

Issue a Refund to a User

Last Modified on 06/12/2025 3:12 pm EDT

Organization, campaign, and volunteer admins can issue refunds for users who purchased an item or made a donation on the campaign post-payment.

IMPORTANT: Refunds generally appear on the purchaser's card statement within 5 to 7 business days.

Please note that **credit card processing fees are not reimbursed to the organization during a refund**. However, if the purchaser chose to cover these fees at the time of purchase, the refund will include the full purchase amount plus the fees paid.

Refund from User Checkout

Remove Items won or purchased from a user's cart while reviewing their orders from **Checkout** if needed. Review how to **Remove an Item from a Supporter's Account**.

Credit Card Payment

1. From the **AdminNavigation**, select **Checkout and Payments > Checkout**.
2. Click **Search By Status**.
3. Click **Refund Required**.
4. Locate the user and click **View Order History**.
5. Locate the Order that shows an **Amount to Refund**.
6. Select **Request Refund** if the payment was made by a credit card.

Previous Orders	
Mcguire, Anne 01-23-20	Amount To Refund \$100.00
Payments	
VISA PayNow OnFile <input type="checkbox"/> Request Refund	\$100.00

7. Type in the **Amount to Refund**.
 - Enter only the value of the item/donation. Fees will automatically be calculated and returned based on the amount entered, and do not need to be included in the return amount.

Edit Payment

Credit Card

Enter the amount of the item(s) and ticketing fee being returned. The credit card fee will automatically be calculated and refunded.



MC **2513 Exp: 09/24
kjr kll

Net Amount 100

Refund Amount

New Balance Owed 0.00

[Cancel](#) [Issue Refund](#)

8. Click **Issue Refund**.
9. A \$0 balance to be paid will reflect in the cart.

Note: View refunds from **Reports > Payments**. Select **Credit**. Search **Refund** in the **Reversals** column of your **Batch Report**.

Non-Credit Card Payment

1. From the **Admin Navigation**, select **Checkout & Payments > Checkout**.
2. Click **Search By Status**.
3. Click **Refund Required**.
4. Locate the user and click **View Order History**.
5. Locate the **Order** that shows an **Amount to Refund**.
6. Click **Edit** next to the payment type.

McGuire, Claire

12-10-19

Amount To Refund **\$100.00**

Payments

Cash [Edit](#)

\$100.00

7. Confirm the **Amount to Refund**.
8. Click **Delete** and **Confirm**.
9. A \$0 balance to be paid will reflect in the cart.

TIP: Visit **Order for a Users Account** or **Return a Ticket Order** for those specific returns.