How do I issue a refund?

27/08/2025 11:20 am AEST

Overview

If you are processing online payments through Passport, you can issue a refund directly back to the original cardholder through your transaction list.

> **Note:** Before continuing on, please ensure you have set up your Stripe account using the steps outlined here - it needs to be completed before any funds can be transferred in order for admins to process a refund. Also make sure that the REFUND PERIOD set accordingly.

Be mindful that there may be instances in which your refund cannot be processed, including:

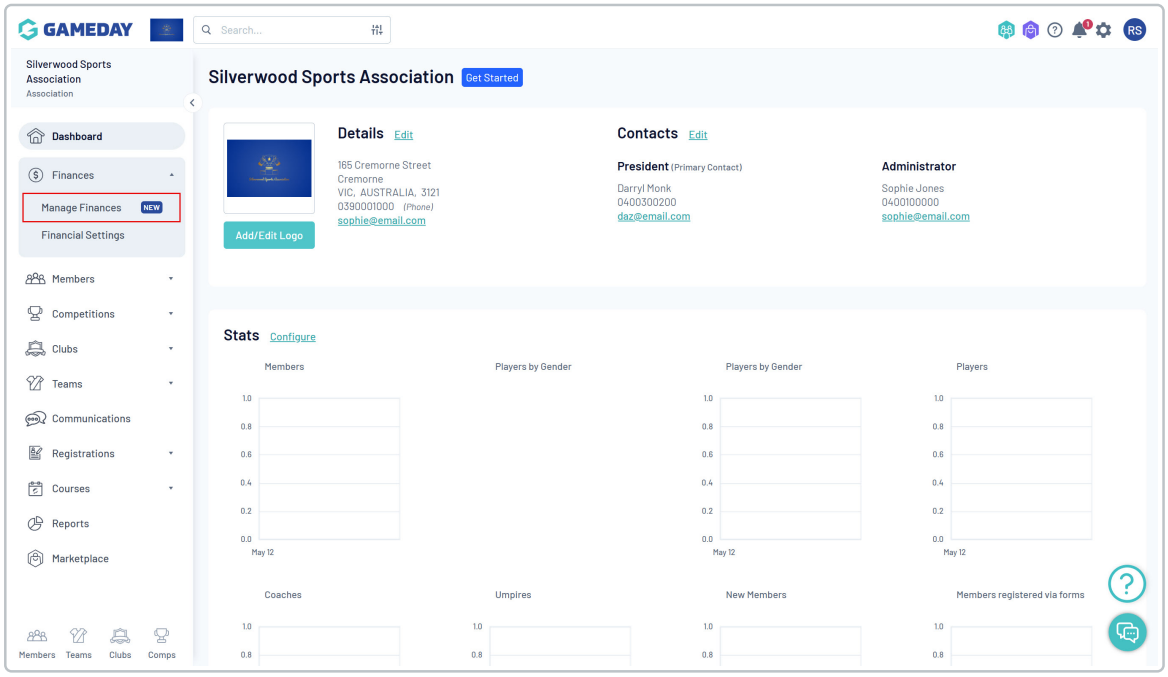
- The transaction has not had the funds settled to the relevant account yet
- The transaction was processed manually instead of through our online payment gateway (I.e. the transaction was paid by cash or other means outside of the platform, then marked as paid manually in your database)
- The product purchased had a payment split applied and was sent to multiple different bank accounts
- The product purchased was created and owned by another hierarchy level
- Your current refund balance has insufficient funds to process the full refund - due to incomplete Stripe account set up.
- Your organisation's refund period is not set accordingly

In these cases, the transaction will be 'greyed out' and unable to be selected when processing a refund, and the reason for unavailability will be outlined onscreen.

Step-by-Step

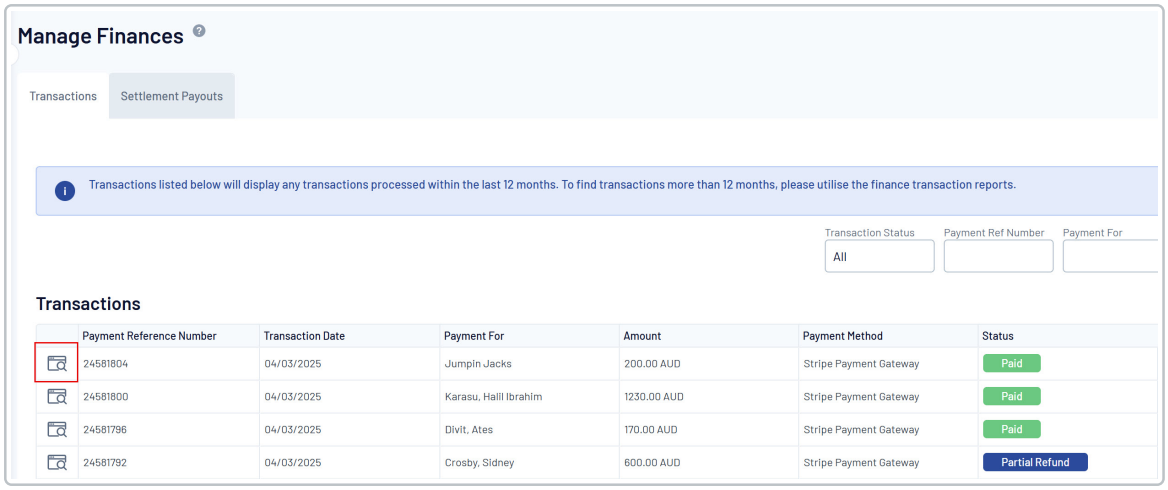
Step 1: Go to your Transaction list

In the left-hand menu, select **Finances** > **MANAGE FINANCES**



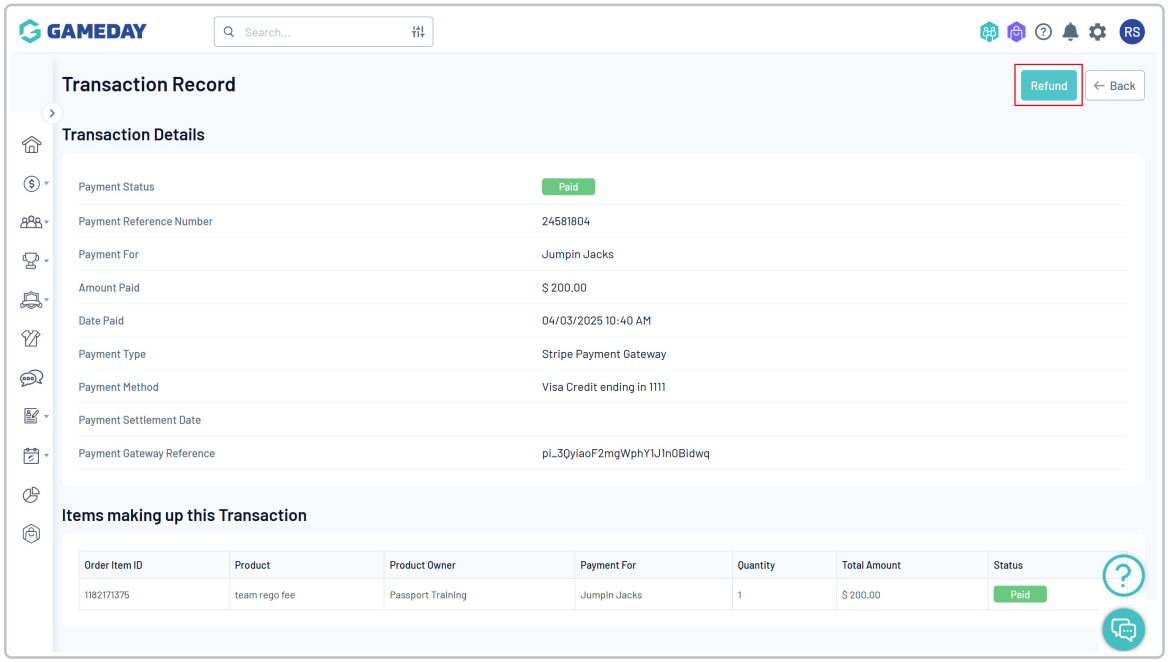
Step 2: View the Paid transaction you wish to refund

In the Transactions tab, click the **VIEW** icon next to the transaction you wish to refund to open the transaction details



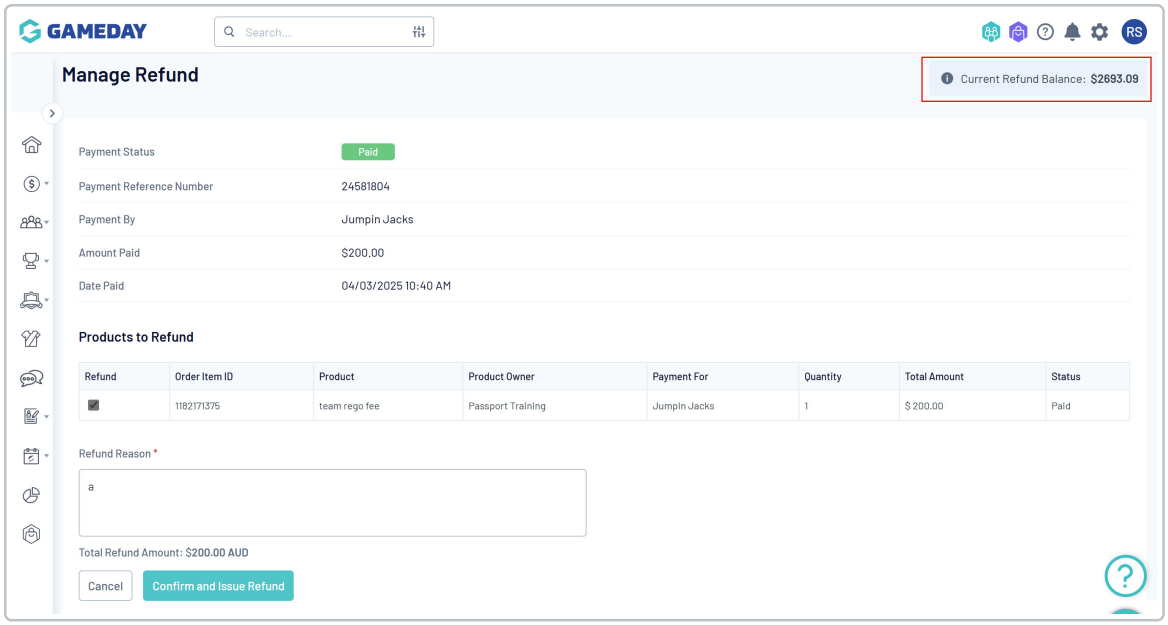
Step 3: Open the Refund screen

In the top-right corner of the screen, click the **REFUND** button



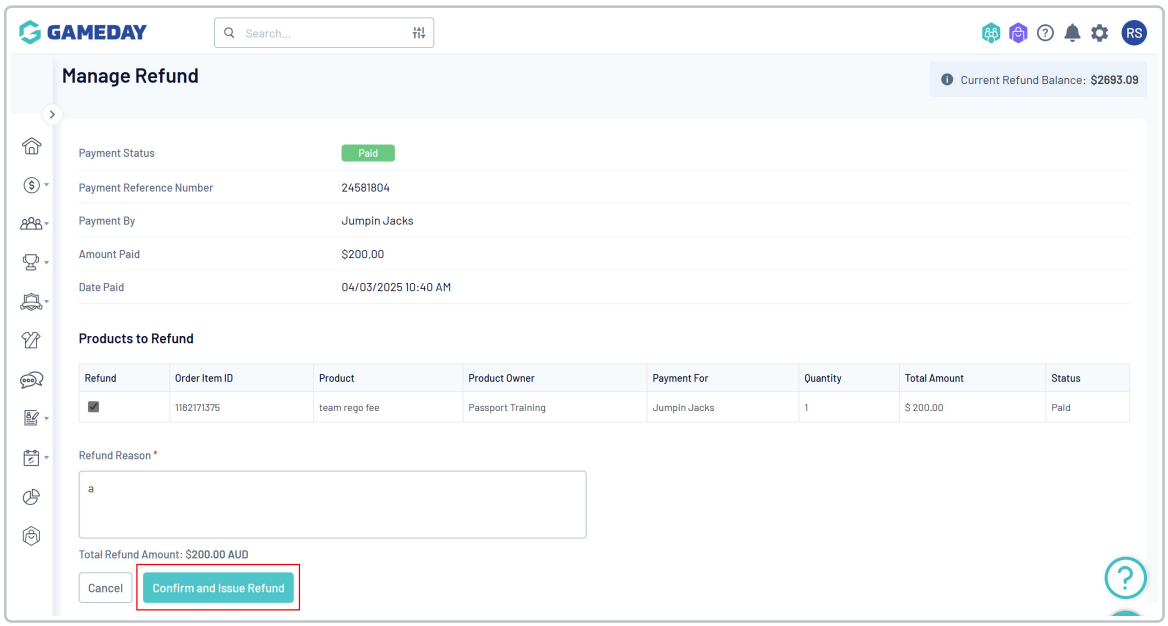
Step 4: Review your Current Refund Balance

In the top-right corner of this screen, you will notice the **Current Refund Balance**. This represents the total amount your organisation has available in it's account (based on payments processed online) with which to process direct refunds. Any transaction items that exceed this amount will not be refundable from the platform

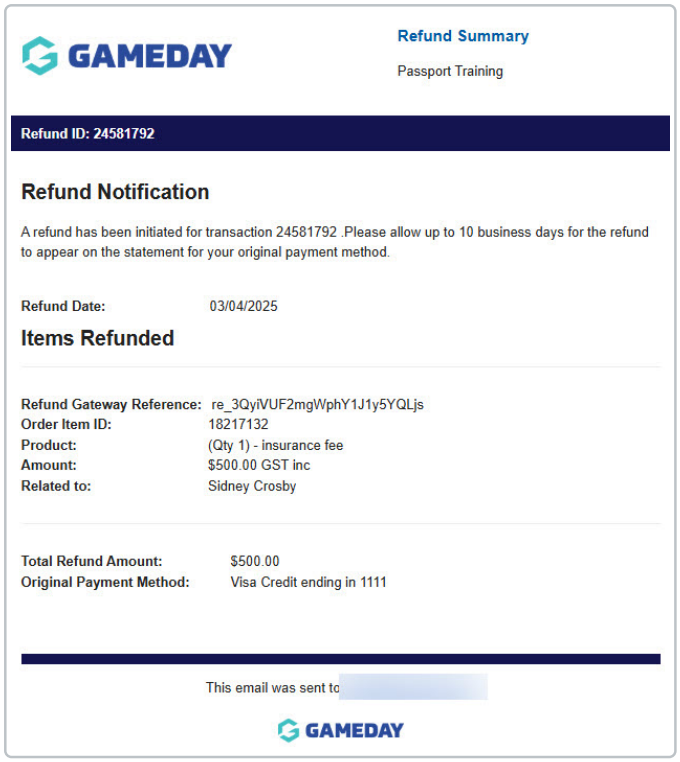


Step 5: Select the transaction items to refund

Use the checkbox to the left of the transaction items within this order to add them to the refund list, provide a**Refund Reason**, then click **Continue** > **CONFIRM & ISSUE REFUND**



Once the refund has been issued, the member will receive an email notification confirming the refund:



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Refund Summary

Passport Training

Refund ID: 24581792

Refund Notification

A refund has been initiated for transaction 24581792 .Please allow up to 10 business days for the refund to appear on the statement for your original payment method.

Refund Date: 03/04/2025

Items Refunded

Refund Gateway Reference: re_3QyiVUF2mgWphY1J1y5YQLjs
Order Item ID: 18217132
Product: (Qty 1) - insurance fee
Amount: $500.00 GST inc
Related to: Sidney Crosby

Total Refund Amount: $500.00
Original Payment Method: Visa Credit ending in 1111

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