

Issue a Refund to a User

Last Modified on 03/26/2025 4:51 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: Typically, a refund will reflect on the purchaser's card statement within 5 - 7 banking days. Credit card fees are not returned to the organization during a refund; however, when the purchaser opts to pay the credit card fees, those fees will be refunded for the full purchase price + fees to the user.

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 [REDACTED]	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.

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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 <input type="button" value="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.