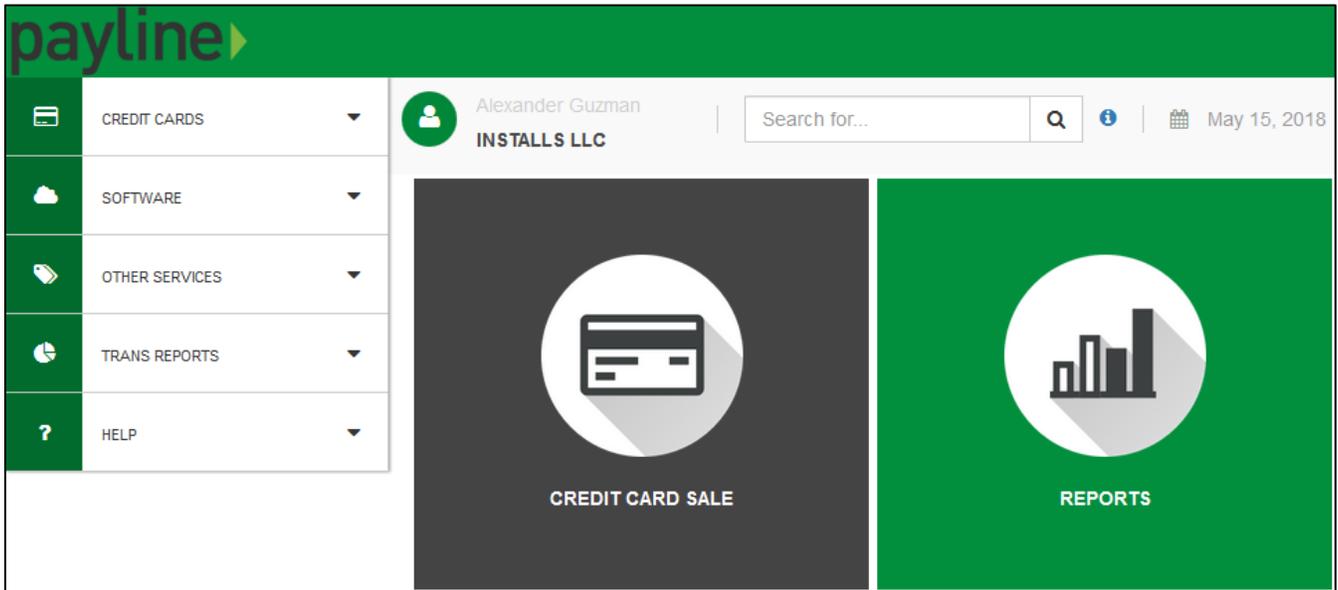


Payline: Refunds

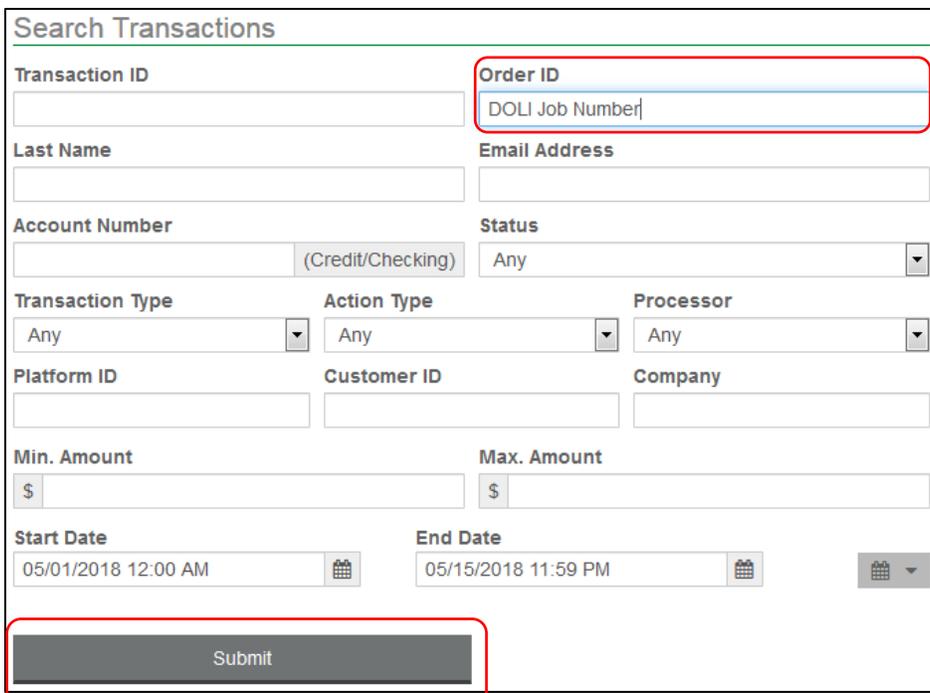
When a customer cancels their service before it is performed or when we issue a refund based on a negative customer experience, we will process that transaction in Payline.

To process a refund:

1. Log in to Payline
2. Click on **Transaction Reports**



3. Enter the member's **DOLI Job Number** in the **Order ID** field and choose the **date range**.
Note: Search with and without the dash in the job number. Some users and the portal may remove the dash.
4. Click **Submit**

A screenshot of the 'Search Transactions' form. The form contains several input fields and dropdown menus. The 'Order ID' field is highlighted with a red box and contains the text 'DOLI Job Number'. The 'Submit' button at the bottom of the form is also highlighted with a red box. Other fields include 'Transaction ID', 'Last Name', 'Email Address', 'Account Number', 'Status', 'Transaction Type', 'Action Type', 'Processor', 'Platform ID', 'Customer ID', 'Company', 'Min. Amount', 'Max. Amount', 'Start Date', and 'End Date'. The 'Status' dropdown is set to 'Any'. The 'Transaction Type', 'Action Type', and 'Processor' dropdowns are also set to 'Any'. The 'Start Date' is '05/01/2018 12:00 AM' and the 'End Date' is '05/15/2018 11:59 PM'. The 'Account Number' field has a dropdown menu with '(Credit/Checking)' selected.

Payline: Refunds

5. When the transaction comes up, press the blue/purple ID link.

Home / Reports / Transaction Report

Transaction Report

05/01/2014 12:00 AM To 05/15/2018 11:59 PM

Type	Status	ID	Customer	Details	Time	Amount
Card Sale	Approved	2811873706 3873-768	bernadatte pidalla bcpadilla@q.com	4...4933	9/11/2015 12:00:30 PM	106.12
Card Settle					9/11/2015 7:22:46 PM	106.12

6. This will display the transaction receipt. At the top of the receipt, click **Refund**

Home / Reports / Transaction Detail

Transaction Detail

[Refund](#) [Charge Again ▾](#) [Print Receipt](#) [E-Mail Receipt](#)

Transaction Information

Merchant: INSTALLS LLC - (Buffalo, NY)	Date: 09/11/2015 12:00:30 PM CDT
Transaction ID: 2811873706	Transaction Type: Card Settle
Status: Complete	