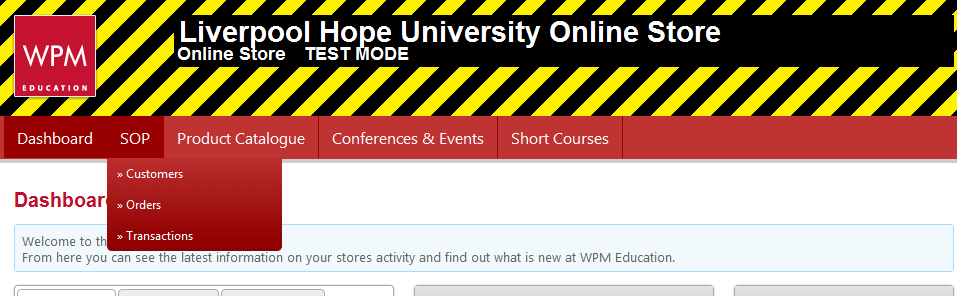
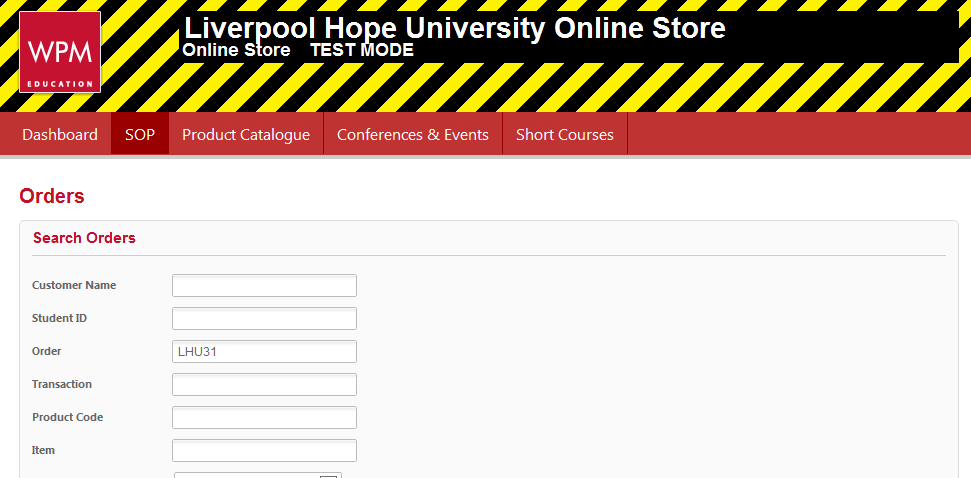
Refunds

To make a refund, the order must be located in the SOP, and the order details screen displayed.

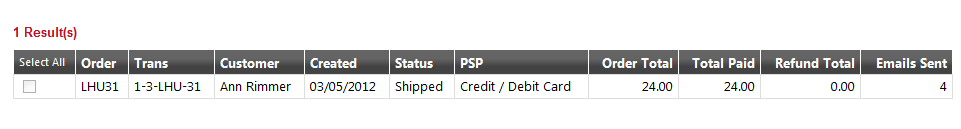
* **Go to SOP**
* **Go to Orders**



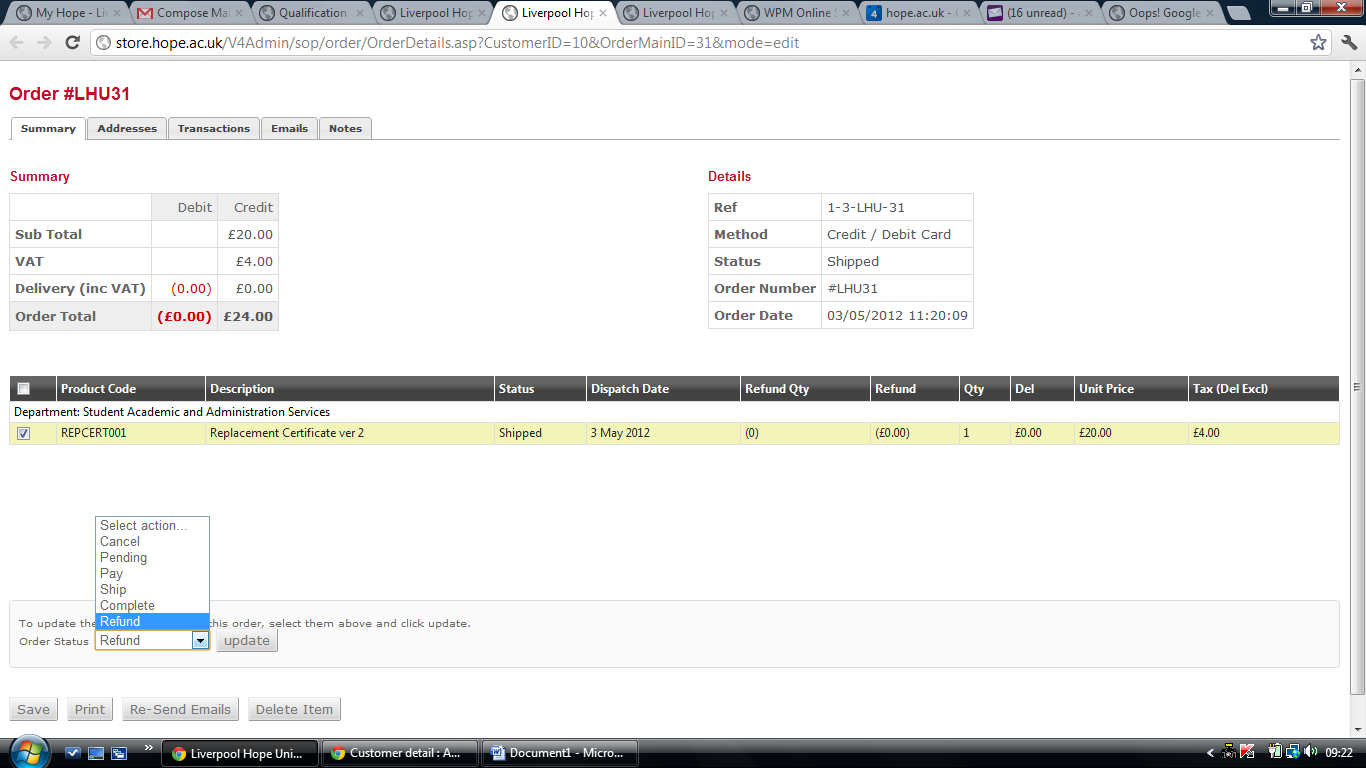
* **Type in Order Number** ( Click search)



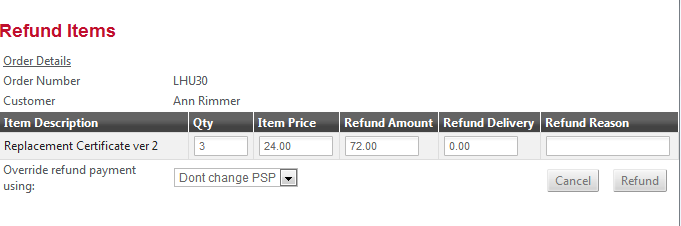
* **Double Click anywhere on the Order below**



Simply tick the items that need refunding, and then use the *Select Action*drop-down, choose *Refund*and click the *Update* button:



The *Refund Items* screen then allows you to set the amount (up to, but not greater than the item cost) and give a reason:



By default *Don't change PSP* is selected which means the payment will go back on the customer's card that made the original purchase.  There is also the possibility of overriding the payment using Cash/Cheque if needed.