

Refunding Event Cancellation Gift Cards to the Original Payment Method

Doubleknot offers a simple procedure to issue refunds directly to a gift card that's automatically emailed to the registration owners. In some cases, a purchaser may request that you apply the refund to the original payment method instead. This document provides instructions for converting a gift card refund to a refund to the original payment method.

- Apply a credit to the balance so that funds are associated with the purchase again
- Find the gift card number and dollar value
- Issue the gift card amount to the original payment method

Apply a Credit to the Balance

After issuing a refund, the balance for the cancelled registration will be \$0, as in the image below. To make funds available to refund to the original payment method, you must adjust the balance with a credit for the refunded amount.

Payment Details for a refund issued to a gift card.

To refund the \$10 to the original payment method, you must add a \$10 credit to the balance.

PAYMENT DETAILS FOR REGISTRATION # 2870396						
ID	Transaction Date	Posting Date	Type	Details		Amount
2866216	4/22/2020 6:14:08 PM	4/22/2020	Online Purchase	New registration		\$10.00
2866218	4/22/2020 6:14:08 PM	4/22/2020	Credit Card	Payment made through store order 28207		(\$10.00)
2866220	4/22/2020 6:14:52 PM	4/22/2020	Credit	Credit (Refund to gift card) issued through store order 28207		(\$10.00)
2866221	4/22/2020 6:15:48 PM	4/22/2020	Online Purchase	Deleted registration		(\$10.00)
						Balance: \$0.00

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To apply a credit to a cancelled registration, follow these steps:

1. Locate the registration.
2. Click **View Payments**. The PAYMENT DETAILS page will be displayed.
3. Click **Adjust Balance**. The ADJUST BALANCE page for the order will be displayed.
4. In the ADJUSTMENT TYPE menu, select **Misc Credit (Reduce Balance)**.
5. In the TOTAL ADJUSTMENT field, enter the amount refunded to the gift card.
6. In the ADJUSTMENT DESCRIPTION field, enter a description.
7. In the ADJUSTMENT field, enter the same amount you entered in the TOTAL ADJUSTMENT field.
8. Click **Adjust**. A confirmation dialog box will be displayed.
9. Click **OK**. The credit will be applied to the order and reflected in the transaction history for the order.

Applying a credit for the gift card amount to the balance

Order 28207

Adjustment Type:

Total Adjustment: \$

Posting Date:

Adjustment Description:

Item #	Description	Amount	Payments and Adjustments	Balance	Adjustment
2870396	Day Trip	\$0.00	\$0.00	\$0.00	\$ <input type="text" value="10"/>
Total		\$0.00	\$0.00	\$0.00	\$10.00

[Done](#) [Adjust](#)

Find the Gift Card Transaction and Refund to Original Payment Method

The gift card dollar amount can be found on the receipt that was issued with the refund. To find the information, follow these steps.

1. Locate the cancelled registration, and click **View Payments**. The PAYMENT DETAILS page will be displayed.
2. Locate the line item for the refund to the gift card.
3. In this example, the line item for the gift card transaction is highlighted in yellow. The administrator will click the \$10.00 at the right. The TRANSACTION DETAILS page will be displayed.

In this example, the line item for the refund to gift card is highlighted. Click the amount at the right to display details for the refund-to-gift-card transaction.

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2866221	4/22/2020 6:15:48 PM	4/22/2020	Online Purchase	Deleted registration	(\$10.00)
2866224	4/22/2020 6:22:37 PM	4/22/2020	Misc Credit	Misc Credit (Refunding to original payment method after issuing gift card) made through store order 28207	(\$10.00)
					Balance: (\$10.00)

1. At the bottom of the TRANSACTION DETAILS page, click **Issue Refund**. The ISSUE A REFUND page is displayed.
2. In the AMOUNT TO CREDIT field, enter the amount of the gift card.
3. In the REASON FOR CREDIT field, enter the reason for the refund.
4. In the CREDIT AMOUNT field, enter the amount of the gift card. This must match the amount in the AMOUNT TO CREDIT field (step 2).
5. Click **Refund**.

Issue a Refund Page to refund the gift card amount to the original payment method

ISSUE A REFUND

Before issuing an event cancellation refund due to COVID-19, please read this important message.

[Refund Options and Recommendations](#)

Organization Account: Boy Scouts of Saratoga General
Payment Description: Order Number 28207
Payment Date: Apr 22 2020 6:14PM
Cost to Process Refund: \$0.00
Original Payment Amount: \$10.00
Less Previous Issued Refunds: \$0.00
Available to Refund: \$10.00
Payer to Refund: Augustus Saint Cloud
Payer's Account: MasterCard 5454XXXXXXXXX5454 Exp. Date: 12/2021

Amount to Credit: \$

Reason for Credit:

Account	Item #	Description	Original Amount	Remaining	Credit Amount
General	2870396	Day Trip (5/31/2022 9:00 AM - 11:00 AM)	\$10.00	\$10.00	\$ 10.00

Transactions to Credit:

After you issue the refund, a credit confirmation page is displayed.

CREDIT REQUEST CONFIRMATION

Credit Confirmation

Your available balance has been reduced by the amount shown below.
This amount has been credited back to the account payer.
You will also receive an E-mail confirmation of this request.

Credit Date: Apr 22 2020 3:45PM
Transaction ID: 1621639
Event: XXXXXXXXXX Order Number 28207
Credit Note: Refund to original payment method instead of gift card

Items	Amount
Original Transaction	\$10.00
Less Previous Credits	\$0.00
Current Credit	(\$10.00)
Balance	\$0.00

Account Holder Information:
Augustus Saint Cloud
421 X2 Blvd
New York, NY 10012
US
MasterCard ...5454

After following all the steps, the Payment Details page for the registration shows that the customer received a refund for the registration to the original payment method and the overall balance is \$0.

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2866221	4/22/2020 6:15:48 PM	4/22/2020	Online Purchase	Deleted registration	(\$10.00)
2866224	4/22/2020 6:22:37 PM	4/22/2020	Misc Credit	Misc Credit (Refunding to original payment method after issuing gift card) made through store order 28207	(\$10.00)
2866227	4/22/2020 6:45:53 PM	4/22/2020	Credit	Credit (Refund to original payment method instead of gift card) issued through store order 28207	\$10.00
Balance:					\$0.00