Refund

Last Modified on 06/28/2022 3:29 pm PDT

Go to **Transactions** and then select the filter icon to identify the transaction to refund.

Sale transactions can be refunded via our Payment Gateway and within Merchant Manager. Refunds can be performed on a transaction with a status of *Settled* or *Deposit Sent* and used when a transaction, for any reason, is a duplicate. Transactions can be fully refunded or partially up to the original transaction amount. Transactions can be refunded for up to 365 days after the original transaction. If your transaction has not been settled yet, you will have the option to void the transaction.

> *NOTE: You cannot refund transactions that have an associated dispute.*

To perform a full refund:

1. Locate, identify and select the transaction. You may need to expand the date range when searching.
2. View the Transaction Detail for the transaction and the Actions section on the right.
3. Select *Refund* and view the refund amount.
4. Click on *Refund*, and you will confirm the request to process a refund by selecting *Refund Transaction*. A refund transaction is created. The refund will be processed in the next settlement window.

To perform a partial refund:

1. Locate, identify and select the transaction. You may need to expand the date range when searching.
2. View the Transaction Detail for the transaction and the Actions section on the right.
3. Select *Refund* and enter the amount to refund.
4. Click on *Refund*, and you will confirm the request to process a refund by selecting *Refund Transaction*. A refund transaction is created. The refund will be processed in the next settlement window.