



Refunding via Authorize.net

Is your gateway Authorize.net? Do you have Transactions Details API turned on inside your Authorize.net account?

Quick tip: If you have Authorize.net Reports listed in your Financial Reports section, the answer is probably yes.

Important: If you are absorbing fees and using the split transaction process where you only receive net income, this refund method, unfortunately, does not apply to you.

If so, refunds issued from our system for cancellations on items that were paid by credit card can be automatically sent for processing through the Authorize.net gateway.

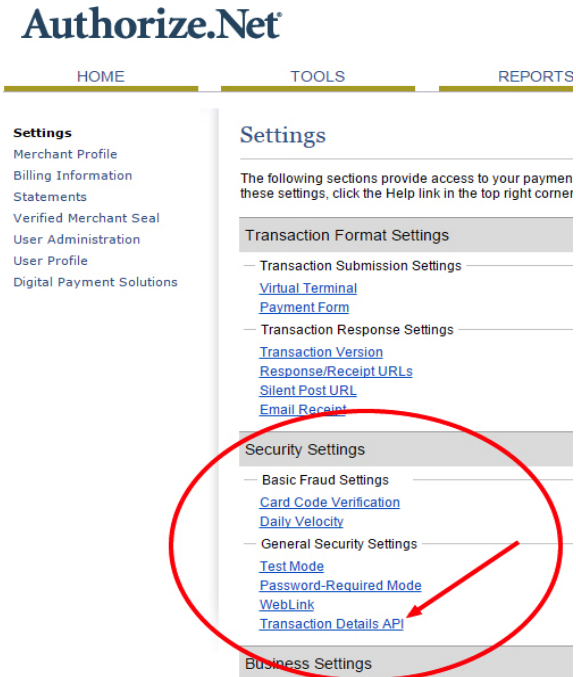
1. Cancel an Item

Start by cancelling the item in need of a refund from:

- Inside of an account
 - Registrations tab
 - Memberships tab
 - Point of Sale tab
 - Reservations tab
- Return Deposit link on a reservation
- Refund Invoice link inside facility portal
(where card scanning and POS purchasing is done)

When cancelling an item from within an account tab or returning a deposit from a reservation, you will be presented with a Credit or Refund choice.

2. Choose Refund to see the following option:



Reason for Cancellation

☐ Issue Credit: will apply a credit to the household account and proceed to the Printable Receipt page.

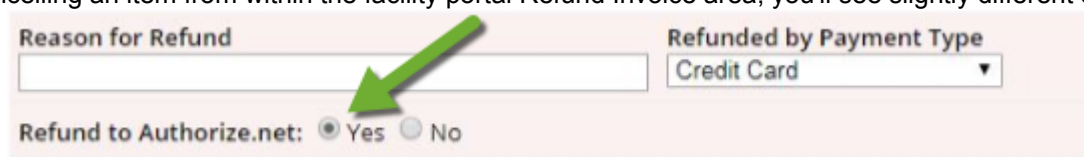
☒ Issue Refund: will refund the fee(s) in the software, and proceed to the Printable Receipt page. Important: Follow the normal steps for actually refunding fees.

Refunded by Payment Type
Refund type indicates how you intend to issue the refund.
Credit Card

Refund to Authorize.net: ☒ Yes ☐ No
Available from day after transaction processed to 120 days after.

Refunds for Credit Card payments will be submitted to Authorize.net. Refunds for Non-Credit Card payments must be manually issued via check or through the gateway.

When cancelling an item from within the facility portal Refund Invoice area, you'll see slightly different options.



Reason for Refund

Refunded by Payment Type
Credit Card

Refund to Authorize.net: ☒ Yes ☐ No



3. Choose Refund to Authorize.net

 to send the refund to be processed by your gateway.

You will receive a message if the refund was not successful or, more likely, a thank you page where you can print out the receipt for the refund.

Thank you

Canceled Reservation Information

1. Click the "Print Receipt" button for a copy of your receipt

Print Receipt

Credit Card Refunds

| Invoice | Transaction | Item Name | Dates | Member Name | Payment | Refund |
|---------|-------------|-----------------------------|-------------------------|---------------|-------------------------|-------------------------|
| 824621 | 1606609 | Softball league (Ticket #0) | 06/20/2018 - 05/29/2019 | Hannah Bearup | \$2,500.00 (06/18/2018) | \$2,500.00 (07/02/2018) |

Refund Status: Successful; Trans ID: 60105340104

• Click on the Invoice # to view the details of that Invoice

What Next?

If your refund was successful and there were no non-credit card payments to return, you're all set!

Additional Tips

- Cancellation fees are taken out of refunds, starting with any non-credit card payments.
- On cancellation invoices (the pink-orange ones), you'll be able to see your refund as normal.
- On registration invoices (blue ones), you can see details from Authorize.net about the refund.
- Whether a refund was done via Authorize.net, check, or another method, it will appear the same way in your financial reports (see Refunds section of Income Summary Report).
- Your refund will also be in Authorize.net reports as unsettled the day you process it and settled from the following day on (settled date is generally a day later than process date).
- **Remember:** *Non-credit card parts of the payment (ex. cash) will still need to be refunded another way.*

Some Restrictions Apply

- Convenience fees cannot be refunded.
- Refunds can only be issued for credit card payments that were done before the day you issue the refund and not longer than 120 days ago.
- If the payment was done today, it's not yet settled. You would need to void the transaction in both our system and Authorize.net manually. The good news is – it will never hit the credit card.
- If the payment was done over 120 days ago, you may need to contact Authorize.net to ask for a refund to be applied.

Please contact 1-866-466-9732 with questions, training, or help with setup.