## 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 submit ed to Finance to process.

Email <u>Accounts Receivable</u> 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.

🗘	25 M S	a Tarana Tara
ate exiguration and the exact in a strike of the second of	kaanny	Utaquahikahan
Martin Carlos Ca	Inc	art a ne
Notes		
ST		\$35 plus HS
<b>1</b>		
		<u>≪≥esih</u>

Refresh the page and now the "notes" but on is yellow to indicate a note has been added.



## Invoice

10 months fighting symptoms					
		1			

## 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 but on.



Change the registra on as applicable and click Submit.



		4			
	Undato nurobaso				
events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_id=2					
	🔇 events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_i — 🗌	$\times$			

Notes:

C Golf Tournament Registration for Landing	ns Members ONLY.(	Registration) x
		Quantity 1 Amount \$ <mark>30.00</mark> Additional:description
cel 😤 Reset		Submit X Can

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 <u>Accounts Receivable</u>.