



How do I refund or cancel an order?

Last Modified on 18/03/2022 12:40 am AEDT

Organisations have the ability to refund the whole amount or a partial amount of an order.

1. Click arrow against **My Organisation**, and select **Finances**.
2. On the **Orders** tab, click **VIEW** against an order.

Finances

Orders Settlements

Email Member

All Sources Search Order Number 🔍 ⚙️

<input type="checkbox"/>	Date	Order Details	Order Number	Amount	Status	Source	Action(s)
<input type="checkbox"/>	March 31st 2021, 7:19 pm (AEDT)		815867	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 12:30 pm (AEDT)		815817	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:47 am (AEDT)		815765	\$ 50.00 AUD	Unpaid	Event Form	View
<input type="checkbox"/>	March 31st 2021, 1:16 am (AEDT)		815764	\$ 0.00 AUD	Paid	Event Form	View
<input type="checkbox"/>	March 30th 2021, 7:22 pm (AEDT)		815737	\$ 50.00 AUD	Unpaid	Event Form	View

NOTE:

- Refunds can only be issued for products purchased from your organisation. If the order contains products from another organisation in the hierarchy, those organisations will need to process the refund for those particular products that are part of the order
- You can cancel and refund an order at the same time
- **Refund Period** will determine if an order can be refunded
- Refunds can only be processed for those orders that have been **Paid**

3. On the order details page, click the **REFUND OR CANCEL ORDER** button.

← Back Refund or Cancel Order Send Invoice

Order - 782594

Order Details | Order Items | Transactions

Orderer Details

Login Account Email

Order Details

Amount \$12.22 AUD

Date April 15th 2021, 12:36 pm (AEST)

Status Paid

4. A pop up box will appear asking you to select the relevant product/s you want to **REFUND**.

- You can only refund a product from your organisation, if you need to refund a higher level product you will need to contact the organisation
- You will notice there is a **FUNDS AVAILABLE** view - you can only refund if you have funds available. If you have no funds available this will display **INSUFFICIENT FUNDS** and you will need to refund after you receive your next settlement.

Issue Refund/Cancel Order ✕

Paid test test - April 15th 2021, 12:36 pm (AEST) Order: 782594 Order amount: \$12.22 AUD

Items to Refund/Cancel

Refund	Cancel	Items	Member	Item Number	Price	Organisation	Funds
<input type="checkbox"/>	<input type="checkbox"/>	Copy of cp tt	Hope Mikaleson	1023434	\$12.00 AUD	Baseball Australia	✔ Funds Available

Refund/Cancel reason

Cancel Continue

5. Tick the item/s that the member needs refunded, then click Continue.

Cancel Membership

A Membership Product can be cancelled (with or without a refund). Select the **CANCEL** checkbox to process a cancellation of the Product which will alter the Membership end date related to that product for that Member

Issue Refund/Cancel Order

Paid test test - April 15th 2021, 12:36 pm (AEST) Order: 782594 Order amount: \$ 12.22 AUD

Items to Refund/Cancel

Refund	Cancel	Items	Member	Item Number	Price	Organisation	Funds
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Copy of cp tt	Hope Mikaleson	1023434	\$ 12.00 AUD	Baseball Australia	Funds Available

Refund/Cancel reason

6. In the **REFUND AMOUNT** column input the amount needing to be refunded of this order. This column automatically defaults to the total price of the order. If you need to partially refund then make sure you adjust this to suit.

You can refund a full amount and a partial amount at the same time or just one or the other.

In the below example the refund will be for the **Total amount of Product 1** and then a **Partial Refund amount of Product 2**

Confirm Refund/Cancel

Paid Bendigo Admin - March 30th 2021, 2:11 pm (AEDT) Order: 782421 Order amo

Items to Refund/Cancel

Refund	Cancel	Items	Member	Item Number	Price	Refundable Amount	Refund Amount	Organisation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	JC \$100	JC Event	1023126	\$ 100.00 AUD	\$ 100.00 AUD	\$ 100	Hockey Australia
<input checked="" type="checkbox"/>	<input type="checkbox"/>	JC \$50	JC Event	1023125	\$ 50.00 AUD	\$ 50.00 AUD	\$ 25	Hockey Australia

7. A confirmation page will display (information will be greyed out) so you can check all details of the refund are correct . Once happy, click **Confirm and Issue Refund**.

Confirm Refund/Cancel



Paid Bendigo Admin - March 30th 2021, 2:11 pm (AEDT)

Order: 782421

Order amount: \$ 154.32 AUD

Items to Refund/Cancel

Refund	Cancel	Items	Member	Item Number	Price	Refundable Amount	Refund Amount	Organisation	Rem. Balance
<input checked="" type="checkbox"/>	<input type="checkbox"/>	JC \$100	JC Event	1023126	\$ 100.00 AUD	\$ 100.00 AUD	\$ 100	Hockey Australia	\$ 46,653.88 AUD
<input checked="" type="checkbox"/>	<input type="checkbox"/>	JC \$50	JC Event	1023125	\$ 50.00 AUD	\$ 50.00 AUD	\$ 25	Hockey Australia	\$ 46,653.88 AUD

Refund/Cancel reason

Back

Confirm & Issue Refund

8. A successful refund page will then appear, confirming the refund has been completed.

Refund

Success
The refund order has been voided has been made successfully

Refund Transaction ID: 763703
Refund Amount: \$ 12.00 AUD
Date: April 16th 2021, 9:11 am (AEST)

Done

9. Select **Done**, and this will take you to the order details page, in which this will now reflect as refunded or partial refund.

The member will also receive an email with this refund summary.

← Back

Order - 782594

Order Details | Order Items | Transactions

Orderer Details

Login Account Email: [blurred]

Order Details

Amount: \$ 12.22 AUD
Date: April 15th 2021, 12:36 pm (AEST)
Status: **Refunded**

NOTE: the funds will be received into the members account within 3-5 business days after refunding.

Related Articles
