

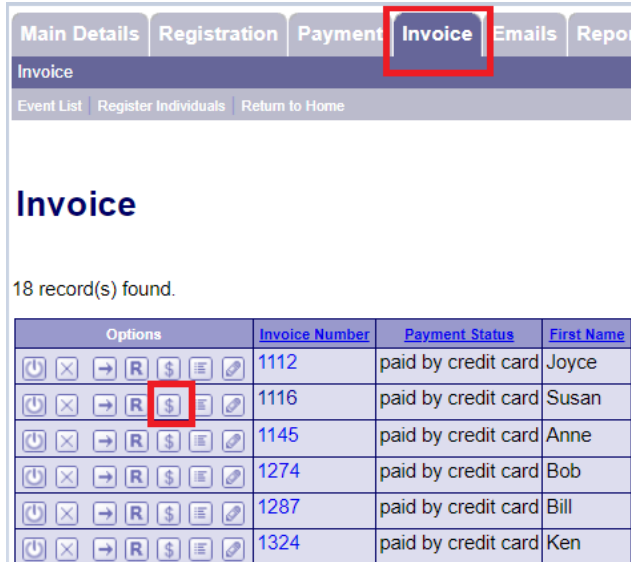
Refunds – Eware

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.












































Invoice

Event List Register 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
      	1274	paid by credit card	Bob
      	1287	paid by credit card	Bill
      	1324	paid by credit card	Ken

The invoice will open in a browser.

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.

events.fin.queensu.ca/cgi/eventtr

events.fin.queensu.ca/cgi/...

MyQueen'sU Queen's Personal Other bookmarks

Queen's UNIVERSITY

Retirees Association of Queen's University
 Kingston, Ontario, Canada, K7L 3N6
 Telephone: 6135336986

INVOICE

[Print Invoice](#)

TO:
 Susan
 Retired

INVOICE NUMBER	1116
DATE	Jun 30, 2023
HST #	107868705RT0001

Quantity	Price	Description	Amount
1	\$65.00	RAQ Golf Tournament Registration - non Landinas Members (Susan)	\$65.00
Sub-Total			\$65.00
HST			\$8.45
Total			\$73.45
Paid by credit card on Jun 30, 2023 (Authorization #: 01505Z, Card: MASTERCARD)			\$73.45
Remaining Balance			\$0.00

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

Main Details Registration Payment **Invoice** Emails Reports

Invoice

Event List Register Individuals Return to Home

Invoice

18 record(s) found.

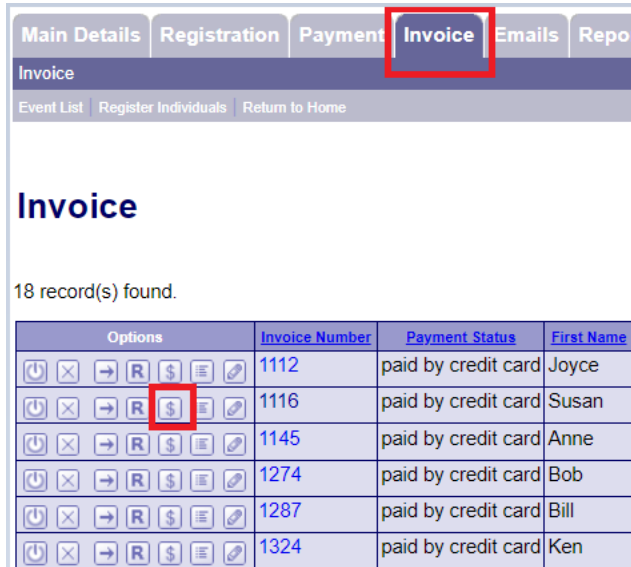
Options	Invoice Number	Payment Status	First Name
R	1112	paid by credit card	Joyce
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	1274	paid by credit card	Bob
	1287	paid by credit card	Bill
	1324	paid by credit card	Ken

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.

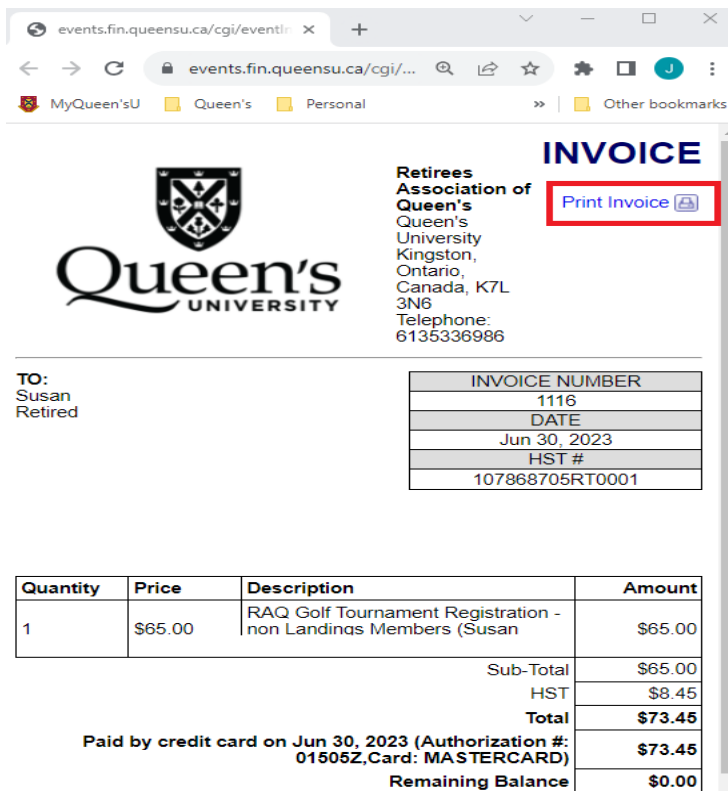
Email [Accounts Receivable](#) a copy of the invoice and the amount (specify if HST is included).

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



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 Reports

Invoice

Event List Register 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
	1274	paid by credit card	Bob
	1287	paid by credit card	Bill
	1324	paid by credit card	Ken

Click Add new note.

View Susan Notes

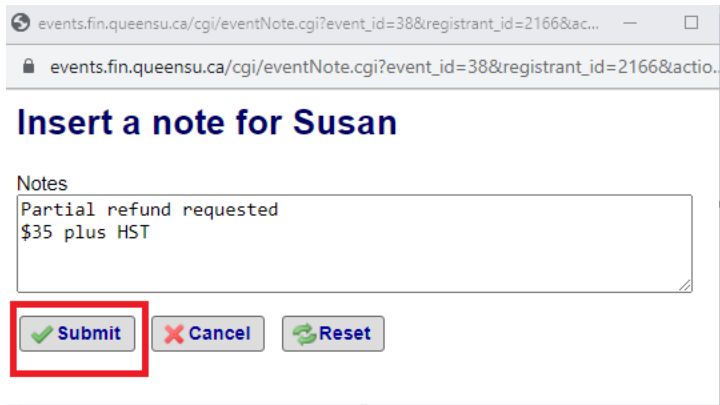
3 record(s) found.

[Add new note](#)

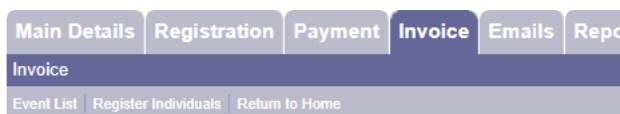
Options	Entered By	Notes	Time
	System	Creates invoice for system email	06:57 am, Jun 30, 2023
	System	Received Credit Card Payment(Auth Code: 01505Z)	06:57 am, Jun 30, 2023
	System	Creates invoice for system email	06:57 am, Jun 30, 2023

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

Click Submit



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



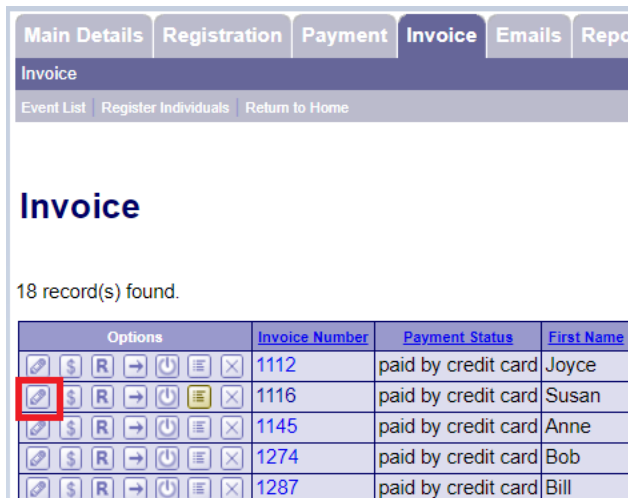
Invoice

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.




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

Click on the **Update Purchase** button.

[Main Details](#) | [Registration](#) | [Payment](#) | **Invoice** | [Emails](#) | [Reports](#) | [Search](#)

Invoice

[Event List](#) | [Register Individuals](#) | [Return to Home](#)



Retirees Association of Queen's
 Queen's University
 Kingston, Ontario, Canada, K7L 3N6
 Telephone: 6135336986

TO:

Susan
Retired

INVOICE NUMBER	
1116	
DATE	
Jun 30, 2023	
HST #	
<input checked="" type="checkbox"/> 107868705RT0001	

[Add Note](#) | [Add Discount/Custom Purchase](#) | [Add Partial Payment](#) | [Add Activity/Merchandise](#) | [Add Registrant](#) | [Apply Promo Code](#)

Quantity	Price	Description	Amount
1	\$65.00	RAQ Golf Tournament Registration - non Landings Members (Susar)	\$65.00
Sub-Total			\$65.00
HST			\$8.45
Total			\$73.45
Paid by credit card on Jun 30, 2023 (Authorization #: 01505Z, Card: MASTERCARD)			<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> \$73.45
Remaining Balance			\$0.00

Change the registration as applicable and click Submit.

events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_i...

events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_id=2...

Update purchase

Notes:

- If an additional description is added, the system would display it after the fee description.

Fee

RAQ Golf Tournament Registration - non Landings Members (Registration) ▼

Quantity

1

Amount

\$65.00

Additional description

Submit
 Cancel
 Reset

events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_i...

events.fin.queensu.ca/cgi/eventInvoice.cgi?action=purchase_edit&purchase_id=2...

Update purchase

Notes:

- If an additional description is added, the system would display it after the fee description.

Fee

RAQ Golf Tournament Registration for Landings Members ONLY (Registration) ▾

Quantity

1

Amount

\$ 30.00

Additional description

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

