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 take a few seconds to load.

Find the invoice you would like to refund.

Download the invoice and save a copy by clicking the '\$' icon.

Main Details Registrati	ion Paymen	t Invoice Emai	ls Repoi						
Invoice									
Event List Register Individuals R	teturn to Home								
Invoice									
Options	Invoice Number	Payment Status	First Name						
() × → R \$ = 2	1112	paid by credit card	Joyce						
(U) × → R (\$) = 2	1116	paid by credit card	Susan						
() × → R \$ = 2	1145	paid by credit card	Anne						
() × → R \$ ≡ Ø	1274	paid by credit card	Bob						
	1287	paid by credit card	Bill						

The invoice will open in a browser.

1324

(1) × → R \$ = 2
1287

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Click Print Invoice – Save as PDF – at month-end send copies of fully refunded invoice to Accounts Receivable along with the Full Refund Audit Listing workbook.

paid by credit card Ken

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😽 MyQueer	n'sU 📙 Que	en's 🦲 Personal	»	Other bookmark
Q	ue	en's	Retirees Association of	NOICE
TO: Susan Retired			INVOICE NUI 1116 DATE Jun 30, 20 HST # 107868705R	23
Quantity	Price	Description		Amount
1	\$65.00	RAQ Golf Tou	rnament Registration - Members (Susan	\$65.00
	1		Sub-Total	\$65.00
			HST	\$8.45
			Total	\$73.45
Pair		I		
1 an	a by credit o	01505Z,	2023 (Authorization #: Card: MASTERCARD)	\$73.45

To refund the full invoice click on the 'R' icon.

Main Details Registrati	on Paymen	t Invoice Emai	ls Repoi						
Invoice									
Event List Register Individuals R	etum to Home								
Invoice									
18 record(s) found.									
Options	Invoice Number	Payment Status	First Name						
U 🛛 - R 5 🗉 🖉	1112	paid by credit card	Joyce						
	1116	paid by credit card	Susan						
Ů× → R \$ ≣ Ø	1145	paid by credit card	Anne						
Ů× → R \$ ≣ Ø	1274	paid by credit card	Bob						
Ů× → R \$ ≡ Ø	1287	paid by credit card	Bill						
Ů× → R \$ ≣ Ø	1324	paid by credit card	Ken						
	_								

Exware does not send a confirmation to the registrants of the refund – this will need to be done by the user processing the refund.

2. Partial Refunds – These need to be processed through the payment gateway (Hosted Checkout) and therefore need to be submitted to Finance to process.

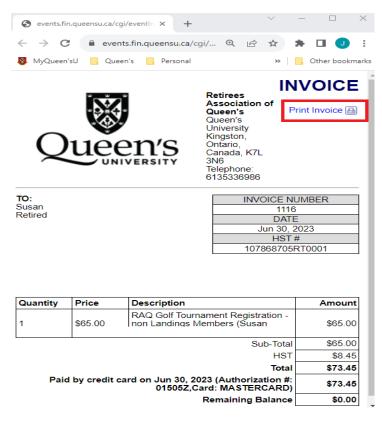
Email Accounts Receivable a copy of the invoice and the amount (specify if HST is included).

In the event select the Invoice tab and '\$' to preview the invoice

Main Details Registrati		t Invoice Emai	ls Repoi				
Invoice							
18 record(s) found.	Invoice Number	Payment Status	First Name				
	1112	paid by credit card					
	1116	paid by credit card	Susan				
() × → R \$ = Ø	1145	paid by credit card	Anne				
Ü× → R \$ ≣ Ø	1274	paid by credit card	Bob				
Ü× → R \$ ≡ Ø	1287	paid by credit card	Bill				
Ü× → R \$ ≡ Ø	1324	paid by credit card	Ken				

The invoice will open in a browser.

Click Print Invoice - Save as PDF



In this example a partial 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 confirmation it has been refunded.

Navigate back to the Invoice tab in your event and add a note as well as edit the invoice to reflect the amount paid.

Click on the "View Notes" icon.

Main Details	Registration	Payment	Invoice	Emails	Repo
Invoice					
Event List Register	r Individuals Return	to Home			

Invoice

18 record(s) found.

Options	Invoice Number	Payment Status	First Name
Ů × → R \$ ≡ Ø	1112	paid by credit card	Joyce
	1116	paid by credit card	Susan
Ů × → R \$ ≡ Ø	1145	paid by credit card	Anne
🛈 🖂 🄿 R 💲 🗉 🖉	1274	paid by credit card	Bob
🛈 🖂 🔿 R 💲 🗉 🖉	1287	paid by credit card	Bill
🛈 🖂 🔿 R 💲 🗉 🖉	1324	paid by credit card	Ken

Click Add new note.



3 record(s) found.

ł	Add new note										
	Options	<u>Entered</u> <u>By</u>	Notes	Time							
	=	System		06:57 am, Jun 30, 2023							
		System		06:57 am, Jun 30, 2023							
		System	Creates invoice for system email	06:57 am, Jun 30, 2023							

Add in the applicable information – date of request, reason for request, etc.

Click Submit

Sevents.fin.queensu.ca/cgi/eventNote.cgi?event_id=38®istrant_id=2166∾	—	
events.fin.queensu.ca/cgi/eventNote.cgi?event_id=38®istrant_id=	=2166&	actio.
Insert a note for Susan		
Notes Partial refund requested \$35 plus HST		
Submit Cancel		

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

Main Details	Registration	Payment	Invoice	Emails	Repo
Invoice					
Event List Register	r Individuals Return	to Home			

Invoice

18 record(s) found.

Options	Invoice Number	Payment Status	First Name
	1112	paid by credit card	Joyce
	1116	paid by credit card	Susan
	1145	paid by credit card	Anne

To Edit the invoice

Click on the pencil icon.

Main Details Registrat	tion Paymer	nt Invoice Ema	ils Repo					
Invoice								
Event List Register Individuals	Return to Home							
Invoice								
Options	Invoice Number	Payment Status	First Name					
S R → U = ×	1112	paid by credit card	Joyce					
	1116	paid by credit card	Susan					
Ø\$R→Ů≣×	1145	paid by credit card	Anne					
Ø\$R→Ü≡×	1274	paid by credit card	Bob					
$ \textcircled{\ } \end{array}{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \end{array}{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } \textcircled{\ } @$ } \textcircled{\ } \textcircled{\ } @ } \textcircled{\ } @ } \textcircled{\ } @ \\\ \\ @\ \\ @\ \\ @\ \\ @\ \\ @\ \\ @\ \\ @	1287	paid by credit card	Bill					

The invoice will open and show which items can be changed.

Click on the Update Purchase button.

Main Detai			Payment	Invoice	Emails			h				
Invoice												
Event List Reg	ster Individua	als Return t	o Home									
Q	ue		'S		Queen Kingst	etirees As 's Universi on, Ontaric one: 6135	ty o, Canada		's		IN	VOICE
TO: Susan Retired											VOICE N 1116 DAT Jun 30, 2 HST 10786870	5 E 2023
	-	Custom Purch		tial Payment	Add Activ	ity/Merchandis	e Add Re	gistrant Ap	ply Promo	o Code		
Quantity	Price	Descr	iption									Amount
1	\$65.00	RAQ	Golf Tourna	nent Regis	tration - no	on Landings	Members	(Susar				<u>ته</u> 5.00
											Sub-Total	\$65.00
											HST	\$8.45
											Total	\$73.45
			Paid by	credit car	d on Jun 3	30, 2023 (Ai	uthorizatio	on #: 01505				Ø × ^{\$73.45}
]	Remainin	g Balance	\$0.00

Change the registration as applicable and click Submit.

🛇 events.fin.queensu.ca/cgi/eventlnvoice.cgi?action=purchase_edit&purchase_i – 🛛	×
events.fin.queensu.ca/cgi/eventlnvoice.cgi?action=purchase_edit&purchase_id=2	Ð
Update purchase	^
Notes:	
 If an additional description is added, the sytem would display it after the fee description. 	
Fee RAQ Golf Tournament Registration - non Landings Members (Registration))
Quantity	
Amount \$65.00	
Additional description	
Submit X Cancel	-

🛇 events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_i — 🛛	\times
events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_id=2	€
Update purchase	Í
Notes:	
 If an additional description is added, the sytem would display it after the fee description. 	
Fee RAQ Golf Tournament Registration for Landings Members ONLY (Registration) ✓	
Quantity 1	
Amount \$ <mark>30.00</mark>	
Additional description	
Submit Cancel	,

The invoice will now show there is a credit – which should equal the partial refund amount processed by Accounts Receivable.

	ils Regist	ration Payment Invoice Emails Reports Search	
Invoice			
Event List Re	gister Individuals	Return to Home	
Q	uee	Retirees Association of Queen's Queen's University Kingston, Ontario, Canada, K7L 3N6 Telephone: 6135336986	VOICE
TO: Susan Retired		INVOICE 1 111 DA	16
		HST	2023 F# 705RT0001
	Add Discount/Cus	stom Purchase) (Add Partial Payment) (Add Activity/Merchandise) (Add Registrant) (Apply Promo Code)	Γ#
Add Note A Quantity 1	1	HST	r# 705RT0001
Quantity	Price	stom Purchase) (Add Partial Payment) (Add Activity/Merchandise) (Add Registrant) (Apply Promo Code) Description	<u>C #</u> 705RT0001 Amount ⊘ ⊑ \$30.00
Quantity	Price	HS stom Purchase Add Partial Payment Add Activity/Merchandise Add Registrant Apply Promo Code Description RAQ Golf Tournament Registration for Landings Members ONLY (Susano do to	T # 705RT0001
Quantity	Price	stom Purchase Add Partial Payment Add Activity/Merchandise Add Registrant Apply Promo Code Description RAQ Golf Tournament Registration for Landings Members ONLY (Susano do con con con con con con con con con co	T # 705RT0001
Quantity	Price	Image: stom Purchase Add Partial Payment) Add Activity/Merchandise) Add Registrant) Apply Promo Code Description RAQ Golf Tournament Registration for Landings Members ONLY (Susand Description) Sub-Tota Sub-Tota HST	F # 705RT0001 Amount ∅ \$30.00 I \$30.00 I \$30.00 I \$33.90 I \$33.90

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>.