

# How do I issue a partial refund?

04/04/2025 11:00 am AEDT

## Overview

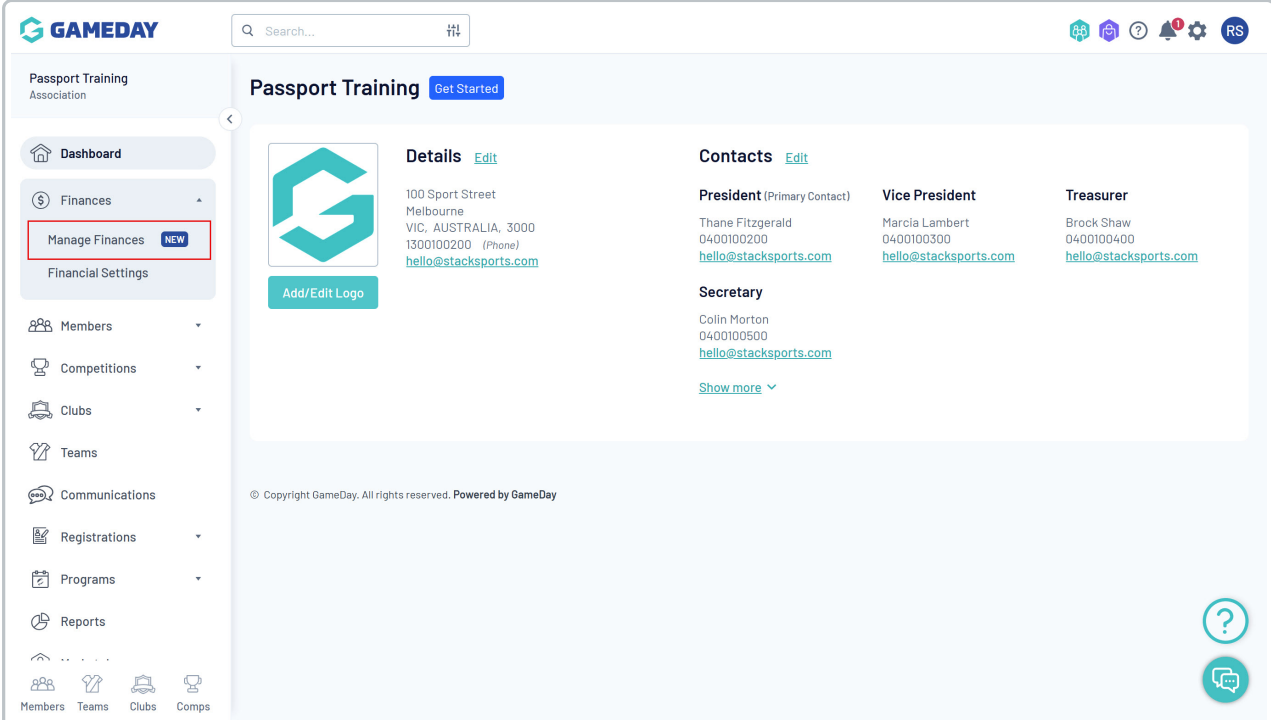
Passport allows administrators to issue refunds, either in full, or as a partial product amount by entering a dollar value up to the total amount paid, provided the organisation has the available funds in their refund balance.

Once a partial refund has been processed on a specific transaction, the system will then reflect the remaining balance when processing future refunds for the same order.

## Step-by-Step

### Step 1: Navigate to your Transaction list

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



The screenshot shows the Passport Training Association dashboard. The left-hand menu is expanded to show the 'Finances' section, with 'Manage Finances' highlighted in a red box and marked as 'NEW'. The main content area displays the 'Passport Training' details, including the logo, address (100 Sport Street, Melbourne, VIC, AUSTRALIA, 3000), phone number (1300100200), and email (hello@stacksports.com). The 'Contacts' section lists the President (Thane Fitzgerald), Vice President (Marcia Lambert), Treasurer (Brock Shaw), and Secretary (Colin Morton), each with their contact information and email address.

### Step 2: View the relevant transaction

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

## Manage Finances <sup>2</sup>

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	pl_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.

**GAMEDAY** Search... RS

**Manage Refund** Current Refund Balance: \$405.50

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	\$ 50.00	Partial Refund

Refund Reason\*

life members discount not applied

Total Refund Amount: \$50.00 AUD

**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

**GAMEDAY** Search... RS

**Manage Refund** Current Refund Balance: \$405.50

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	\$ 50.00	Partial Refund

Refund Reason\*

life members discount not applied

Total Refund Amount: \$50.00 AUD

## Step 6: Process the refund

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

**GAMEDAY** Search... RS

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	\$ 50.00	Partial Refund

Refund Reason\*

life members discount not applied

Total Refund Amount: \$50.00 AUD

By selecting **Confirm & Issue Refund**, I acknowledge this refund will not exceed the Total refund balance for my organisation.

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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:

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

**Items making up this Transaction**

Order Item ID	Product	Product Owner	Payment For	Quantity	Total Amount	Status
1182173989	Insurance fee two	Passport Training	Ellis, Eve	1	\$ 350.00	<b>Partial Refund</b>

**Related Refunds**

Date	Transaction Type	Payment Type	Payment Gateway Reference	Refund TransactionID	Refund Amount	Status
04/04/2025	Refund	Stripe Payment Gateway	re_3R75J5F2mgWphY1J0vY7MPxG	18217398	\$ 50.00	<b>Processed</b>
02/04/2025	Refund	Stripe Payment Gateway	re_3R75J5F2mgWphY1J04tdYM94	18217398	\$ 75.00	<b>Processed</b>

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Watch

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