

SOP: Deposits & Refunds

Customer Service > Deposits & Refunds · Oct 26, 2026 · @Ivy

Purpose

Use this SOP to raise and follow a request to give money back to a customer: a refund, a deposit returned, a deposit paid to the wrong company, goodwill, or a cancellation fee waived. Each request is **one row** on the queue. The row says who is owed what, how they get paid, and where it has got to. **Finance is told automatically** once the request is approved, so nobody has to message them. The pictures use made-up sample customers.

Who does what

Role	What they do
Admin	Raises the request and keys how the customer is paid back . Nothing can be approved until this is keyed.
Manager / CS Team Leader	Checks the reason, then sets the status to Approved (or Rejected).
Finance	Pays the customer, then sets the status to Processed .

A refund that comes from a complaint case is added to this queue by itself when the case row is sent to Finance. You do not key it again.

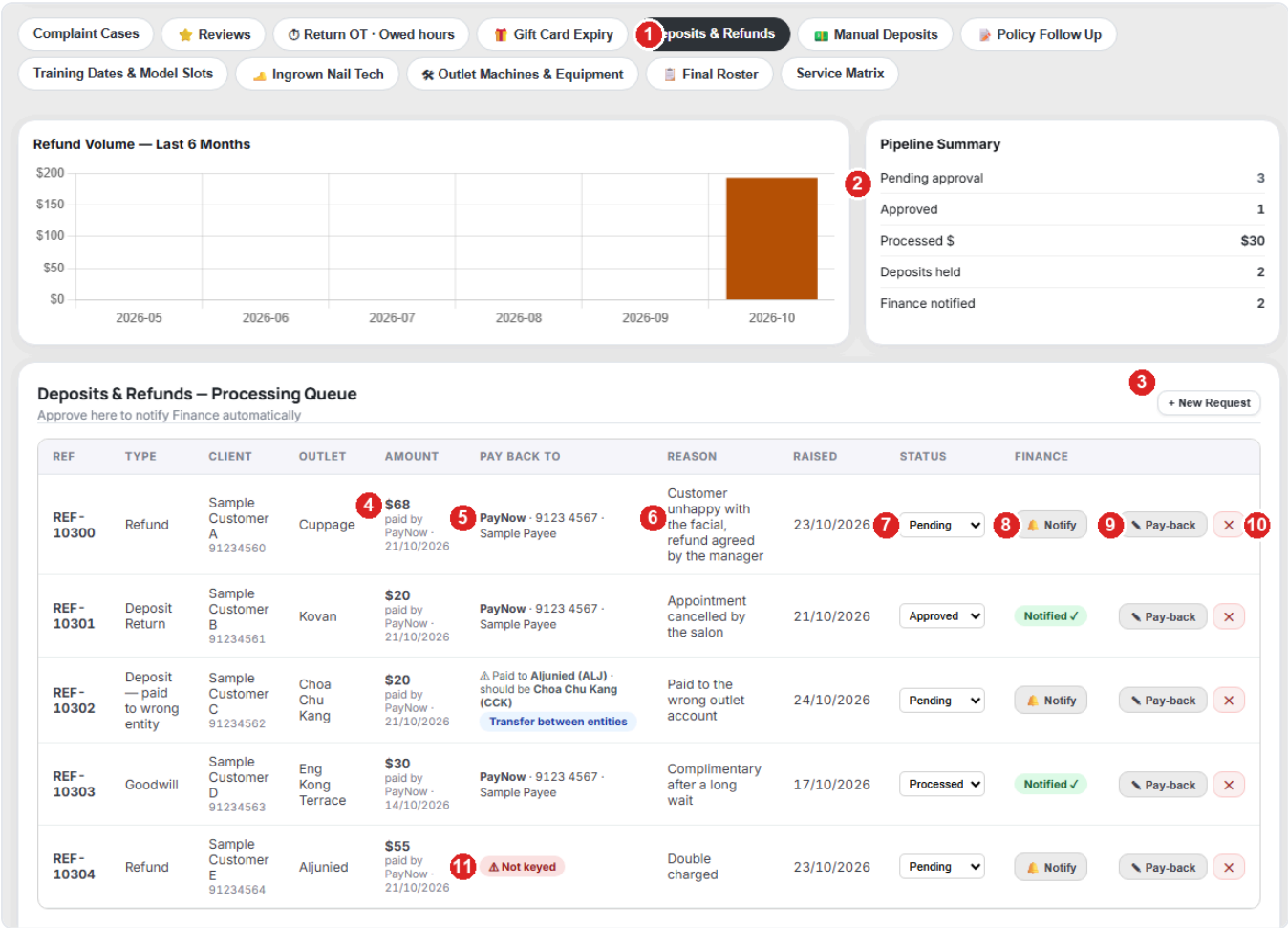
Before you start

- You are signed in to the ERP and can edit **Customer Service**.
- You have the customer's name and mobile, the outlet, the amount, **how the customer originally paid** (PayNow, card, cash...) and **how they want the money back**. For PayNow you need the mobile or UEN and the name of the person receiving. For a bank transfer you need the bank, the account number and the name.

Steps

Step 1 — Open the queue and read it

Go to **Customer Service > Deposits & Refunds**.



- 1 The tab. 2 **Pipeline Summary**: how many are waiting for approval, how many are approved, the dollars already processed, deposits held, and how many Finance has been told about. The chart shows refund dollars over the last 6 months. 3 **+ New Request** (Step 2). 4 **Amount**, with how the customer originally paid and the date. 5 **Pay back to**: how and to whom the money goes (PayNow with the number and name, bank transfer with the last 4 digits, card, cash, store credit). 6 **Reason**. A request that came from a complaint case also shows **Open case** and **Proof**. 7 **Status**: Pending, Approved, Rejected or Processed. 8 **Finance**: **Notify** or **Notified ✓**. 9 **Pay-back** opens the request to key or fix how the customer is paid. 10 **X** deletes a request. 11 **⚠ Not keyed** means the pay-back details are missing: approval is blocked until they are keyed.

Step 2 — Raise a request: + New Request

Press + **New Request** (or **New Refund** under the + button at the top of the screen). Fill in the boxes and press **Save**.

The screenshot shows a mobile application form titled "Deposit / Refund Request · REF-10304". The form contains the following fields and sections:

- REF:** A text box containing "REF-10304".
- TYPE:** A dropdown menu showing "Refund".
- CLIENT *:** A text box containing "Sample Customer E".
- CLIENT MOBILE:** A text box containing "91234564".
- OUTLET:** A text box containing "Aljunied".
- AMOUNT \$ *:** A text box containing "55".
- CUSTOMER ORIGINALLY PAID BY:** A dropdown menu showing "PayNow".
- DATE CUSTOMER PAID:** A date picker showing "21/10/2026".
- FRESHA SALE NO. / RECEIPT REF:** An empty text box.
- CUSTOMER RECEIVES THE MONEY BACK BY:** A dropdown menu showing "PayNow".
- PAYNOW MOBILE / UEN:** An empty text box.
- NAME OF THE PERSON RECEIVING:** An empty text box.
- PAY-BACK NOTE (ANYTHING FINANCE MUST KNOW):** A large text area.
- REASON:** A text box containing "Double charged".
- STATUS:** A dropdown menu showing "Pending".

Numbered annotations (1-8) are placed on the form:

1. Type
2. Client *
3. Amount \$ *
4. Customer originally paid by
5. Customer receives the money back by
6. PayNow mobile / UEN
7. Name of the person receiving
8. Pay-back note (anything finance must know)

1 Type: Refund, Deposit Return, Deposit — paid to wrong entity, Goodwill or Cancellation Fee Waive. **2 Client** (required) and mobile. **3 Amount \$** (required). **4 Customer originally paid by** (required), the date paid, and the **Fresha sale no. / receipt ref.** **5 Customer receives the money back by:** PayNow, Bank transfer, Credit / debit card (reversed on the terminal), Cash (collected at the outlet), Store credit / FF Pass, or Other. The boxes under it change with your choice: **6** for **PayNow**, key the **mobile / UEN** and the **name of the person receiving**; for **Bank transfer**, the **bank, account number** and name; for **Other**, describe how in the **Pay-back note**. **7** Use the **Pay-back note** for anything Finance must know. **8** Then write the **Reason**.

If anything required is missing, the page lists exactly what to key and does not save.

Step 3 — A deposit paid to the wrong company

Each outlet has its own company. When a customer pays a deposit to the wrong one, choose the type **Deposit — paid to wrong entity**. Three more boxes appear.

The screenshot shows a 'Deposit / Refund Request' form with the following fields and callouts:

- 1** TYPE: A dropdown menu with the selected option 'Deposit — paid to wrong entity'.
- REF: A text field containing 'REF-80334'.
- CLIENT *: An empty text field.
- CLIENT MOBILE: An empty text field.
- OUTLET: A dropdown menu with the selected option 'Cuppage'.
- AMOUNT \$ *: An empty text field.
- CUSTOMER ORIGINALLY PAID BY: A dropdown menu with the selected option '— select —'.
- DATE CUSTOMER PAID: A date picker showing 'DD/MM/YYYY'.
- FRESHA SALE NO. / RECEIPT REF: An empty text field.
- 2** CUSTOMER TRANSFERRED IT TO (WRONG ENTITY): A dropdown menu with the selected option '— select —'.
- 3** * SHOULD HAVE GONE TO: A dropdown menu with the selected option '— select —'.
- 4** HOW TO SETTLE IT: A dropdown menu with the selected option '— select —'.
- CUSTOMER RECEIVES THE MONEY BACK BY: A dropdown menu with the selected option '— select —'.
- PAY - BACK NOTE (ANYTHING FINANCE MUST KNOW): A large text area.
- REASON: A large text area.
- STATUS: A dropdown menu at the bottom.

1 The type. **2** **Customer transferred it to:** the company the money went to. **3** **It should have gone to:** the company of the outlet the customer is visiting. The two must be different. **4** **How to settle it:** **Refund the customer** (the customer pays the right company again), or **Transfer between our entities** (no money goes to the customer; Finance moves it between the companies). For a transfer you do not key a pay-back method. The row shows **Transfer between entities**.

Step 4 — Approve

The manager reads the reason, checks the amount and the pay-back details, then changes **Status** to **Approved**.

- If the pay-back details are not keyed, the page refuses and says what is missing. Press  **Pay-back** on the row, key it, and approve again.
- Approving **tells Finance by itself**: the row shows **Notified** ✓, and a payable entry named **REF-...** is created in Finance with the amount and how to pay.
- To refuse, set the status to **Rejected**. Write the reason in the pay-back note or on the case, so Finance and the customer's admin can see it.

Step 5 — Finance pays, then marks Processed

Finance pays the customer the way the row says, then sets **Status** to **Processed**. The row then counts in **Processed \$** in the Pipeline Summary. A refund that came from a complaint case turns **Done** on its case only when Finance marks it **Processed** or **Rejected**. Do not mark it yourself.

If Finance was not told (for example you did not approve it), press  **Notify** on the row. It asks for the pay-back details first if they are missing.

Step 6 — Fix a request

Press  **Pay-back** to open the request. Change what is wrong and press **Save**. Details that no longer apply (for example bank details after you switch to PayNow) are cleared for you. Use ✕ only for a request raised by mistake.

Checks and tips

Key how to pay back at the start. Approval is blocked until it is keyed, so an incomplete request just waits.

Check the number. For PayNow, read the mobile or UEN twice and key the name of the person receiving. A wrong number sends the money to someone else.

Never key a full card number. For a card refund, choose the card option and key only the last 4 digits, if you know them. Finance reverses it on the terminal.

One request per payment. Check the queue first, so the same refund is not raised twice.

Wrong company? Choose the wrong-entity type, not Refund, so Finance can move the money between the companies.