

Return an Order from a Users Account

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Tip: Returns issued at checkout are lost revenue for the organization and impact the funds raised. Have one person designated to handle authorizing any returns.

Org, Campaign and Volunteer admins can return Items from a user's account at checkout either prior to or post-payment received.

Note: To return a ticket purchase, visit [Return a Ticket Order](#).

Watch a Video

From Checkout

Return Items won or purchased from a user's cart while reviewing their orders from Checkout if needed. [Ticket purchases](#) must be removed from the Admin Navigation, select Tickets > Ticket Orders.

Return an item from the **Checkout** page. Items can be removed before or after payment.

Return item before payment

1. From the **Admin Navigation**, select **Users > Checkout**
2. Locate the user.
3. Click **Begin Checkout**.
4. Locate the item.
5. Click the blue **Return Item**.

Cart	
#1 Free Tuition for a Year (x3) Answer:	\$250.00
Edit Answer Return Item	

6. Click **Return**.

Return item after payment

Applicable for items paid by credit card.

1. From the **Admin Navigation**, select **Users > Checkout**
2. Locate the user.
3. Click **Begin Checkout** or **View Order History**.
4. Locate the item.

5. Click the blue Return.

#501 DONATE ITEM

\$25.00

Return

6. Select from the available options to complete the return.



Return Item

The following item will be removed:

#581 Kirsten Primozic

#501 DONATE ITEM

\$25.00

Donation Item

How would you like to apply the funds?

- Refund to MC [REDACTED]
- Apply as Donation
- Leave as credit

Cancel

Return

Return Options

Decide what you would like to do with the payment before returning the item.

Leave as Credit

Item is returned. Payments remain on the user's account to apply to future purchases.

Refund to Card

Item is returned. The payment is fully refunded to the card used for the item payment.

Apply as Donation

Item is returned. The full payment is added to a Donate Item and added to the user's account.

Note: Returning a silent item from a user's account will automatically alert the next highest bidder that they are now the winning bidder due to a deleted bid for the item.

If item was returned via Items or Items Management Page, visit [Issue a Refund to a User](#).
