

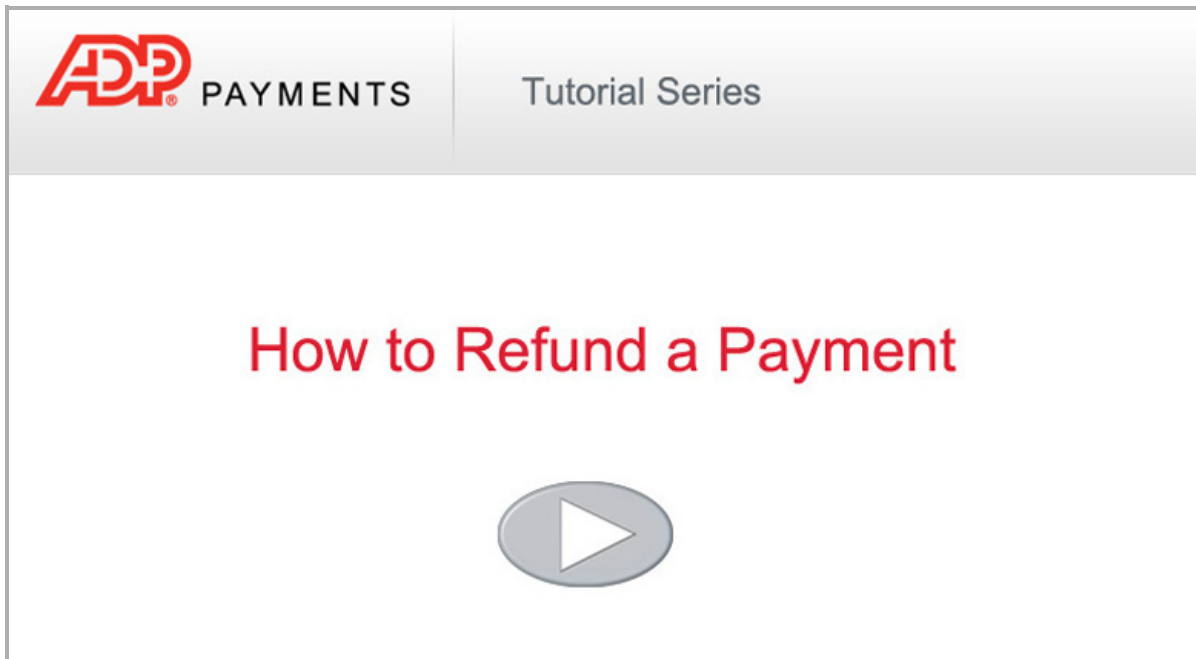
ADP Payments Tutorial Series

How to Refund a Payment

Two types of refunds can be performed in ADP Payments—a standalone credit card refund for any amount and a reversal of a settled credit card or echeck (ACH) payment. This tutorial provides instructions for refunding a settled payment.

Any payment that has a status of “Settled” can be refunded. To prevent you from entering a refund prior to actually receiving funds for a payment, ADP Payments will only provide access to the **Refund** function after the transaction is settled and you have been paid. Watch this 1.5 minute video to see how it’s done. Step-by-step instructions follow below.

TIP: Increase the screen magnification in Acrobat to enlarge the video.



The **Refund** function can be accessed in the following ways:

- By clicking the “refund” button at the bottom of any **Transaction Details** page, as shown below:



- In the **manage payments** screen, by clicking the **Action** button for the settled transaction you want to refund, and clicking the “Refund” link as shown below:



After you click the “Refund” link or button:

1. A pop-up window will appear asking you to confirm the refund.
2. Click “Yes” to proceed or “No” to leave the payment as is.
3. If you click “Yes” you are returned to the **manage payments** screen and the refund is processed.
4. The status of the original payment will change from “Settled” to “Refunded” and you will see a new transaction for the refund with the status of “Refund (Posted).”
TIP: The **Amount paid column will show the refund transaction with the dollar value as negative and in red. i.e. (\$20.00).**

Status	Confirm. #▼	Customer	Customer last name	Amount paid	Date paid	Invoice #
Refund (Posted)	772717	Sam Pel...	Pell	(\$6.00)	11/15/12	Action

5. When you view the **Transaction Details** page for the original transaction, the **Reversed by Transaction ID** field provides a link to the refund transaction.

Payment Information			
Transaction ID:	724404	Authorization Code:	TAS386
Date/Time Entered:	10/16/2012 08:39AM MT	Settlement Date:	10/18/2012
Amount:	\$6.00	Status:	Refunded
Payment Type:	Credit Card Payment	Reason Description:	
Can Void Until:	10/16/2012	Transaction Type:	MOTO
Credit Card Type:	Visa	Expiration Date:	12/2013
Credit Card Account:	*****1111	Reversed by Transaction ID:	772717

6. When you view the **Transaction Details** page for the refund transaction, the **Reversal of Transaction ID** field provides a link to the original transaction.

Payment Information			
Transaction ID:	772717	Authorization Code:	772717
Date/Time Entered:	11/15/2012 08:49AM MT	Estimated Settlement Date:	11/19/2012
Amount:	(\$6.00)	Status:	Refund (Posted)
Payment Type:	Credit Card Payment	Reason Description:	Approved
Can Void Until:	11/15/2012	Transaction Type:	MOTO
Credit Card Type:	Visa	Expiration Date:	12/2013
Credit Card Account:	*****1111	Reversal of Transaction ID:	724404

IMPORTANT NOTE: If you attempt to refund a payment for which you have deleted the original credit card or bank account from the Customer Record, you will get an error. ADP Payments can only process refunds to active accounts.