

Issue a Refund to a User

Last Modified on 05/02/2024 9:34 am EDT

Org, campaign, and volunteer admins can issue refunds to users who purchased an item on the campaign that was returned post payment.

Visit Return an **Order for a Users Account** for the steps to return the item before issuing the refund.

Note: To return and or reimburse a ticket purchase, visit **Return a Ticket Order**.

From 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**.

Ticket purchases must be removed from the **Tickets > Ticket Orders** and refunded during the return.

Credit Card Payment

1. From the **Admin Navigation**, 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"/>	<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.



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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**.

Tip: Typically, the refund will reflect on the purchaser's card statement within 5 - 7 banking days. Credit cards fees are not returned to the organization, however when the purchaser opts to pay the fees, they will be refunded for the full purchase price + fees.

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.