Refunds

This document will cover how to issue a refund through the Management Portal.

How long does the refund process take?

Once a refund has been issued, it will go back to the original card used during the purchase within 2-3 business days.

Can an order be marked as refunded without it going back to the card, like refunding via check?

After marking the line item for refund, change the amount to $0.00 and it will be flagged as refunded without the funds being returned back to the card that was used by the purchaser.

Can I issue more than one refund on a product?

Once a refund has been processed, the system does not allow another refund and the funds will need to be returned via other means such as issuing a check to the purchaser.

How will a refund affect my OSP deposit?

Depending on when the refund is completed, it will affect your deposit differently. Payment periods are broken down twice a month based on sale dates and refunds will affect them as follows:

- Refunds completed within the same payment period as the order will be subtracted on the same deposit.
    - Example:
        - Payment Date: 08/10/2021
        - Refund Date: 08/13/2021
    - Deposit Date with Subtracted Refund Amount: 08/16/2021

- Refunds completed outside of the payment period, will be subtracted from the next positive deposit. This is referred to as Refund Withholding..
    - Example:
        - Payment Date: 08/10/2021
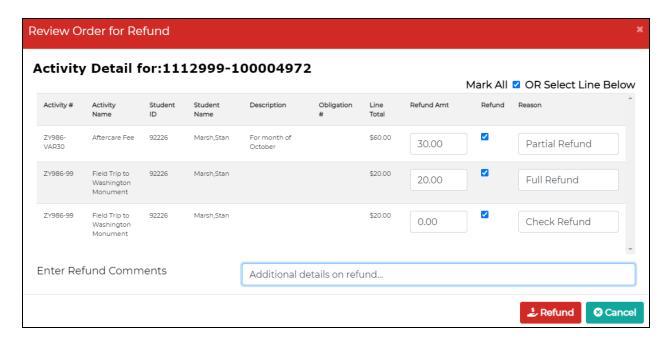   - Refund Date: 09/26/2021
    - Deposit Date with Subtracted Refund Amount: 10/1/2021

How do I process a refund?

1. Navigate to the Refund page

   Transactions >> Refund Transactions

2. Search by
     a. Order Number
     b. Activity/Product Number
3. Click search to find the transaction.
4. Select the Refund detail button to open the order's line items.
5. Select either the Mark All checkmark box to return all items or select the individual box for item(s) to refund individual line items.
     a. To do a partial refund, type in the Refund Amount desired
     b. To do a full refund, ensure auto filled Refund Amount matches the Line Total
     c. To issue a refund via check, type in $0.00
     d. Refund Reason/Comment - It is recommended to input a Refund Reason/Comment with any additional details regarding the refund.
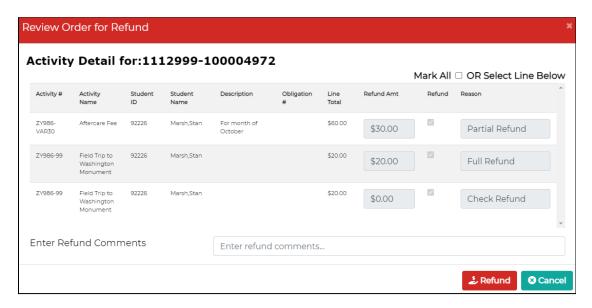

Example of filled in Refund

Before clicking refund, ensure that the refund amounts are correct. Once a refund has been processed , it cannot be canceled.

6. Click **Refund**

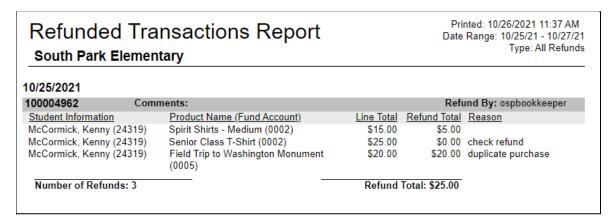7. A message that the order has been refunded and returned will generate.

8. Click **Close**

9. Select the **Refund** button again to see the updated Refund Totals and Refunded Line Items. The lines that were refunded will now be greyed out to prevent additional refunds from being processed.

Example of successfully refunded order

To View Refunded Transactions on a report, navigate to **Transactions >> Additional Reports** and select the report group **Reversed Transaction Reports** and view the **Refunded Transactions** report. This report shows you what refunds have occurred within the selected date range.

Example of Refunded Transactions Report