Issue a Refund to a User

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.**
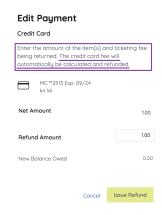
From User Checkout

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.

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.

8. Click **Issue Refund.**

9. A $0 balance to be paid will reflect in the cart.

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.