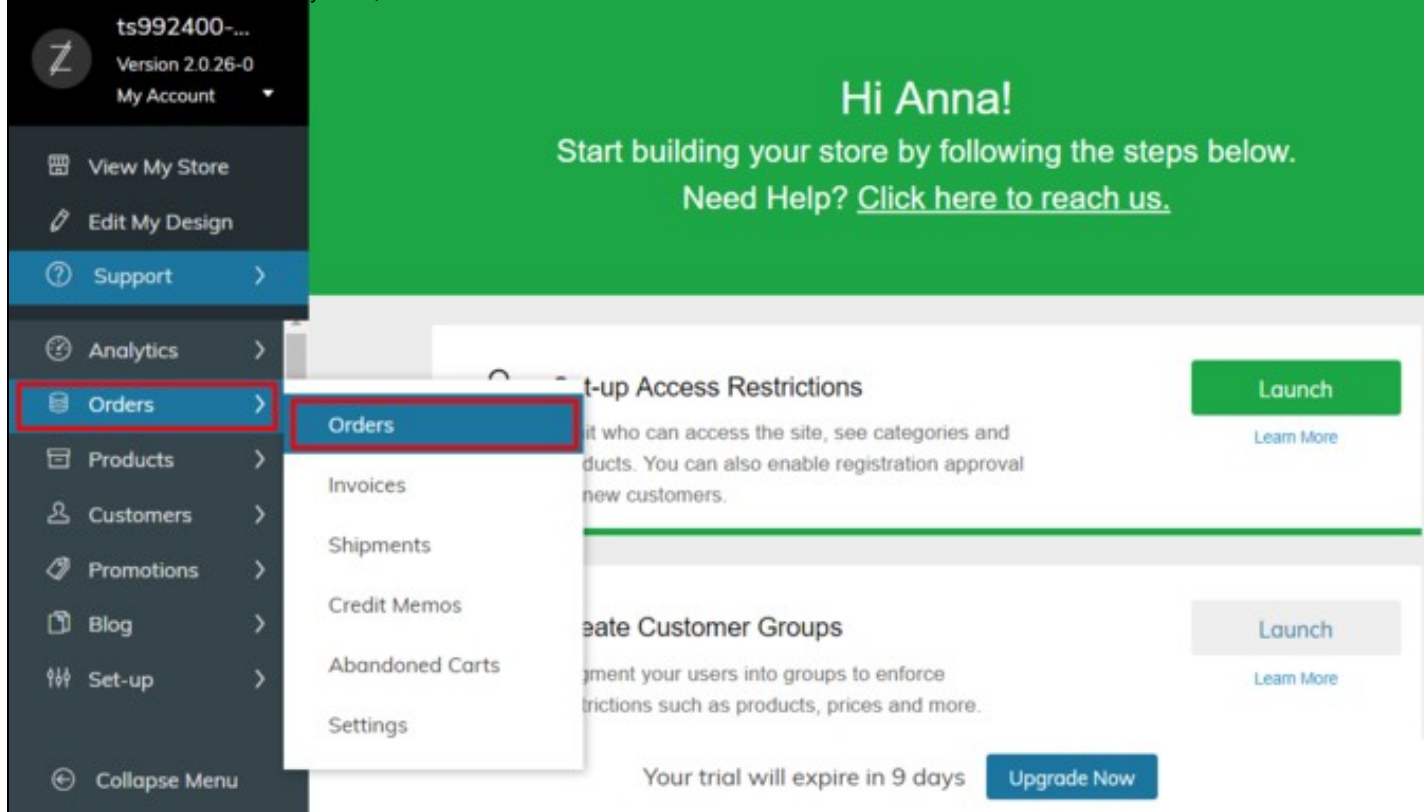


# X-Payments: Issuing refunds when using X-Payments with Zoey

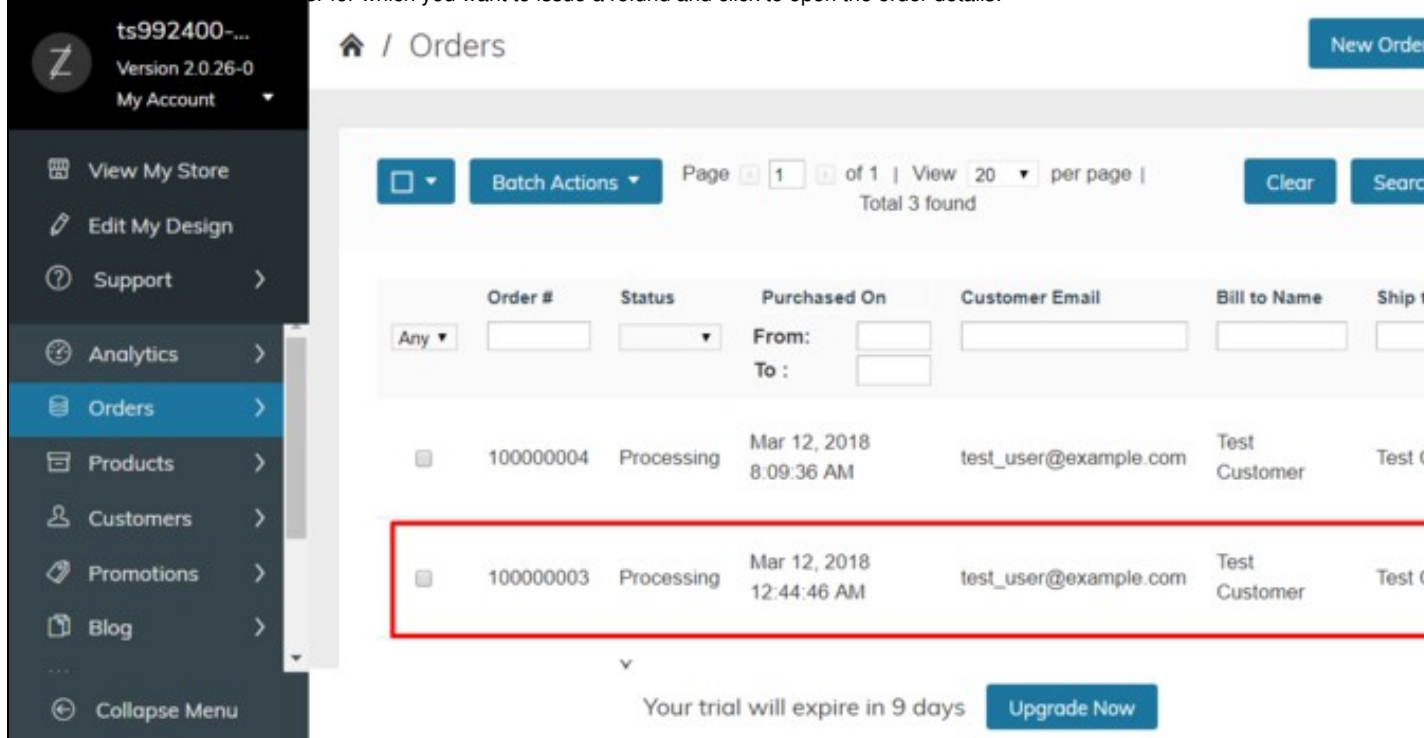
After an order has been paid and invoiced, the entire order, or a portion of it, can be refunded. The basic method to do a refund in Zoey is by issuing a credit memo.

To issue a refund:

1. In the Control Panel of your Zoey store, select **Orders > Orders**:



2. In the Orders list, locate the order for which you want to issue a refund and click to open the order details:



3. In the **Navigation** menu on the left-hand side of the screen, select the **Invoices** tab.

ts992400-...  
Version 2.0.26-0  
My Account

View My Store  
Edit My Design  
Support

Analytics  
Orders  
Products  
Customers  
Promotions  
Blog  
Collapse Menu

Home / Orders / Order #100000003

Edit Send Email Credit Memo Hold Ship Reorder Change Customer

Navigation

Information  
**Invoices**  
Credit Memos  
Shipments  
Comments  
History  
Transactions  
X-Payments  
Order State

Order # 100000003 (the order confirmation email was sent)

Order Date: Mar 12, 2018 12:44:46 AM  
Order Status: Processing  
Purchased From: English (United States)  
Placed from IP: 128.69.5.61

Account Information

Customer Name: Test  
Email: test  
Customer Group: Gen

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This opens a list of invoices pertaining to the order.

4. Locate the invoice for the item(s) you need to refund and click to open it.

ts992400-...  
Version 2.0.26-0  
My Account

View My Store  
Edit My Design  
Support

Analytics  
Orders  
Products  
Customers  
Promotions  
Blog  
Collapse Menu

Home / Orders / Order #100000003

Edit Send Email Credit Memo Hold Ship Reorder Change Customer

Navigation

Information  
**Invoices**  
Credit Memos  
Shipments  
Comments  
History  
Transactions  
X-Payments  
Order State

Page 1 of 1 pages | View 20 per page | Total 1 records found

Invoice #	Bill to Name	Invoice Date	Status	Amount
100000002	Test Customer	Mar 12, 2018 11:05:01 AM	Paid	\$40.00

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5. In the upper right of the Invoice page, click the **Credit Memo** button to start the refund process by generating a credit memo.

Home / Orders / Order #100000003 / Invoice #100000002 | Paid... Send Email Credit Memo

Order # 100000003 (the order confirmation email was sent)

Order Date	Mar 12, 2018 12:44:46 AM
Order Status	Processing
Purchased From	English (United States)
Placed from IP	128.69.5.69

Account Information

Customer Name	Test Customer
Email	test_user@example.com
Customer Group	General

Billing Address [Edit](#)

Test Customer  
3240 Melrose Street  
Spokane, Washington, 99206  
United States  
T: 509-993-2701

Shipping Address

Test Customer  
3240 Melrose Street  
Spokane, Washington, 99206  
United States  
T: 509-993-2701

Payment Information

Shipping Information

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6. Scroll down to the "Items to Refund" section.

ts992400-...  
Version 2.0.26-0  
My Account

- View My Store
- Edit My Design
- Support
- Analytics
- Orders
- Products
- Customers
- Promotions
- Blog
- Collapse Menu

Items to Refund

Product	Price	Qty	Return to Stock	Qty to Refund	Subtotal	Tax Amount	Discount Amount
Utopia Kitchen 8-Inch Multipurpose Stainless Steel Chef Knife SKU: utopia-kitchen-8-inch-multipurpose-stainless-steel-chef-knife	\$7.00	Ordered 5 Invoiced 5	<input type="checkbox"/>	<input type="text" value="5"/>	\$35.00	\$0.00	\$0.00

Update Qty's

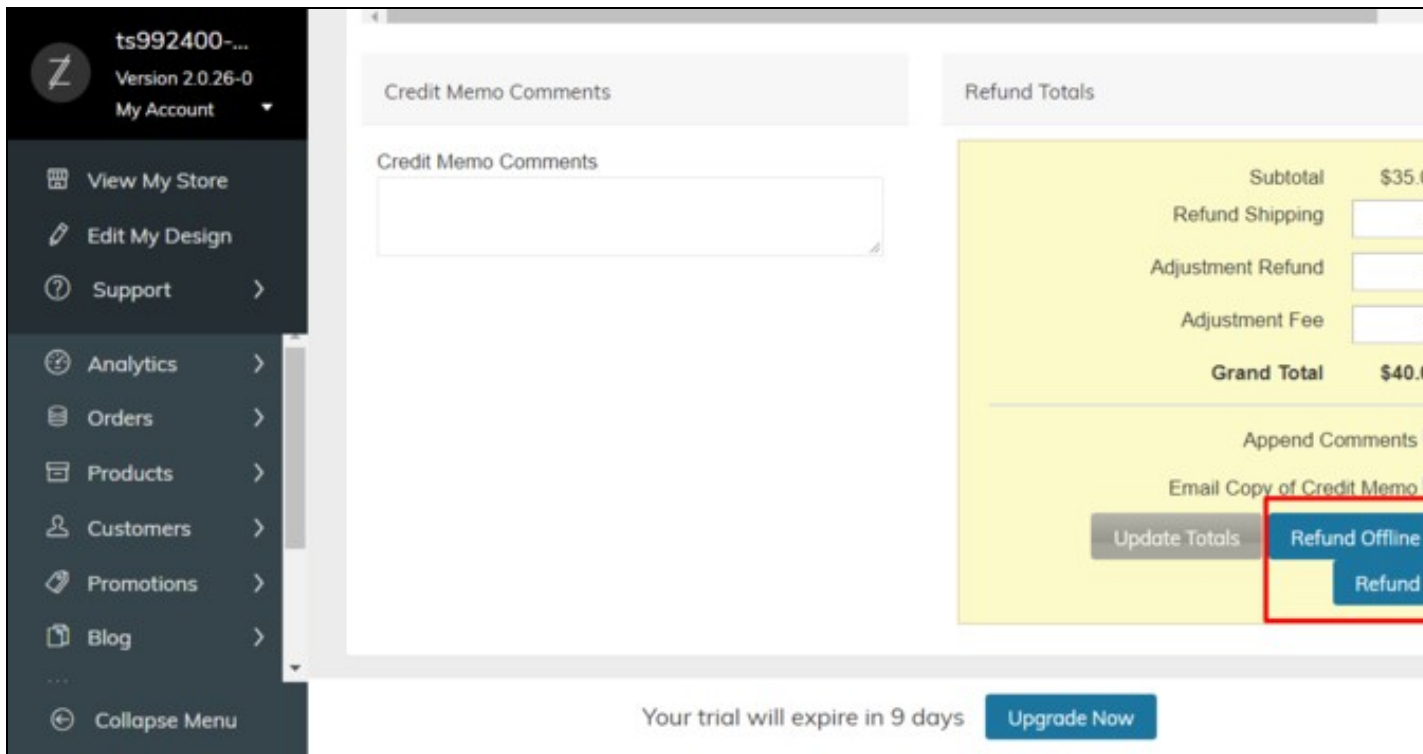
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This section provides a list of items pertaining to the invoice and their respective quantities. By default, a refund will be issued for the entire invoice amount. If you are going to refund only some of the items and do a partial refund this time, update the quantities to refund (specify the correct quantities in the **Qty to Refund** column and click the **Update Qty's** button); the total amount to be credited will be re-calculated. Select the **Return to Stock** checkbox for the items that will be returned to inventory (Do not select the checkbox if the items will not be returned). If you want to refund shipping, issue an adjustment refund or add an adjustment fee, specify the respective amounts.

**Important:** Before doing a partial refund, make sure your payment gateway supports this feature.

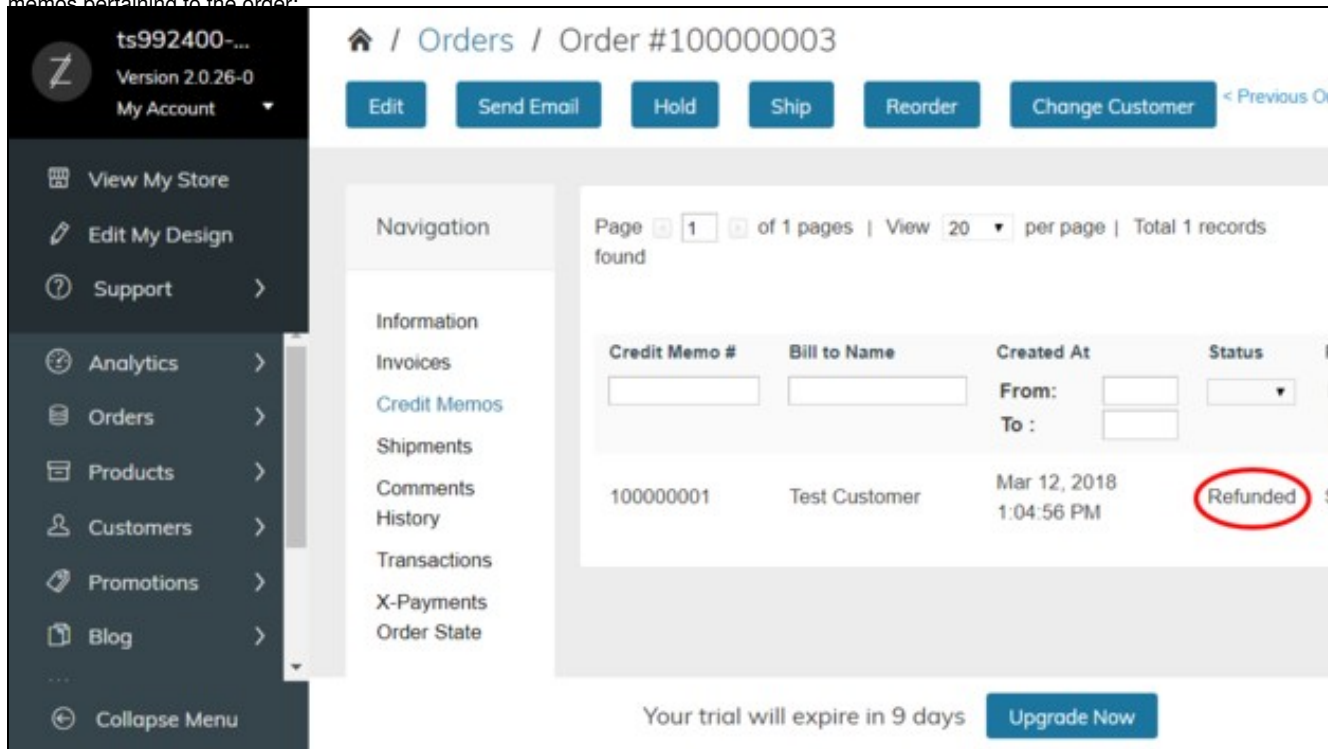
7. Work through the process of creating a credit memo as usual.

8. Click **Refund** or **Refund Offline** to process the refund (Select the button based on the action you require).



If you select **Refund**, a refund request will be submitted to the payment gateway via X-Payments, and a refund will be given at the same time that the credit memo is issued. If you select **Refund Offline**, no refund request will be sent (This option assumes that you will handle the refund directly through the gateway or through the X-Payments back end).

Once you have completed the above steps, the credit memo should be created. Now if you go back to the order details and select the **Credit Memos** tab under the **Navigation** menu, you should be able to see the new credit memo added to the list of credit memos pertaining to the order:



The status will be shown as *Refunded*.  
 If you have chosen to complete the refund online, the refund transaction will appear in X-Payments with the same status, *Refunded*.  
 If you have chosen the "Refund Offline" option, the transaction will not be reflected in X-Payments.