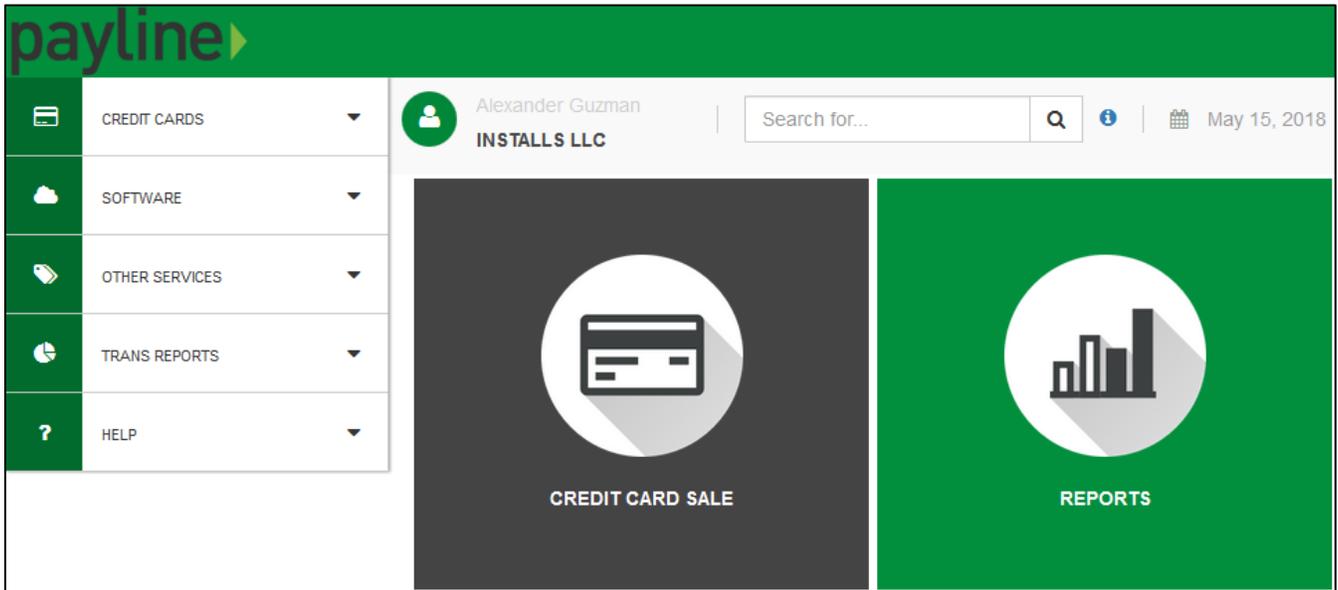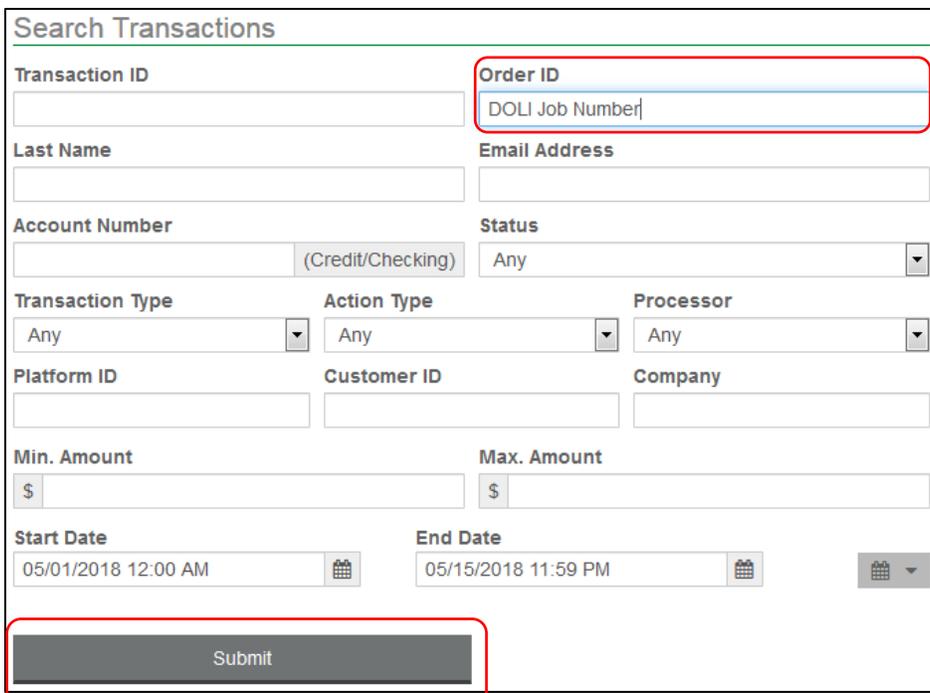**Payline: Refunds**

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**

Payline: Refunds

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

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