

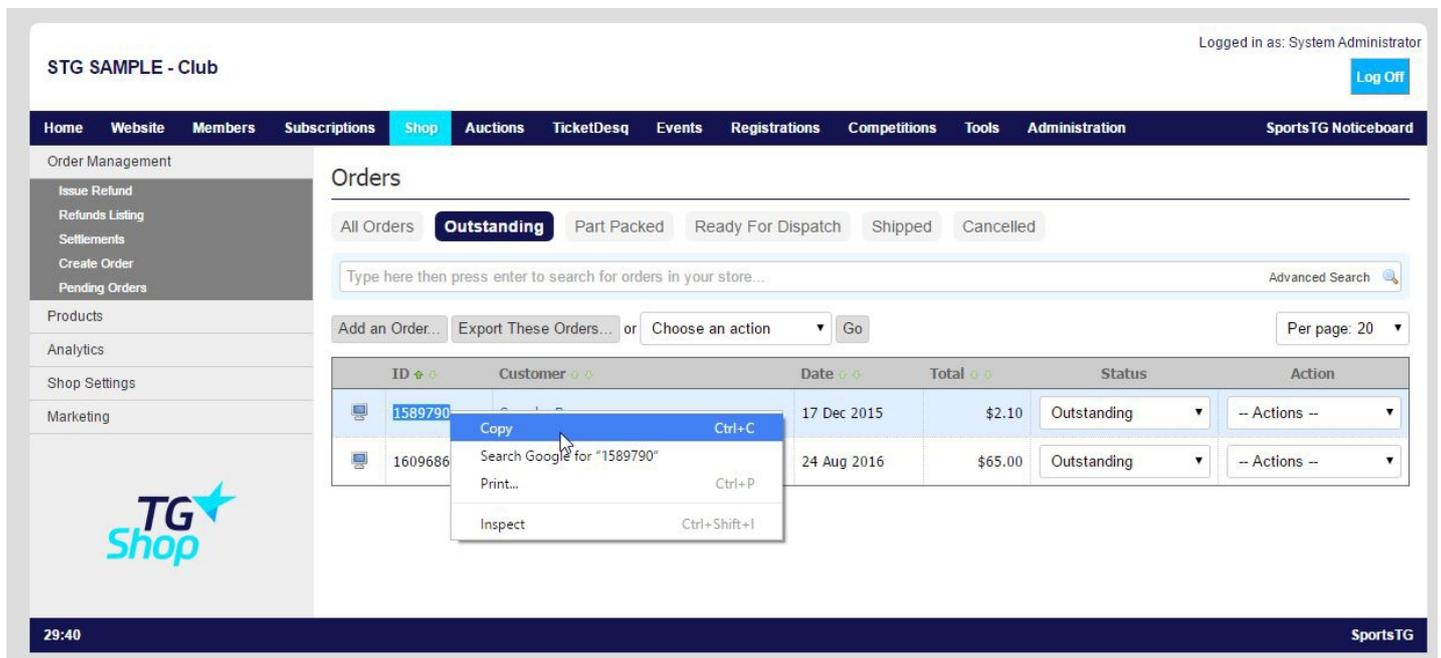
Processing a Refund

Last Modified on 22/09/2016 3:59 pm AEST

Quick Steps: Shop > Order Management > Issue Refund

There are two ways that you can process a refund for a shop order. This can either be done by fully or partly refunding an order by Order Number, or by refunding a cancelled order.

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.
2. Find the Order that you wish to refund from the Orders listing, and copy the **Order ID**.



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Home Website Members Subscriptions **Shop** Auctions TicketDesq Events Registrations Competitions Tools Administration SportsTG Noticeboard

Order Management

- Issue Refund
- Refunds Listing
- Settlements
- Create Order
- Pending Orders

Products

Analytics

Shop Settings

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Orders

All Orders **Outstanding** Part Packed Ready For Dispatch Shipped Cancelled

Type here then press enter to search for orders in your store... Advanced Search

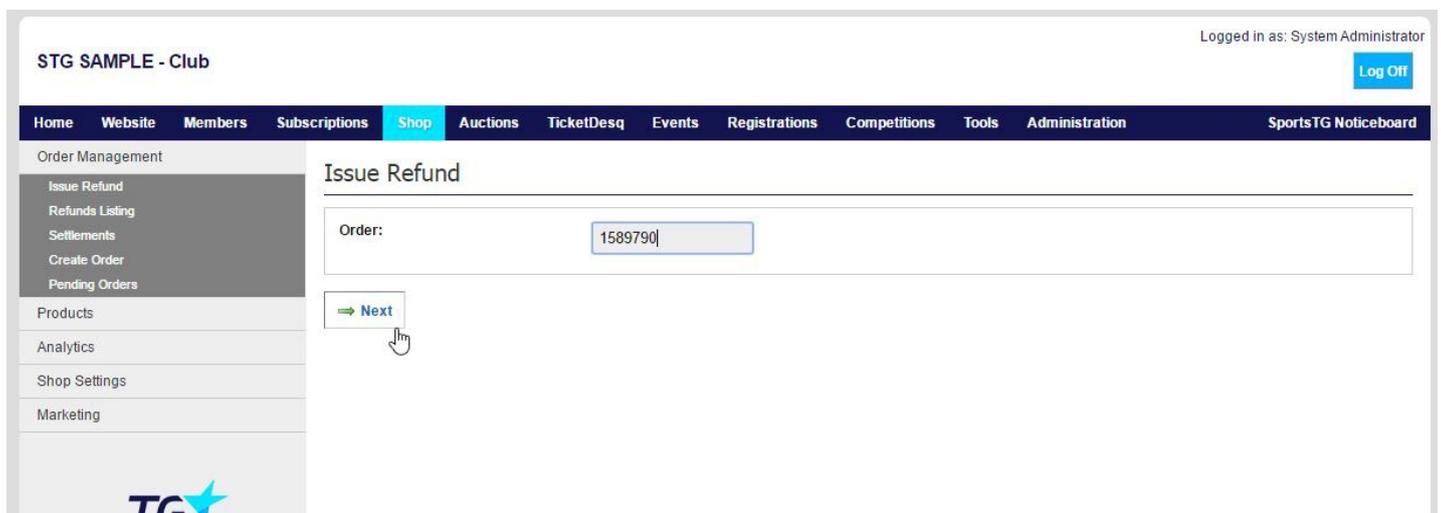
Add an Order... Export These Orders... or Choose an action Go Per page: 20

ID	Customer	Date	Total	Status	Action
1589790		17 Dec 2015	\$2.10	Outstanding	-- Actions --
1609686		24 Aug 2016	\$65.00	Outstanding	-- Actions --

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3. Select **Issue Refund** from the expanded left menu.

4. Input the Order ID and click **Next**.



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Issue Refund

Order:

Next

TG

5. Complete any relevant Comments, input your Initials and determine the Refund Amount.

Issue Refund

Name:	Barry Sample
Address:	FSP
Suburb:	FSP
State:	NSW
Postcode:	2071
Country:	Australia
Email:	bsample@sample.com.au
Receipt Number:	6mjrp8
Authorisation Code:	
Internal Comments:	<input type="text"/>
External Comments:	<input type="text"/>
Initials:	<input type="text"/>
Refund Amount:	<input type="text" value="2.10"/>



SportsTG

The Refund Amount can be any amount from \$0.01 to the total amount of the transaction.

6. Click **Next** and then **Process Refund**.

Note: This refund process can be used on any order regardless of the status of the order so that you can make partial refunds for customers if required.

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