Refunds – Eware

1. **Full Refunds** – these can be processed directly in Exware.

Navigate to your event – select the Invoice tab at the top. Depending on the number of invoices for your event this might tak

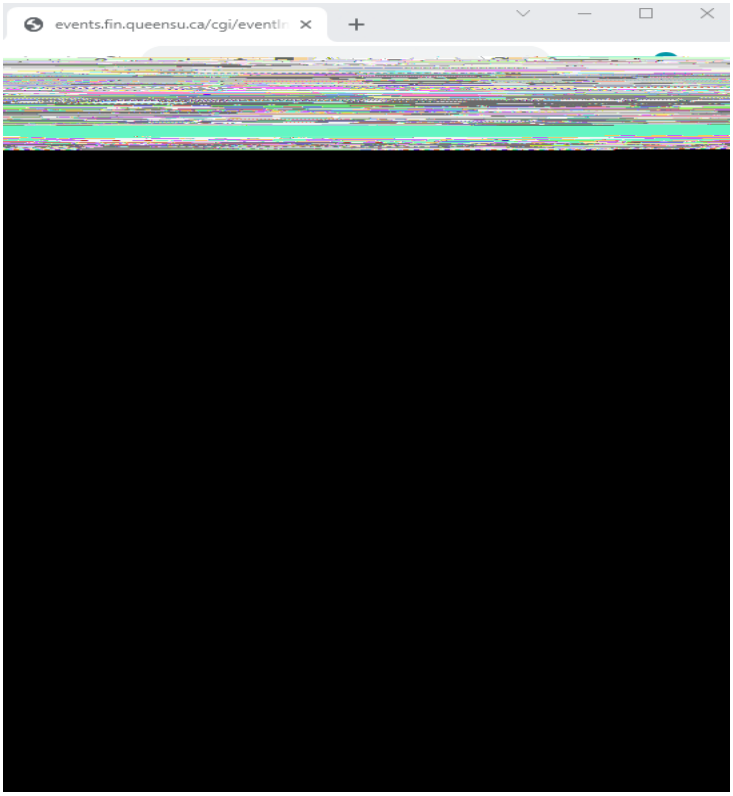
2. **Par al Refunds** – These need to be processed through the payment gateway (Hosted Checkout) and therefore need to be submi t ed to Finance to process.

Email Accounts Receivable a copy of the invoice and the amount (specify if HST is included).

In the event select the Invoice tab and '$' to preview the invoice

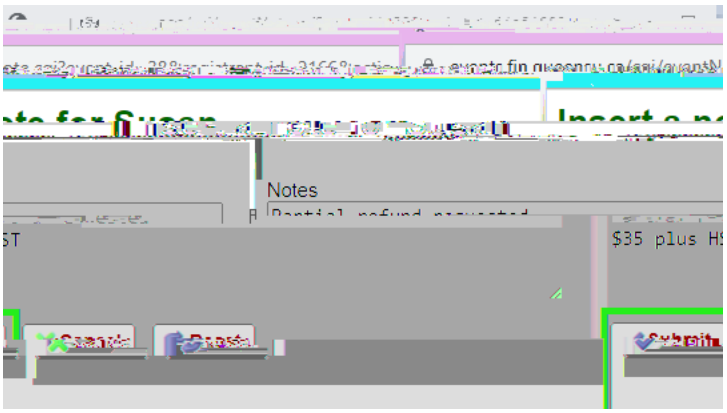
The invoice will open in a browser.

Click Print Invoice – Save as PDF

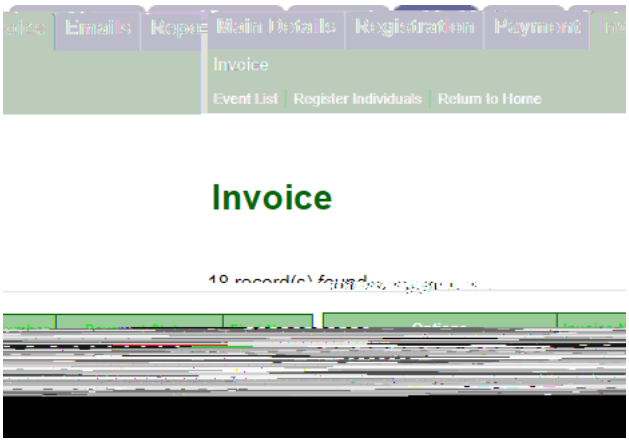


In this example a par al refund of $35 + tax = $39.55 has been requested to be processed.

Once Accounts Receivable has processed the refund you will receive a copy of the receipt and confirma on it has been refunded.

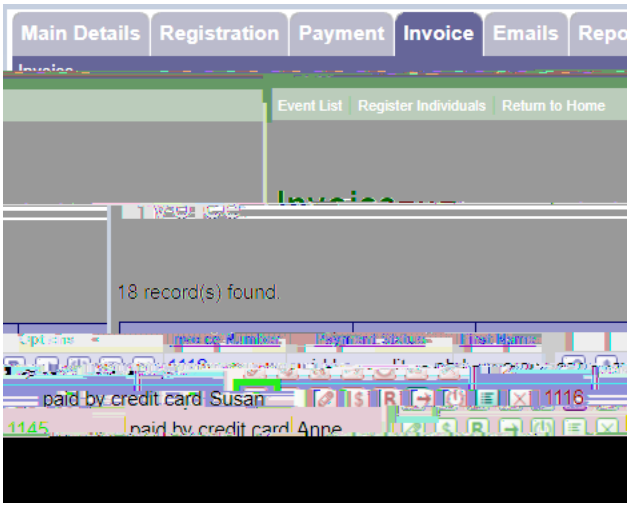


Refresh the page and now the “notes” bu t on is yellow to indicate a note has been added.



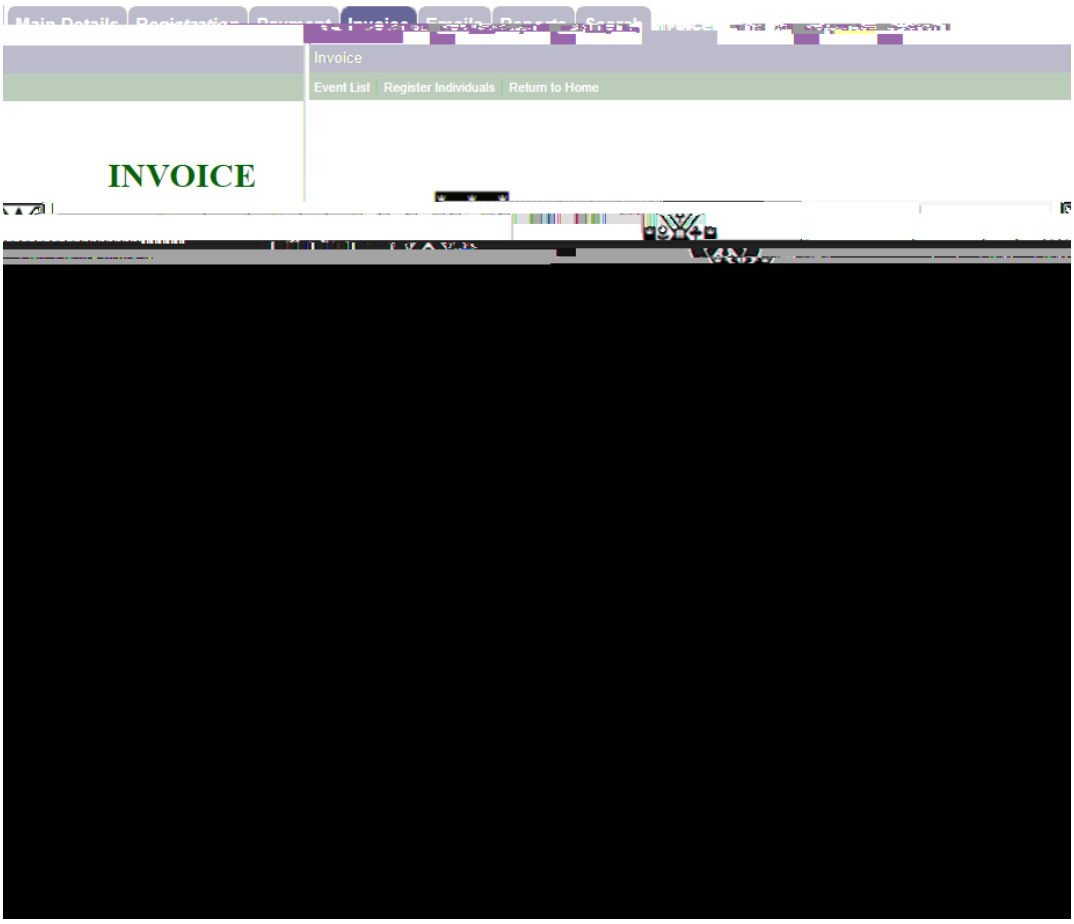
To Edit the invoice

Click on the pencil icon.

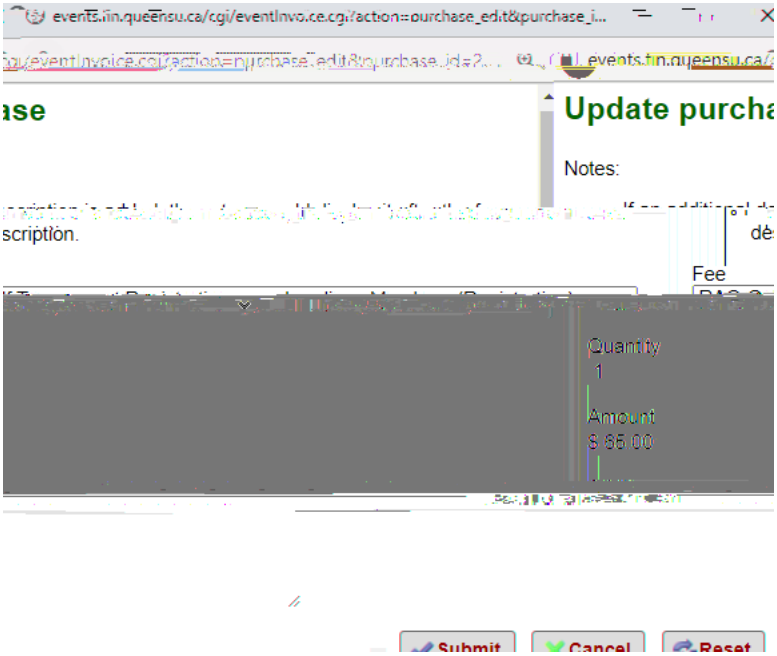


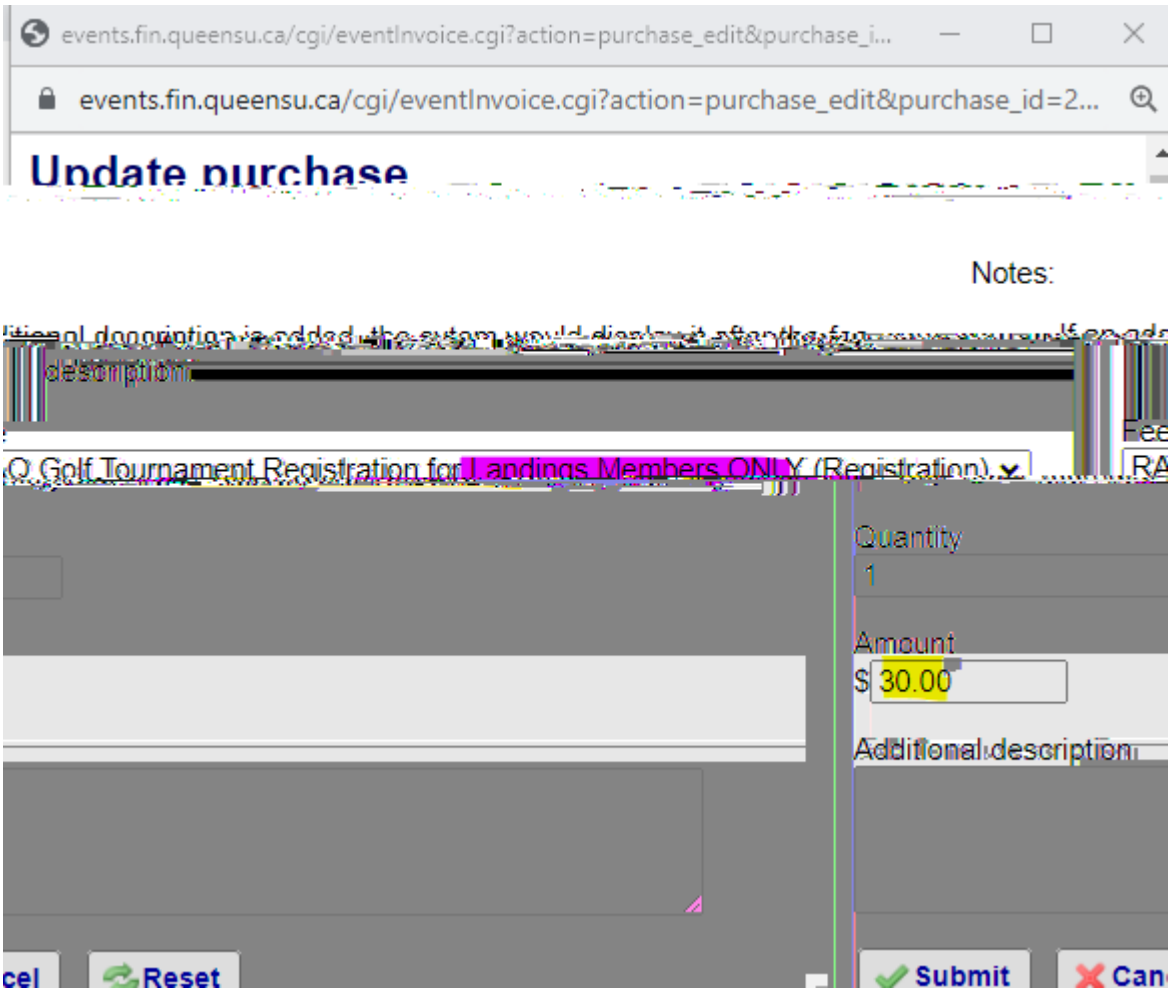
The invoice will open and show which items can be changed.

Click on the Update Purchase bu t on.

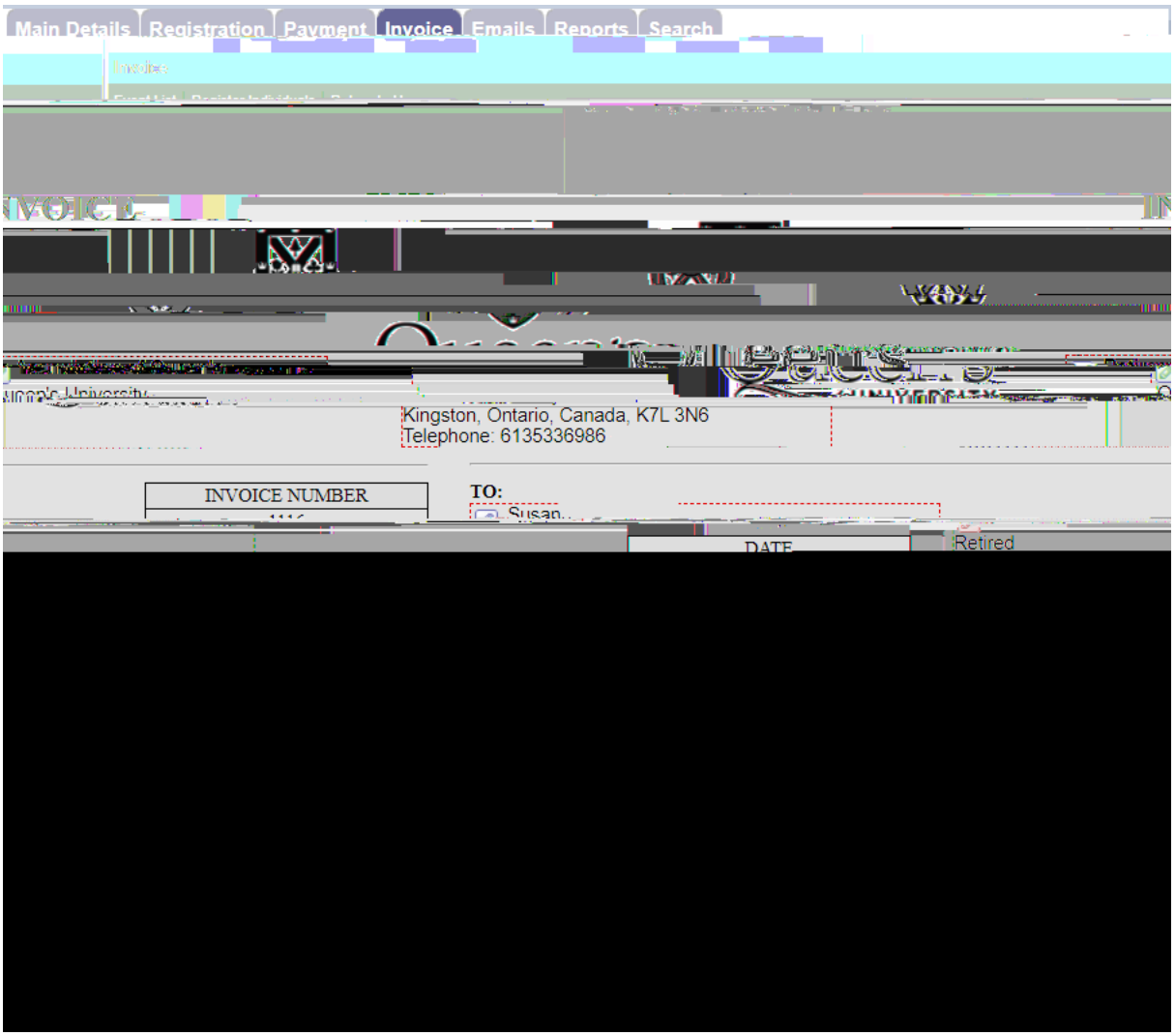


Change the registra on as applicable and click Submit.





The invoice will now show there is a credit – which should equal the par al refund amount processed by Accounts Receivable.



The updated invoice should be sent to the registrant along with a copy of the refund receipt for their records please cc Accounts Receivable.