Issue a Refund to a User

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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.

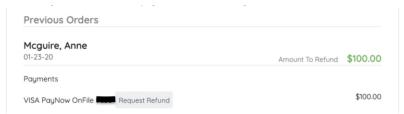
From Checkout

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**.

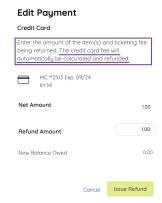
Ticket purchases must be removed from the **Tickets** > **Ticket Orders** and refunded during the return.

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.



- 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.



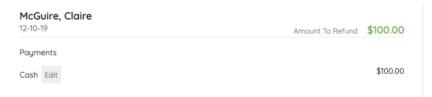
- 8. Click Issue Refund.
- 9. A \$0 balance to be paid will reflect in the cart.

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.



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