

Refunding a Cancelled Order

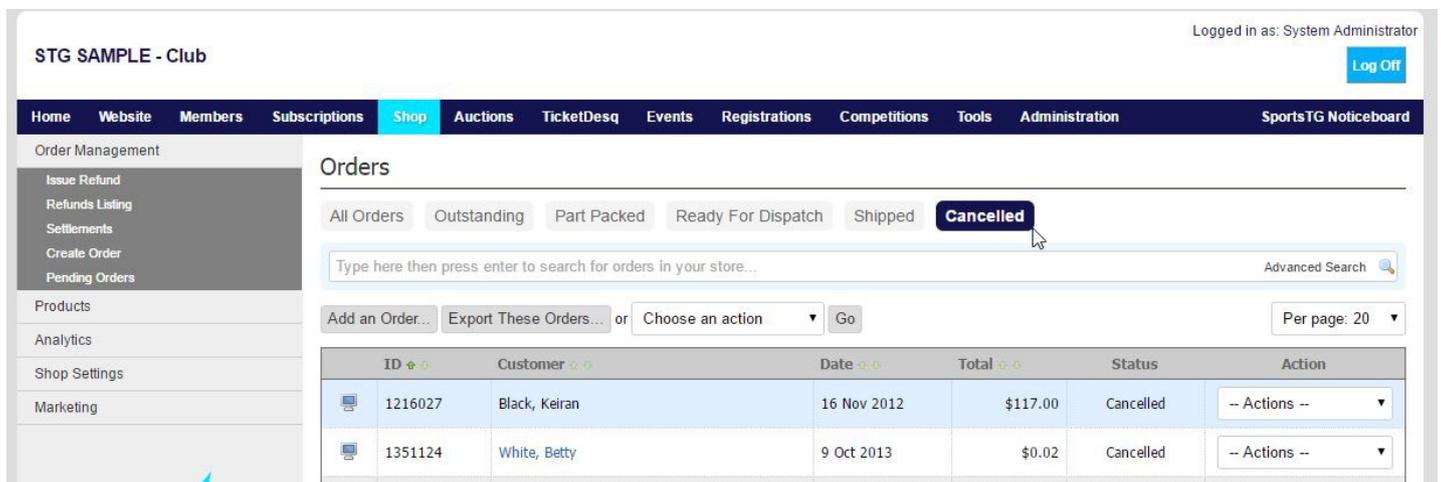
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Quick Steps: Shop > Order Management > Cancelled > Actions > Refund Order

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. (See also: [Processing a Refund](#))

1. Within the Management Console, select **Shop** from the top menu, then **Order Management** from the left menu.

2. Go to the **Cancelled** orders listing.

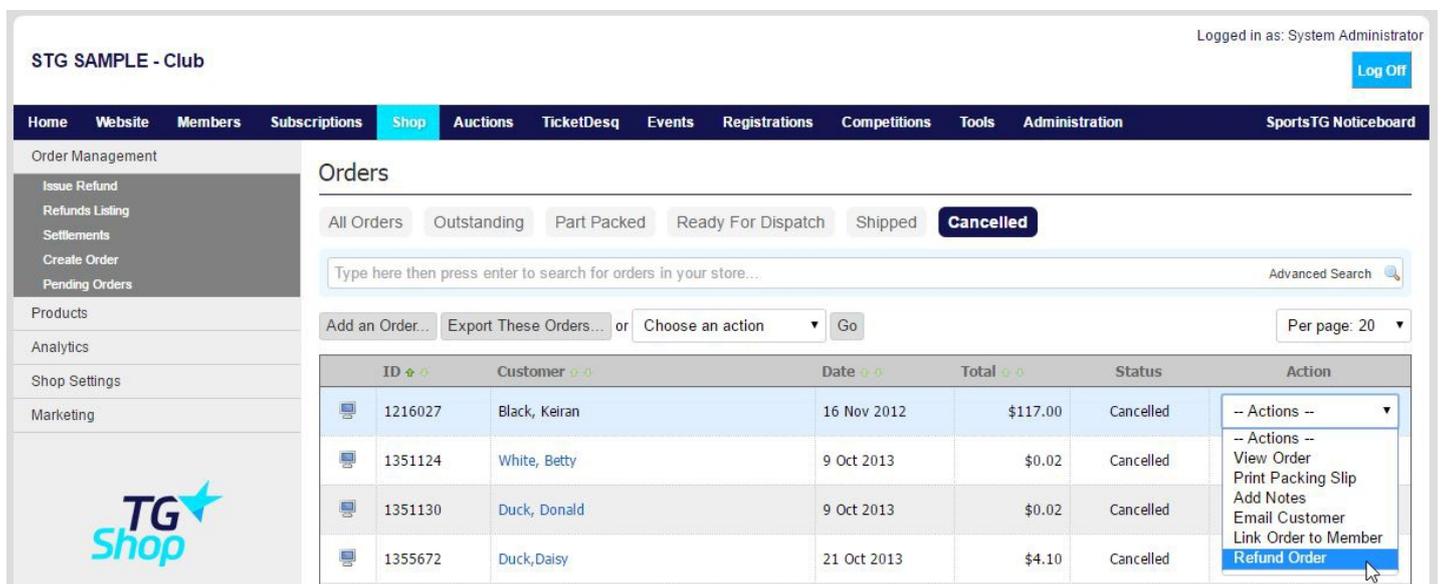


The screenshot shows the 'STG SAMPLE - Club' management console. The user is logged in as 'System Administrator'. The top navigation bar includes 'Home', 'Website', 'Members', 'Subscriptions', 'Shop', 'Auctions', 'TicketDesq', 'Events', 'Registrations', 'Competitions', 'Tools', 'Administration', and 'SportsTG Noticeboard'. The left sidebar shows 'Order Management' with options like 'Issue Refund', 'Refunds Listing', 'Settlements', 'Create Order', and 'Pending Orders'. The main content area is titled 'Orders' and has tabs for 'All Orders', 'Outstanding', 'Part Packed', 'Ready For Dispatch', 'Shipped', and 'Cancelled'. A search bar is present with the text 'Type here then press enter to search for orders in your store...'. Below the search bar are buttons for 'Add an Order...', 'Export These Orders...', and 'Choose an action'. A table lists orders with columns for ID, Customer, Date, Total, Status, and Action. The table shows two cancelled orders: one for 'Black, Keiran' with a total of \$117.00 and another for 'White, Betty' with a total of \$0.02.

ID	Customer	Date	Total	Status	Action
1216027	Black, Keiran	16 Nov 2012	\$117.00	Cancelled	-- Actions --
1351124	White, Betty	9 Oct 2013	\$0.02	Cancelled	-- Actions --

3. Find the order that you wish to refund.

4. Click on the **Actions** dropdown, then **Refund Order**



This screenshot is similar to the previous one but shows the 'Actions' dropdown menu open for the first order (ID 1216027). The dropdown menu includes options like 'View Order', 'Print Packing Slip', 'Add Notes', 'Email Customer', 'Link Order to Member', and 'Refund Order'. The 'Refund Order' option is highlighted by the mouse cursor.

ID	Customer	Date	Total	Status	Action
1216027	Black, Keiran	16 Nov 2012	\$117.00	Cancelled	-- Actions --
1351124	White, Betty	9 Oct 2013	\$0.02	Cancelled	-- Actions --
1351130	Duck, Donald	9 Oct 2013	\$0.02	Cancelled	-- Actions --
1355672	Duck, Daisy	21 Oct 2013	\$4.10	Cancelled	-- Actions --

5. Complete any relevant Comments, input your Initials and determine the Refund Amount. The Refund Amount can be any amount from \$0.01 to the total amount of the transaction.

STG SAMPLE - Club Logged in as: System Administrator [Log Off](#)

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

Marketing

TG Shop

Refund Order

Name: Keiran Keiran
Email Address: keiran@black.com
Receipt Number: V19R3D23FC8E
Authorisation Code: 003152

Internal Comments
Incorrect Purchase

External Comments
Refund for Order Number: 1216027

Initials:
SA

Refund Amount:
117.00

Status	Action
00 Cancelled	Refund Order
02 Cancelled	-- Actions --
02 Cancelled	-- Actions --
10 Cancelled	-- Actions --
01 Cancelled	-- Actions --
00 Cancelled	-- Actions --

6. Click **Refund Order** to process the refund.

Note: The refund amount can be any amount between \$0.01 to the total amount of the payment enabling the administrator to charge a cancellation fee or only partly refund the customer.

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