Refund Audit Report

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Report ID: 1302

Location: Reports > List > Finance

Description: The Refund Audit Report provides detailed information regarding current and historic refund transactions processed in Emersion.

Licensing

This feature is available to subscribers of the following:

- [ ] Emersion Core
- [x] Optional Modules (Delegated Financial Authority, Automated Refunds)
- [ ] Optional Features
- [ ] Upon Request (please contact your Account Manager)

Access Controls

Some reports require tuning on a specific module permission or power. These are provided below.

Module Permissions

- Reports

Powers

No powers are needed to access this report.

Related Service Type

This report is not related to any specific service types.

Report Fields

Field name	Description
Account ID	Emersion account ID associated to refund.
Account Name	Organisation name associated to account
Account Status	Status associated with the account – drives billing and provisioning behaviour (Active / Inactive / Cancelled / Suspended / Preactive)
Refund Type	Misc, Account Closure, Overpayment, Marketing, Dishonor, Unclaimed Monies
Refund Reference	Refund transaction reference displayed on customer invoice/ statement.
Refund Note	Internal notes for refund displayed on transaction and during refund peer review / approval
Refund Amount	Total amount to be refunded to the customer
Refund Method	Type of refund that occurred (Direct Credit, Credit Card, Credit Write-off)
Bank Account Number / Credit Card Number	16-digit bank account number stored on customer account
Requested By	Emersion User that submitted the refund - First and Last Name
Requested Date	Date/Time that user requested the refund (dd/mm/yyyy hh:mm)
Reviewed By	Emersion User that approved or declined the refund - First and Last name
Reviewed Date	Date/Time that user requested the refund (dd/mm/yyyy hh:mm)

Status	Status of the refund transaction Approved – Refund approved and issued to customer. Declined – Peer reviewed, declined, refund not paid to customer. Pending – awaiting peer review. Cancelled – Requester cancelled refund request
Declined / Cancelled Reason	Comments from reviewed user for why the refund was cancelled / declined

Related Articles

- Standard Reports List
- Telephony Rates
- Approved Invoice Direct Debit Discount Report
- Service Contacts
- Vocus Plan Map
- Plan-Based Ledger Code Overrides (Report)
- Access Fee Override and Quantity with PP and SP Access Fees Report
- Australian NBN AVC ID Service Identifiers
- Service Identifier Types
- Service Identifier Types Per Service Type
- Pending Invoice Detail
- Customers with Address Details
- Customers with Address Details (DR)
- Service Address (with GNAF)
- Banner Message Report