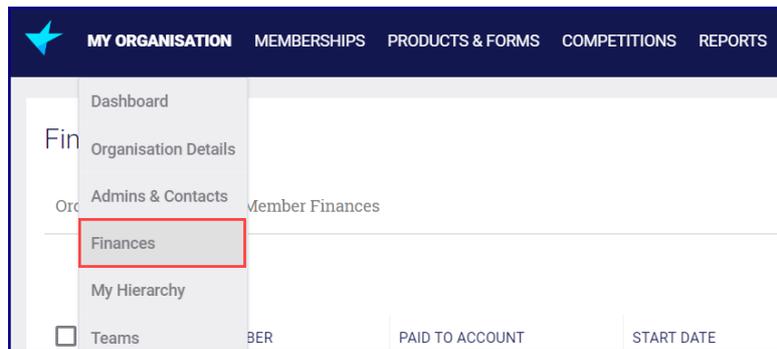




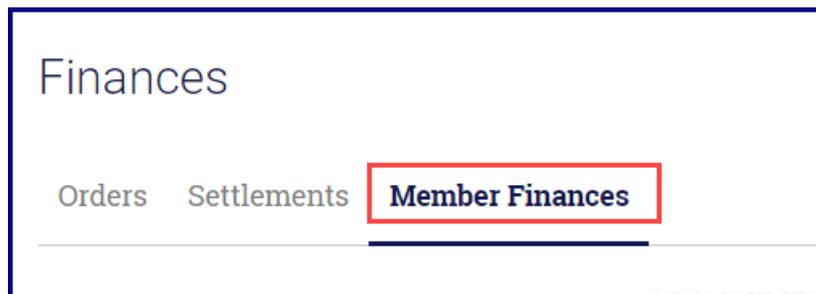
How do I refund an order?

Last Modified on 07/10/2019 3:30 pm AEDT

Hover over **My Organisation** and select **Finances**.



Select the **Orders** tab.



Click on the order number you wish to refund. This will open the order.

A screenshot of the 'Orders' table in the 'Member Finances' section. The table has columns: DATE, ORDER DETAILS, ORDER NUMBER, AMOUNT, and STATUS. The first row has an order number '203392' highlighted with a red box. The second row has an order number '203390'. There is a search bar and an 'Email Members' button above the table.

	DATE	ORDER DETAILS	ORDER NUMBER	AMOUNT	STATUS
<input type="checkbox"/>	27/06/2018 11:27 am	Cissy 0626 A Gao 0626 A	203392	47.00	Paid
<input type="checkbox"/>	27/06/2018 11:11 am	Cissy 0626 A Gao 0626 A	203390	47.00	Paid

NOTE: an order must have a status of Paid to be refunded.

NOTE: refunds can only be done if the order was placed in the past 30 days or the number of days set in the straight refund period.

Click **Issue Refund**. The Issue Refund button is only active if the order was placed in the past 30 days or the number of days set in the straight refund period.

To find out how to see the straight refund period, see [How can I tell what the straight refund period is?](#)

Order - 203392

Pay **Issue Refund** Save Cancel

Order Details Order Items Transactions

Orderer Details

First Name
Cissy 0626 A

Last Name
Gao 0626 A

Phone

Addresses

Shipping Address

Billing Address

A popup opens asking you to confirm if you want to proceed with the refund. Click **Yes**.

Issue Refund

Are you sure you want to refund this order?

Yes No

Issue Refund

You can do a full or partial refund. Select the option from the drop down.

ITEMS	PRICE	REFUND AMOUNT	CANCEL MEMBERSHIP
<input type="checkbox"/> Cissy 0627 E Gao 0627 E AUD 1 - national product AUD 1 - state product AUD 45 - Club jumper	AUD 47	Full Refund Partial Refund Full Refund	YES

If you select **Partial Refund**, a field will appear next to the Partial Refund box. Enter the amount you want to refund.

ITEMS	PRICE	REFUND AMOUNT	CANCEL MEMBERSHIP
<input checked="" type="checkbox"/> Cissy 0627 E Gao 0627 E AUD 1 - national product AUD 1 - state product AUD 45 - Club jumper	AUD 47	Partial Refund 30	YES

If you select **Full Refund**, the full amount of the order will be refunded.

If you also want to cancel the member's membership, select **YES** from the drop down, otherwise, select **NO**.

NOTE: if the member has no other active memberships after the cancellation, their member record will also be inactive.

Please select items to refund			
ITEMS	PRICE	REFUND AMOUNT	CANCEL MEMBERSHIP
<input checked="" type="checkbox"/> Cissy 0627 E Gao 0627 E AUD 1 - national product AUD 1 - state product AUD 45 - Club jumper	AUD 47	Partial Refund <input type="text" value="30"/>	YES <input type="text" value="YES"/>

You can enter a reason for refund. This will appear on the Order details page.

Please select items to refund			
ITEMS	PRICE	REFUND AMOUNT	CANCEL MEMBERSHIP
<input checked="" type="checkbox"/> Cissy 0627 E Gao 0627 E AUD 1 - national product AUD 1 - state product AUD 45 - Club jumper	AUD 47	Partial Refund <input type="text" value="30"/>	YES <input type="text" value="YES"/>

Refund reason

If the details are correct, click **Confirm**.

Issue Refund			
Order ID	203392		
Amount	AUD 47		
Purchased by	Cissy 0626 A Gao 0626 A		
Purchased date	27 Jun 2018 - 01:27 am		
Please select items to refund			
ITEMS	PRICE	REFUND AMOUNT	CANCEL MEMBERSHIP
<input checked="" type="checkbox"/> Cissy 0627 E Gao 0627 E AUD 1 - national product AUD 1 - state product AUD 45 - Club jumper	AUD 47	Partial Refund <input type="text" value="30"/>	YES <input type="text" value="YES"/>
Refund reason			
<input type="text" value="Moving interstate"/>			
			<input type="button" value="Cancel"/> <input checked="" type="button" value="Confirm"/>

Click Confirm & Issue Refund.

Confirm Refund

Cissy 0627 E Gao 0627 E Partial Refund AUD 30 of AUD 47 Cancel Membership

Back Confirm & Issue refund

You get a confirmation that the refund has been successful. Click Done.

Confirm Refund

Refund successfully

Refund Transaction ID rqw5k1rj

Refund Amount AUD 30

Date 28 Jun 2018 - 13:36 pm

Done

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If you selected **Yes to Cancel Membership**, the memberships associated with the refunded payment will appear as **inactive** on the **History** tab of the Member Details page.

Registrations					
Active History					
(2017/18 State) Junior Playing Senior	AUD 20.22	1/09/2017	31/08/2018		Inactive
national fees	AUD 5.00	5/03/2018	13/07/2018		Inactive
Club fees 2	AUD 51.45	12/03/2018	14/03/2019		Inactive
state product	AUD 1.00	1/02/2018	18/10/2018		Inactive
national product	AUD 1.00	1/02/2018	13/09/2018		Inactive
(2017/18 State) Junior Playing Senior	AUD 20.22	1/09/2017	19/04/2018		Inactive
Bendigo Fees	AUD 50.00	2/04/2018	19/04/2018		Inactive
Club fees 2	AUD 51.45	12/03/2018	19/04/2018		Inactive
national product	AUD 1.00	1/02/2018	19/04/2018		Inactive
(2017/18 State) Junior Playing Senior	AUD 20.22	1/09/2017	20/04/2018		Inactive

If the original order included fees from multiple organisations, the refund amount will be proportionately split between those organisations based on the amounts received by each organisation. The refund transaction will be included in the next settlement for each organisation as a negative amount.

Example: An order consisted of National fee of \$25, State fee of \$25 and Club fee of \$50 totaling \$100. If \$10 is refunded for that order (10%), \$2.5 will come off National Organisation's next settlement, \$2.5 will come off State Organisation's next settlement and \$5 will come off Club

Organisation's next settlement.

Related Articles
