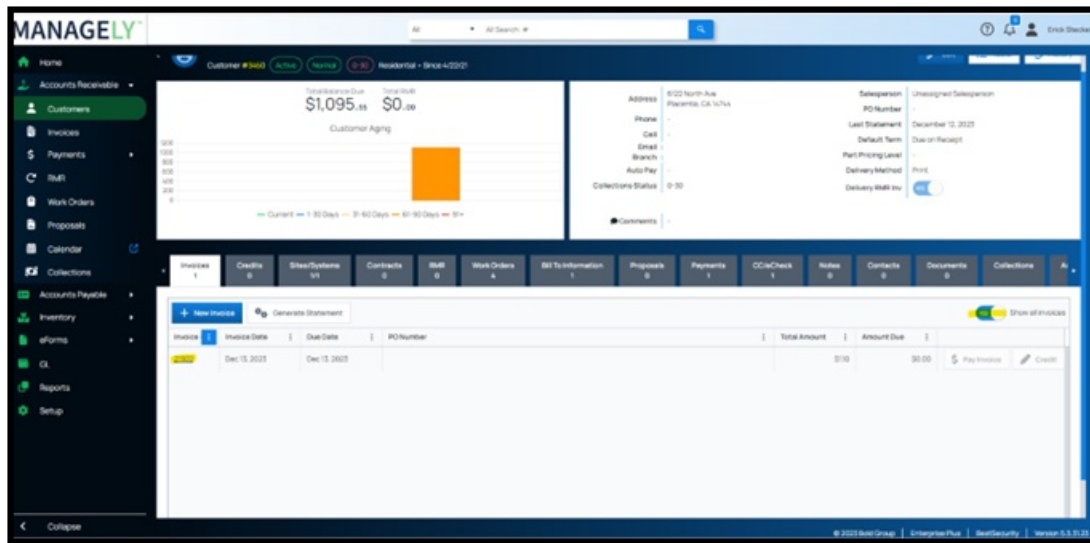


How to do a CC refund from an invoice payment in Managely

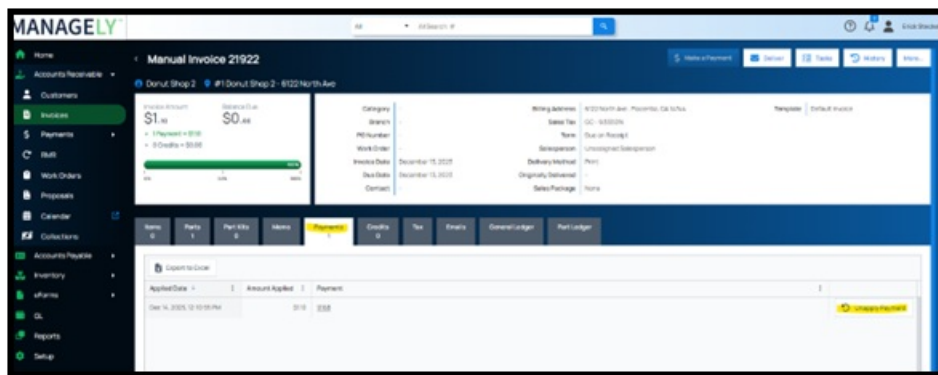
04/29/2024 10:28 am EDT

To do a credit card refund in Managely please follow these steps.

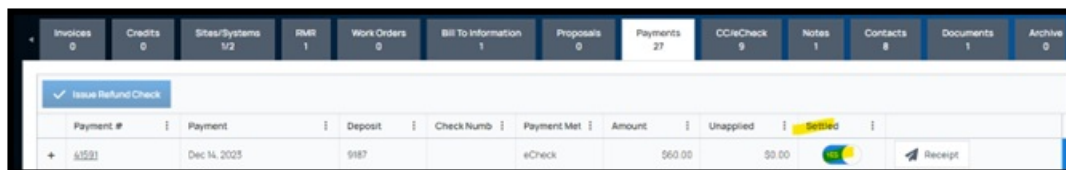
1) Log into the customer's page in question, click on show all invoices and click on the invoice you would like to refund.



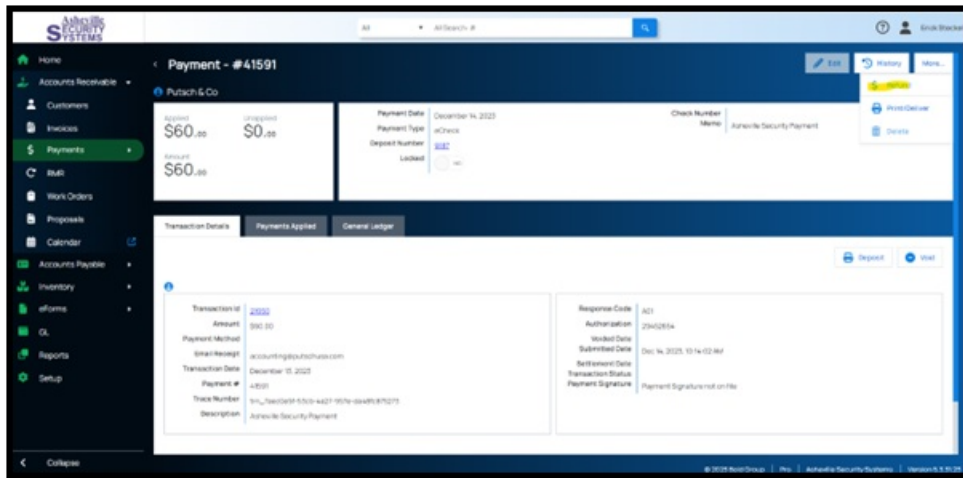
2) Click on the payments tab below and unapply the payment



3) Once the payment has a value of yes in the settled field you will be able to refund the payment



4) Go into the payment in question, click on the More button and click on refund from the drop down



5) Fill out the fields and push the submit refund button and you will be all set.