with one product line:

Product	Demand	Done	Unit of Measure
[FURN_8855] Drawer	1.000	0.000	Units

At the bottom left, there is a 'PUT IN PACK' button. On the right side, there is a chat window with messages from Mitchell Admin.

13 Click "S00108"

Quotations / **S00108** / WH/OUT/00256 / WH/RET/00003

Receive From: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Scheduled Date: 12/05/2023 21:33:30

Source Document: Return of WH/OUT/00256

Operation Type: YourCompany: Returns

Product	Demand	Done	Unit of Measure
[FURN_8855] Drawer	1.000	0.000	Units

PUT IN PACK

14 Now there are 2 delivery records associated with this SO. One for the original shipment and one for the return shipment.

Note* Depending on your store policy you may stop here and wait until the product is returned before receiving the return and refunding the customer.

Quotations / S00108

Customer: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Order Date: 12/05/2023 21:28:50

Pricelist: Public Pricelist (USD)

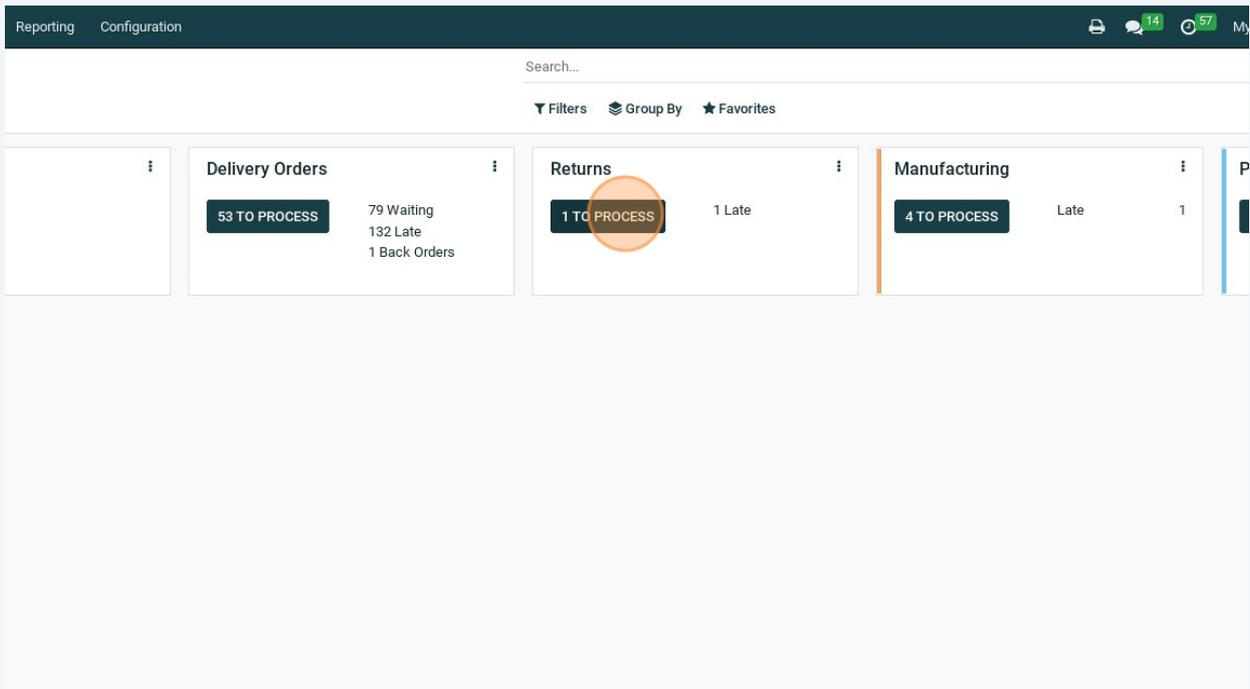
Payment Terms: Immediate Payment

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc. %	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	1.000	1.000	1.000	Units	110.50		0.00	\$ 110.50
Dit Dot Blue	Dit Dot Blue Size*: Large Color: Red	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
Dit Dot Blue	Dit Dot Blue Size*: Large Color: Red	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99

15 To Receive the item navigate to the "Inventory" app.



16 In the "Returns" section click "1 TO PROCESS"



17

Select the return you want to process. (This assumes that the return shipment of your product has arrived.)

The screenshot shows the 'Inventory Overview / YourCompany: Returns' page. The top navigation bar includes 'strideretail', 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below the navigation, there are filters for 'Operation Type' (YourCompany: Returns) and 'Ready'. A table lists returns with columns: Reference, From, To, Contact, Scheduled Date, and Source Document. The first row is highlighted, and the 'Contact' field 'YourCompany, Mitchell Admin' is circled in orange. A tooltip for this contact is visible below the table.

Reference	From	To	Contact	Scheduled Date	Source Document
WH/RET/00003	Partners/Customers	WH/Stock	YourCompany, Mitchell Admin	Today	Return of WH/OUT/00256

18

Process like a receipt. You will set the quantity received and validate.

The screenshot shows the 'Inventory Overview / YourCompany: Returns / WH/RET/00003' page. The top navigation bar includes 'strideretail', 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below the navigation, there are buttons for 'VALIDATE', 'SET QUANTITIES', 'PRINT', 'PRINT LABELS', 'UNLOCK', and 'CANCEL'. The main content area shows details for the return, including 'Receive From', 'Destination Location', and 'Product' table. The 'Done' field in the product table is circled in orange. A 'PUT IN PACK' button is visible at the bottom left. On the right, there is an 'Activities' panel showing a log of actions.

Product	Demand	Done	Unit of Measure
[FURN_8855] Drawer	1.000	0.000	Units

19 Click "VALIDATE"

The screenshot shows the StrideRetail Inventory interface. At the top, there is a navigation bar with 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below this, the breadcrumb trail reads 'Inventory Overview / YourCompany: Returns / WH/RET/00003'. A 'Print' icon is visible in the top right. A toolbar contains several buttons: 'VALIDATE' (highlighted with an orange circle), 'SET QUANTITIES', 'PRINT', 'PRINT LABELS', 'UNLOCK', and 'CANCEL'. The main content area displays details for 'WH/RET/00003', including 'Receive From' (YourCompany, Mitchell Admin, 215 Vine St, Scranton PA 18503, United States), 'Carrier', 'Destination Location' (WH/Stock), 'Scheduled Date' (12/05/2023 21:33:30), 'Source Document' (Return of WH/OUT.), and 'Operation Type' (YourCompany: Returns). Below the details are tabs for 'Operations', 'Additional Info', and 'Note'. At the bottom, a table shows a single row for product '[FURN 8855] Drawer' with a quantity of '1.000' and '1 Units'.

20 To quickly navigate back to the SO Click "WH/OUT/00256"

The screenshot shows the StrideRetail system interface. At the top, there is a navigation bar with 'Configuration', 'Print', 'Download', 'Action', '1 / 1', '<', '>', 'New', 'Send message', 'Log note', and 'Activities'. Below this, there are tabs for 'DRAFT', 'WAITING', 'READY', and 'DONE'. The main content area displays details for a transfer, including 'Scheduled Date' (12/05/2023 21:33:30), 'Effective Date' (12/05/2023 21:34:14), 'Source Document' (Return of WH/OUT/00256), and 'Operation Type' (YourCompany: Returns). Below the details is a table with columns 'Done' and 'Unit of Measure', showing a quantity of '1.000 Units'. On the right side, there is a 'Today' section with a list of activities. The first activity is 'Mitchell Admin - now' with a status change from 'Ready' to 'Done'. The second activity is 'Mitchell Admin - now' with the text 'This transfer has been created from: WH/OUT/00256', which is highlighted with an orange circle. The third activity is 'Mitchell Admin - now' with the text 'Transfer created'.

21 Then Click "S00108"

3 > READY DONE

Today

Valuation

- Mitchell Admin** - 4 minutes ago
 - Ready → Done (Status)
- Mitchell Admin** - 4 minutes ago
 - Shipment sent to carrier Free delivery charges for shipping with tracking number False
 - Cost: 0.00 USD
- Mitchell Admin** - 5 minutes ago
 - Waiting → Ready (Status)
- Stride Admin** - 5 minutes ago
 - This transfer has been created from: S00108
- Stride Admin** - 5 minutes ago
 - Transfer created

22 Notice that the line for the "Drawer" has blue numbers. This indicates that there is a mismatch between the number delivered and the number invoiced.

Also notice that the "Create Invoice" button is green.

Inventory Overview / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108

Print Download Action 1/1 < > New Send message Log n

CREATE INVOICE SEND BY EMAIL CANCEL QUOTATION QUOTATION SENT SALES ORDER

2 Delivery 1 Invoices Customer Preview Payment Tra...

S00108

Customer: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Order Date: 12/05/2023 21:28:50
Pricelist: Public Pricelist (USD)
Payment Terms: Immediate Payment

Invoice Address: YourCompany, Mitchell Admin
Delivery Address: YourCompany, Mitchell Admin

Quotation Template

Order Lines Other Info Customer Geolocation

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc. %	Subtotal
◇ [FURN_8855] Drawer	[FURN_8855] Drawer	1.000	0.000	1.000	Units	110.50		0.00	\$ 110.50
◇ Dit Dot Blue	Dit Dot Blue	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
	Size*: Large Color: Red								
◇ Dit Dot Blue	Dit Dot Blue	1.000	1.000	1.000	Units	13.99	(Tax Exempt)	0.00	\$ 13.99
	Size*: Large Color: Red								
◇ [Delivery_007] Free delivery charges	Free delivery charges	1.000	0.000	1.000	Units	0.00	(Tax Exempt)	0.00	\$ 0.00

Products

- Stride Admin - 5 min: The payment relate
- Mitchell Admin - 5 min: Invoice INV/2023/0
- Stride Admin - 5 min: Subject: My Com Hello, Your order S00101 Thank you for you Do not hesitate to

23

Click "CREATE INVOICE" to create a credit note. (For returns we need a credit note to tie the refund to.)

The screenshot shows the 'Inventory Overview' page for 'YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108'. The 'CREATE INVOICE' button is highlighted with a blue circle. The page includes a navigation bar with 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below the navigation bar, there are buttons for 'Print', 'Download', 'Action', and '1/1'. The main content area displays the order details for 'S00108', including customer information, invoice address, delivery address, and a table of order lines. The 'CREATE INVOICE' button is located at the top left of the main content area.

Product	Description	Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc. %	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	1.000	0.000	1.000	Units	110.50		0.00	\$ 110.50
Dit Dot Blue	Dit Dot Blue	1.000	1.000	1.000	Units	13.99	Tax Exempt	0.00	\$ 13.99

24

Click "CREATE AND VIEW INVOICE"

The screenshot shows the 'Inventory Overview' page for 'YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108'. A modal window titled 'Create invoices' is open, showing options for 'Regular invoice', 'Down payment (percentage)', and 'Down payment (fixed amount)'. The 'CREATE AND VIEW INVOICE' button is highlighted with a blue circle. The background page is dimmed, showing the same order details as in the previous screenshot.

Create invoices

Invoices will be created in draft so that you can review them before validation.

Create Invoice ? Regular invoice
 Down payment (percentage)
 Down payment (fixed amount)

CREATE AND VIEW INVOICE CREATE INVOICE CANCEL

25 Click on the credit note that was just created.

Inventory Overview / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108 / Invoices

Number	Customer	Invoice Date	Due Date	Activities	Tax Excluded	Total
INV/2023/00119	YourCompany, Mitchell Admin	12/05/2023			\$ 127.43	\$ 127.43
/	YourCompany, Mitchell Admin		Today		\$ -110.50	\$ -110.50
					\$ 16.93	\$ 16.93

26 Click "CONFIRM" to confirm the credit note.

Notice the amount to refund the customer is automatically calculated on the invoice.

Inventory Overview / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108 / Invoices / Draft Credit Note (* 707)

CONFIRM PREVIEW CANCEL

Customer Credit Note
Draft

Customer: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Invoice Date: [Field]

Payment Reference: [Field]

Delivery Address: YourCompany, Mitchell Admin

Payment terms: Immediate Payment

Journal: Customer Invoices in USD

Product	Label	Account	Analytic	Quantity UoM	Price Taxes	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	400000 Product Sales		1.000 Units	110.50	\$ 110.50

Terms & Conditions: <https://demo.strideretail.com/terms>

Total: \$ 110.50

27

To initiate the credit card refund you will Click "Payment Transaction" either from the SO or the credit note you just created.

The screenshot shows a software interface with a top navigation bar containing 'Products', 'Reporting', and 'Configuration'. Below this, the breadcrumb path is 'WH/RET/00003 / WH/OUT/00256'. A secondary navigation bar includes 'Print', 'Download', 'Action', '1 / 1', and a 'New' button. The main content area is divided into two sections: 'QUOTATION', 'QUOTATION SENT', and 'SALES ORDER'. The 'SALES ORDER' section is active and contains a 'Payment Tra...' button circled in orange. Other buttons include 'Delivery' (2), 'Invoices' (1), and 'Customer Preview'. Below these are order details: Order Date (12/05/2023 21:28:50), Pricelist (Public Pricelist (USD)), and Payment Terms (Immediate Payment). A table lists items with columns for Quantity, Delivered, Invoiced, UoM, Unit Price, Taxes, Disc.%, and Subtotal. The chat window on the right shows messages from 'Stride Admin' and 'Mitchell Admin' regarding a payment transaction.

Quantity	Delivered	Invoiced	UoM	Unit Price	Taxes	Disc.%	Subtotal
1.000	0.000	1.000	Units	110.50		0.00	\$ 110.50
1.000	1.000	1.000	Units	13.99	Tax Exempt	0.00	\$ 13.99
1.000	1.000	1.000	Units	13.99	Tax Exempt	0.00	\$ 13.99

28

This will take you to a list of all payment transactions for this order. In this case there are two payment transactions for this order. One was cancelled due to card error. (The bottom one.) We will click on the top one.

The screenshot shows a software interface with a top navigation bar containing 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. Below this, the breadcrumb path is 'v / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108 / Payment Transactions'. A search bar and filters are visible. A table lists payment transactions with columns for Created on, Provider, Customer, Partner Name, and Amount. The top entry is circled in orange.

Created on	Provider	Customer	Partner Name	Amount
12/05/2023 21:28:46	Stride Pay	YourCompany, Mitchell Admin	Mitchell Admin	\$ 127.43
12/05/2023 21:28:16	Stride Pay	YourCompany, Mitchell Admin	Mitchell Admin	\$ 127.43

29 Click "CREATE REFUND"

The screenshot shows the Stride Retail Inventory interface. At the top, there is a navigation bar with the Stride logo and menu items: Inventory, Overview, Operations, Products, Reporting, and Configuration. Below the navigation bar, the breadcrumb trail reads: Inventory Overview / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108 / Payment Tra. A prominent orange circle highlights the 'CREATE REFUND' button. Below the button, a details panel is visible with the following information:

Reference ?	S00108-1
Payment	PSTR/2023/00003
Amount	\$ 127.43
Provider	Stride Pay
Company	My Company (San Francisco)
Provider Reference ?	5c88f0ab-b687-4772-a499-a9e92c706a3e
Payment Token	**** Credit Card XX 4242
Created on	12/05/2023 21:28:46
Last State Change Date	12/05/2023 21:28:49

30 Here you can select "Full Amount" or "Partial Amount". We want the partial amount for this example. But you can select full if you are doing a full refund.

The screenshot shows the 'Create Stride Payment Transaction Refund' dialog box. The dialog has a title bar and a main content area. The 'Refund Type' is set to 'Full Amount', which is highlighted with an orange circle. Below this, the 'Amount to refund' is \$ 127.43, and the 'Pending Amount to refund' is also \$ 127.43. The 'Refund Reason' field is empty. At the bottom of the dialog, there are two buttons: 'PROCESS REFUND' and 'CANCEL'. In the background, the same details panel from the previous screenshot is visible, showing the transaction details for the refund being created.

31

Double-click the "Amount to refund" field and enter the amount to refund. (If you created the credit note first, following these instructions, you will enter the amount from the credit note.)

Operations Products Reporting Configuration

Returns / WH/RET/...

Create Stride Payment Transaction Refund

Refund Type Partial

Amount to refund \$ 127.43

Pending Amount to refund \$ 127.43

Refund Reason

PROCESS REFUND CANCEL

Reference ?

Payment

Amount

Provider

Company

Provider Reference ? 5c88f0ab-b687-4772-a499-a9e92c706a3e Email admin@yourcompany

Payment Token ... Credit Card XX 4242 Phone +1 555-555-5555

Created on 12/05/2023 21:28:46 Language English (US)

Last State Change Date 12/05/2023 21:28:49

32

Click the "Refund Reason" field and add a reason.

Overview Operations Products Reporting Configuration

Company: Returns / WH/RET/...

Create Stride Payment Transaction Refund

Refund Type Partial

Amount to refund \$ 110.5

Pending Amount to refund \$ 127.43

Refund Reason

PROCESS REFUND CANCEL

Reference ?

Payment

Amount

Provider

Company

Provider Reference ? 5c88f0ab-b687-4772-a499-a9e92c706a3e Email admin@yo

Payment Token ... Credit Card XX 4242 Phone +1 555-555

Created on 12/05/2023 21:28:46 Language English (US)

Last State Change Date 12/05/2023 21:28:49

33 Click "PROCESS REFUND"

Inventory Overview / YourCompany: Returns / WH/RET/00003 / **CREATE REFUND**

Create Stride Payment Transaction Refund

Refund Type	Partial
Amount to refund	\$ 110.50
Pending Amount to refund	\$ 127.43
Refund Reason	Returned product

PROCESS REFUND CANCEL

Reference ?		Email	admin@yourcompany.example.com
Payment		Phone	+1 555-555-5555 <input type="checkbox"/> SMS
Amount		Language	English (US)
Provider			
Company			
Provider Reference ?	5c88f0ab-b687-4772-a499-a9e92c706a3e		
Payment Token	*** Credit Card XX 4242		
Created on	12/05/2023 21:28:46		
Last State Change Date	12/05/2023 21:28:49		

34 Click "S00108" and navigate back to the credit note you just created by clicking the "Invoice" tab on the sales order.

Inventory Overview Operations Products Reporting Configuration

ew / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / **S00108** / Payment Transactions / S00108-1

1 Invoice(S)

Reference ?	S00108-1	Customer	YourCompany, Mitchell Admin
Payment	PSTR/2023/00003	Address	215 Vine St Scranton Pennsylvania (US) 18503 United States
Amount	\$ 127.43	Email	admin@yourcompany.example.com
Provider	Stride Pay	Phone	+1 555-555-5555 <input type="checkbox"/> SMS
Company	My Company (San Francisco)	Language	English (US)
Provider Reference ?	5c88f0ab-b687-4772-a499-a9e92c706a3e		
Payment Token	*** Credit Card XX 4242		
Created on	12/05/2023 21:28:46		
Last State Change Date	12/05/2023 21:28:49		

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The Credit Note will have a blue banner across the top stating you have outstanding debits for this customer (the refund transaction just created).

Click "ADD" to add the transaction you just created for the refund. (In this example the customer had other credits as well. We don't want to use them.)

*Stride is a double entry accounting system. So, since there was a transaction made (the refund) it needs an invoice/credit note attached to it.

strideretail Inventory Overview Operations Products Reporting Configuration

Inventory Overview / YourCompany: Returns / WH/RET/00003 / WH/OUT/00256 / S00108 / Invoices / RINV/2023/00009

SEND & PRINT REGISTER PAYMENT PREVIEW RESET TO DRAFT DRAFT POSTED

You have outstanding debits for this customer. You can allocate them to mark this credit note as paid.

Customer Credit Note
RINV/2023/00009

Customer: YourCompany, Mitchell Admin
215 Vine St
Scranton PA 18503
United States

Invoice Date: 12/05/2023

Payment Reference ?

Payment terms: Immediate Payment

Delivery Address ? YourCompany, Mitchell Admin

Journal: Customer Invoices in USD

Product	Label	Account	Analytic	Quantity	UoM	Price	Taxes	Subtotal
[FURN_8855] Drawer	[FURN_8855] Drawer	400000 Product Sales		1.000	Units	110.50		\$ 110.50

Terms & Conditions: <https://demo.strideretail.com/terms>

Total: \$ 110.50

Amount Due: **\$ 110.50**

Outstanding debits

ADD	R-S00108-1 - Mitchell Admin - 5...	\$ 110.50
ADD	INV/2023/00099	\$ 1.08
ADD	INV/2023/00038	\$ 1.20

36 Click "S00108" to return to the SO

37 Now the SO shows the original quantity ordered, the "0" quantity delivered for the cabinet and the "0" quantity invoiced as well.