

How do I issue a partial refund?

03/12/2025 12:59 pm AEDT

Overview

Passport allows administrators to issue refunds, either in full, or as a partial product amount by entering a dollar value up to the total amount paid, provided the organisation has the available funds in their refund balance.

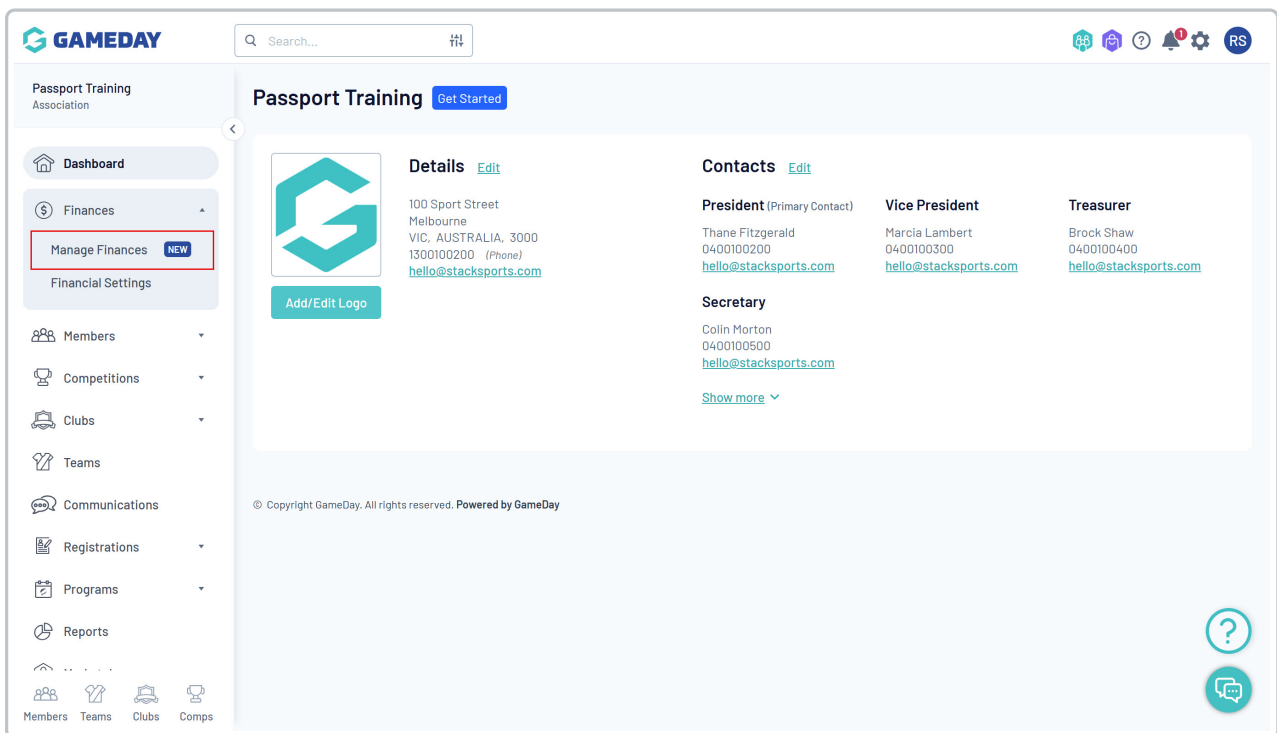


Note: Partial refunds can only be applied once per order

Step-by-Step

Step 1: Navigate to your Transaction list

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



Step 2: View the relevant transaction

Find the transaction you want to partially refund, then click the **VIEW** (magnifying glass) icon

Manage Finances [?]

Transactions

Settlement Payouts

i Transactions listed below will display any transactions processed within the last 12 months. To find transactions more than 12 months, please utilise the finance transaction reports.

Transaction Status
All

Payment Ref Number

Payment For

Transactions

| | Payment Reference Number | Transaction Date | Payment For | Amount | Payment Method | Status |
|-------------------------------------|--------------------------|------------------|----------------|-------------|------------------------|----------------|
| <input checked="" type="checkbox"/> | 24582135 | 31/03/2025 | Crosby, Sidney | 585.00 AUD | Stripe Payment Gateway | Paid |
| <input checked="" type="checkbox"/> | 24582103 | 27/03/2025 | Ellis, Eve | 350.00 AUD | Stripe Payment Gateway | Partial Refund |
| <input checked="" type="checkbox"/> | 24582099 | 27/03/2025 | Richards, Ed | 2435.00 AUD | Stripe Payment Gateway | Paid |
| <input checked="" type="checkbox"/> | 24582095 | 27/03/2025 | Cengiz, Burak | 1200.00 AUD | Stripe Payment Gateway | Paid |
| <input checked="" type="checkbox"/> | 24582087 | 27/03/2025 | Bolat, Kiraz | 630.00 AUD | Stripe Payment Gateway | Partial Refund |

Step 3: Open the Refund screen

In the top-right corner of the page, click **REFUND**

Transaction Record

Refund

← Back

Transaction Details

| | |
|---------------------------|-----------------------------|
| Payment Status | Partial Refund |
| Payment Reference Number | 24582103 |
| Payment For | Eve Ellis |
| Amount Paid | \$ 350.00 |
| Date Paid | 27/03/2025 12:32 PM |
| Payment Type | Stripe Payment Gateway |
| Payment Method | Visa Credit ending in 1111 |
| Payment Settlement Date | |
| Payment Gateway Reference | pi_3R75J5F2mgWphY1J0JFwr7ce |

Step 4: Define the amount you want to refund

Tick the checkbox on the left-hand side for any product items you want to refund, and enter the amount you want to refund in the **REFUND AMOUNT** field.

Manage Refund

Current Refund Balance: \$405.50

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Payment Status

Partial Refund

Payment Reference Number

24582103

Payment By

Eve Ellis

Amount Paid

\$350.00

Date Paid

27/03/2025 12:32 PM

Products to Refund

| Refund | Order Item ID | Product | Product Owner | Payment For | Quantity | Total Amount | Refundable Amount | Refund Amount | Status |
|-------------------------------------|---------------|-------------------|-------------------|-------------|----------|--------------|-------------------|---------------------|----------------|
| <input checked="" type="checkbox"/> | 1182173989 | Insurance fee two | Passport Training | Ellis, Eve | 1 | \$ 350.00 | \$ 225.00 | <div>\$ 50.00</div> | Partial Refund |

Refund Reason *

life members discount not applied

Total Refund Amount: \$50.00 AUD

Cancel

Continue

?

Print



Note: Refunds can be processed for any amount up to and including the value shown in the **Refundable Amount** column on the same table, so long as the **Current Refund Balance** (displayed in the top-right corner) has enough funds available

Step 5: Provide a refund reason

Give a description of why the refund is being processed in the **REFUND REASON** field

Manage Refund

Current Refund Balance: \$405.50

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Payment Status

Partial Refund

Payment Reference Number

24582103

Payment By

Eve Ellis

Amount Paid

\$350.00

Date Paid

27/03/2025 12:32 PM

Products to Refund

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Refund Reason *

life members discount not applied

Total Refund Amount: \$50.00 AUD

Cancel

Continue

?

Print

When you're ready to issue the refund, click **Continue > CONFIRM AND ISSUE REFUND**

If multiple partial refunds have been processed on a single transaction, you can see a log of these refunds under the Related Refunds section when viewing the transaction record:

Watch

Your browser does not support HTML5 video.

