



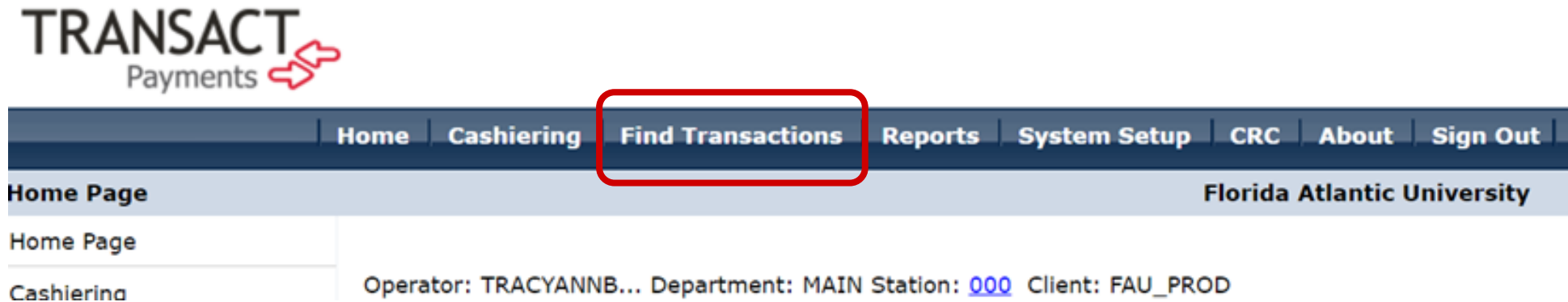
Issuing Refunds



Issuing Refunds

Step 1: Login into the Transact Payments website.

Step 2: Click on **Find Transactions** in the top banner.





Issuing Refunds

Step 3: Scroll to the bottom of the page and click **Find**.

Status ☐ Open ☐ Cancelled ☒ Closed ☐ Memo ☐ No Sale ☐ Pending ☐ Voided

Source ☒ Cashiering ☒ eMarket ☒ Gateway ☒ Import ☒ IVR
☒ Refund ☒ SmartPay ☒ Web ☒ eRefund ☒ Auto Payment
☒ Virtual Terminal ☒ Rapid Checkout

Transaction Type ☒ Sale ☒ Auto-Reversal ☒ Refund ☒ Dishonored Item ☒ eRefund

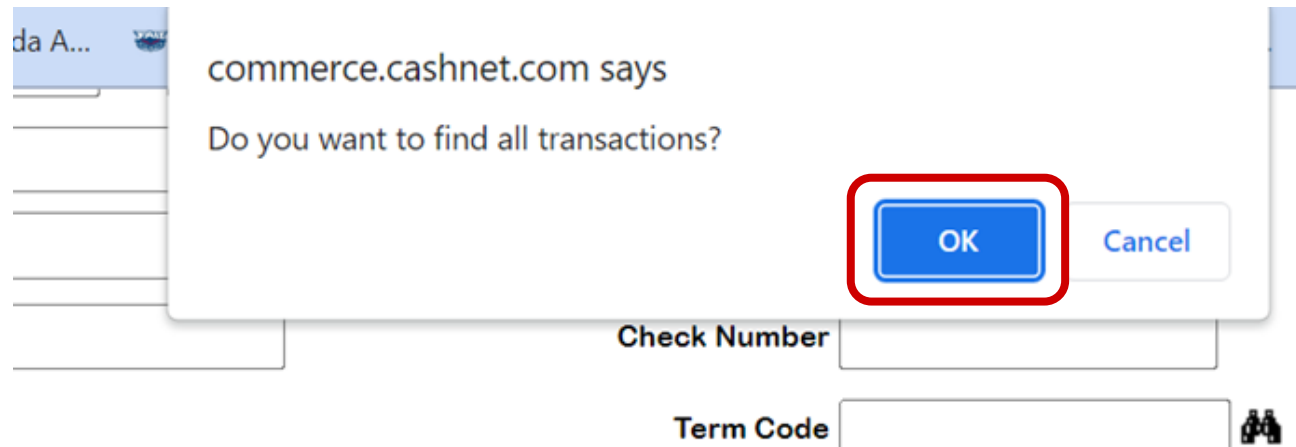
SmartPay ☐ Yes ☐ No

FIND**RESET**



Issuing Refunds

Step 4: You will get a popup (see below), click **Ok**.





Issuing Refunds

Step 5: Scroll to the desired transact number, e.g., **1003**. Click the hyperlink to go into the target transaction.

QUERY RESULTS [Change Search Criteria](#)

<u>Transaction</u>	<u>Customer</u>	<u>Date</u>	<u>Status</u>	<u>Item Code</u>	<u>Payment Code</u>	<u>Amount</u>
1003	TECHRUNWAY	06/12/2023	Closed	TECHRUNWAY-M	EMCPCC	2.00
1004	PAYREPMTS	06/12/2023	Closed	PAYREPMTS-O	EMCPCC	2.00

Step 6: Select **Refund** from the third row at the top of the page.

Cashiering **Florida Atlantic University**

New Transactions

Undo Actions ?

Email Receipt

Comments

Navigation: << < > >>

Cashier

Dept. Deposit

No Sale

Void

Refund

Dishonor

Endorse

Reprint

Batch Options

Checkout

Trans. No: 1003

Operator: TECHRUNWAY

Date: 6/12/2023

Business: 6/12/2023

Status: Closed

Batch No: 1246

Station: TECHRUNWAY

Time: 10:57 AM

Effective: 6/12/2023

Module: eMarket

This transaction is refunded by transaction [1006](#).

Student ID: TECHRUNWAY - Membership FAU Tech Runway

Address:



Issuing Refunds

Step 7: Click **Ok** when you receive pop up.

Workday : Florida A... OIT Finance Personal V

TRANSACTION Payments

Home Cashiering Find Transactions Reports System Setup CRC About Sign

Cashiering Florida Atlantic Univers

New Transactions

Cashier Dept. Deposit No Sale

Undo Actions ?

Void Refund Dishonor

Email Receipt Comments

Endorse Reprint Batch Options Checkout

Trans. No: 1003 Operator: TECHRUNWAY Date: 6/12/2023 Business: 6/12/2023 Status: Closed

Batch No: 1246 Station: TECHRUNWAY Time: 10:57 AM Effective: 6/12/2023 Module: eMarket

commerce.cashnet.com says
Process Refund?

OK Cancel



Issuing Refunds

Step 8: Enter any nominal amount, less than or equal to, the **Available** amount in the “**Amount**” textbox , e.g., \$2 in transaction **1003** in the example below.

TRANSACT
Payments

Home | Cashiering | Find Transactions | Reports | System Setup | CRC | About | Sign Out

Cashiering Florida Atlantic University

Refund: Transaction 1003

Items Paid	Original Charge	Previously Refunded	Available	Amount
TECHRUNWAY-M-Membership Fees	2.00	0.00	2.00	2.00
Totals	2.00	0.00	2.00	2.00

Note: You may also select the **Full Amount** button to process a refund of the entire Transact amount.



Issuing Refunds

Step 9: Press **Process**. The transaction should show up if you return to the top of the screen and select **Find Transactions** and find all transactions again, as you did in **Step 3**.

Items Paid	Original Charge	Previously Refunded	Available	Amount
TECHRUNWAY-M-Membership Fees	2.00	0.00	2.00	<input type="text" value="2.00"/>
Totals	2.00	0.00	2.00	2.00

☒ Send an email to the user at

Email Subject

Email Body

Note: **Available Column** indicates the amount that may be refunded. **Previously Refunded** column displays any amount that may have previously been refunded.