

Refunding an Online Order

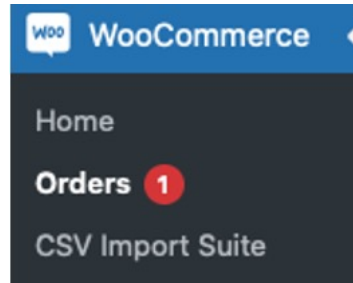
You refund an online customer via the website admin Orders details page within the Woocommerce Orders section

Note

If you are syncing your website shop with your in-house EPOS you will also need to run a refund within your in-house EPOS system to update your records after processing a refund to the customer payment card in your website admin as the EPOS system link does not process Refund details

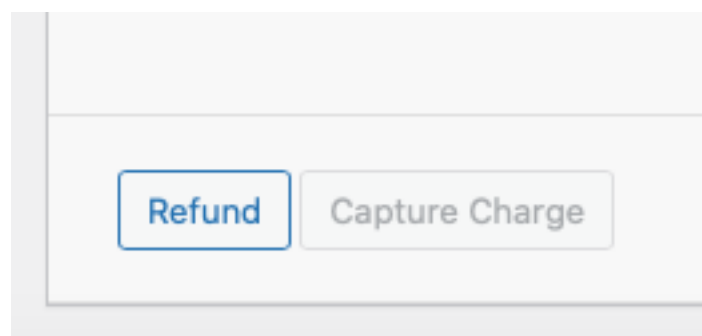
1. From the left-hand side bar select the Orders list page

Woocommerce > Orders



and then select the Order you wish to Refund

2. When the Order details page loads select the “Refund” button at the bottom left of the order details area



3. This will change the order details to show text boxes next to each item ordered and the shipping

4. You can enter a number in the Quantity box for each product you wish to refund and it will auto complete the amounts for each product and the refund total or you can enter the amounts manually if you are giving a part refund

Order #11 details

Payment via Credit Card ([nnCqh1LfProkLg7cmDQ3REfDXp9YY](#)). Paid on 8 August 2021 @ 13:46. Customer IP: 2a02:c7f:503a:8700:7d57:db0c:2b06:a3fe

General

Date created:

2021-08-08

 @

13

 :

46

Status:

Processing

Customer:

carl (#1 – carl@envision-marketing.co.uk)

Billing

Carl Grint

Email address:
carl@envision-marketing.co.uk

Phone:
[01603 123456](tel:01603123456)

Shipping

Carl Grint

Product	Cost	Qty	Total	Tax
PB29 Planer Blades 82mm (Pack 2) SKU: TREP29	£12.54	× 1 1	£12.54 12.54	£2.51 2.51
TCT Hinge Boring Bit 35mm x 65mm SKU: DEWDT4543QZ	£21.91	× 1 0	£21.91 0	£4.38 0
Skin Safety Cradle Skin Care Starter Kit SKU: SWASVC01SP	£73.65	× 1 0	£73.65 0	£14.73 0
UK (mainland) Items: PB29 Planer Blades 82mm (Pack 2) × 1, TCT Hinge Boring Bit 35mm x 65mm × 1, Skin Safety Cradle Skin Care Starter Kit × 1			£9.95 0	– 0

Amount already refunded: **–£0.00**

Total available to refund: **£139.67**

Refund amount:

15.05

Reason for refund (optional):

Cancel

Refund £15.05 manually

Refund £15.05 via Square

5. If Shipping has been charged you will need to enter the £ amount in the box next to it to add that to the running refund total

Product	Cost	Qty	Total	Tax
PB29 Planer Blades 82mm (Pack 2) SKU: TREP29	£12.54	× 1 1	£12.54 12.54	£2.51 2.51
TCT Hinge Boring Bit 35mm x 65mm SKU: DEWDT4543QZ	£21.91	× 1 1	£21.91 21.91	£4.38 4.38
Skin Safety Cradle Skin Care Starter Kit SKU: SWASVC01SP	£73.65	× 1 1	£73.65 73.65	£14.73 14.73
UK (mainland) Items: PB29 Planer Blades 82mm (Pack 2) × 1, TCT Hinge Boring Bit 35mm x 65mm × 1, Skin Safety Cradle Skin Care Starter Kit × 1			£9.95 9.95	- 0

Amount already refunded: -£0.00

Total available to refund: £139.67

Refund amount: 139.67

Reason for refund (optional): test order

Cancel

Refund £139.67 manually Refund £139.67 via Square

6. Once you are happy the full amount has been totalled up correctly select the “Refund £X via Square” button

7. It will ask if you are sure, selecting “ok” will action the refund to the customers payment card and the customer will receive an email telling them their order has been refunded

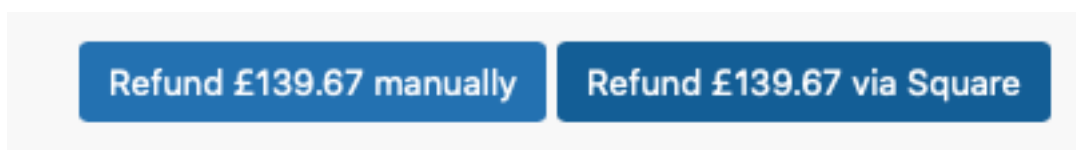
Are you sure you wish to process this refund? This action cannot be undone.

Cancel OK

£73.65 × 1

8. All products bought will be 'returned' to the system and if stock control is in use add back the quantity for each product returned in the order to its stock numbers

9. You also have the option for a 'manual' refund which will only action changing the website order status to "Refunded" and doesn't actually refund the money to the customer, you would then need to refund the money to the customers payment card separately



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