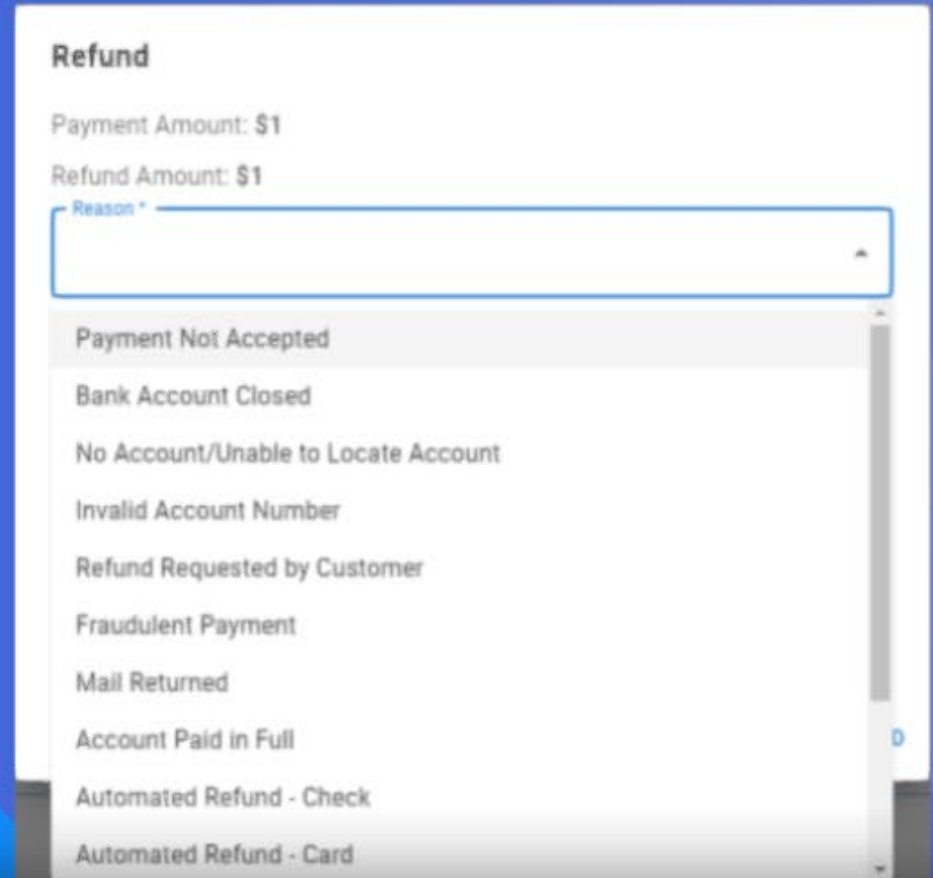


Introducing Refund and Reissue Tracking from Finexio

Finexio

Our Support team will be required to select a reason code and provide additional comments for clarity.

We have a new tracking system to enhance the transparency of payment refunds and reissues conducted by our operations support team or our internal system.



The screenshot displays a web form titled "Refund". It includes two text input fields: "Payment Amount: \$1" and "Refund Amount: \$1". Below these is a dropdown menu labeled "Reason *". The dropdown is open, showing a list of reasons for refund. The first option, "Payment Not Accepted", is highlighted with a grey background. The other options are listed in a standard font.

Reason
Payment Not Accepted
Bank Account Closed
No Account/Unable to Locate Account
Invalid Account Number
Refund Requested by Customer
Fraudulent Payment
Mail Returned
Account Paid in Full
Automated Refund - Check
Automated Refund - Card

Finexio

Hovering on a Payment line will also display the correction information in the hover box


Manage Payment	https://www.finexio.com/product/finexio-pay...
Invoice Number	Returned-Mail
Payment Event Date	8/14/2024 4:32:17 AM
Payment Method	PrintedCheck
Payment Status	Settled
Payment Event Stage	Refund
Payment Event	completed
Payment Event Description	ACH Refund Completed
Order Datetime	Wednesday, August 14, 2024
Buyer	[REDACTED]
Supplier Name	[REDACTED]
Reconciliation ID	(Blank)
Supplier Id	C4EBFAAE-A8E8-EC11-82F8-002248952BF3
Invoice Date	2/5/24
Invoice Due Date	2/5/24
Note / Memo	(Blank)
Order Reference ID	a0af5926-f567-4f60-8332-7d51a40e98e0
Payment Reference ID	RC00O00T03K00N11M
Payment Check Number	33222
Payment UUID	b94a3fee-93c7-4a2f-bd0b-1f4bb63fdac1

Correction Comments	(Blank)
Correction Created By	Auto Generated
Correction Reason	MailReturned
Correction Ticket Number	(Blank)

Events Timeline

Finexio

When viewing the Payment details, it is available in the Events timeline section as well.

Payment Event Description	Payment Event Amount	Check Image	Instrument Number	Correction Comments	Correction Created By	Correction Reason	Correcti
Invoices Created	\$150		EX060524,EX070324				
Payments Received By Processor	\$150						
Request Wire Funding	\$150		b146325fa5f4451da6b2b7cfb8a2cb24				
Wire Funding Received	\$150		b146325fa5f4451da6b2b7cfb8a2cb24				
Check Disbursement Issued	\$150		1140				
Check Printed	\$150		1140				
Check Returned By Mail	\$150		1140				
Mail Returned	\$150		1140				
Check Stop Order Has Been Requested	\$150		1140		Auto Generated	MailReturned	
Check Has Been Stopped	\$150		1140		Auto Generated	MailReturned	
Refund Payment Sent By ACH	\$150		021000023641064		Auto Generated	MailReturned	
ACH Refund Completed	\$150		021000023641064		Auto Generated	MailReturned	



Our email communication now includes the Refund or Reissue reason that was selected, along with the comments entered at the time of submission

Hi Finexio,

A refund has been issued to your account with the following details:

Refund Amount	\$2.00
---------------	--------

Refund Date	8/12/2024
-------------	-----------

Refund Method	ACH
---------------	-----

Original Payment ID	RC00000I02N62I19J
---------------------	-------------------

Original Payment Amount	\$2.00
-------------------------	--------

Original Supplier Paid	CBM Supplier 2544
------------------------	-------------------

Refund Reason	AutomatedRefundCheck
---------------	----------------------

Checks are automatically refunded after 90 days.

Refund Comments	
-----------------	--

Invoices:

111-939313543	\$2.00
---------------	--------

Our API has been enhanced to include refund/reissue information as part of our response to our partners.

This information may be used in communications with your customers, or in your reporting.

```
105 ],
106 "invoices": [
107   {
108     "id": "8f95cd63-413d-485c-b581-34bae6a3e4ba",
109     "invoice_number": "RefundEmailTest",
110     "payment_amount_cents": 12312,
111     "metadata": {},
112     "public_account_number": null,
113     "reconciliation_id": "TestAutoRefund",
114     "payment_group_id": ""
115   }
116 ],
117 "adjustments": [],
118 "created": "2024-08-08T17:40:12.831000",
119 "updated": "2024-08-08T17:44:55.175000",
120 "funding_drawdown_request_id": "Q100000028E4",
121 "refund_user": "brandon@finexio.com",
122 "refund_timestamp": "2024-08-08T17:44:38.853000",
123 "refund_reason": "Supplier's bank account was closed and the funds were returned.",
124 "refund_comment": "Test Email",
125 "refund_ticket_number": "5123123",
126 "reissue_user": null,
127 "reissue_timestamp": null,
128 "reissue_reason": null,
129 "reissue_comment": null,
130 "reissue_ticket_number": null
131 }
```

API Enhancement

Thank You!

Finexio

