

How to Void or Refund a transaction

Login via the Account Login page at the following URL: <https://secure.cashflows.com/>

Enter your unique email address and password (Note: Your password is case sensitive) and select the Login button.

Voiding a transaction

For transactions where the funds have not yet been requested from the card issuer it is possible to void the transaction. For Sale transactions this has to be done on the same day and is an alternative to refunding the transaction.

Indeed if a refund is attempted on a Sale prior to the funds of a transaction being requested from the bank, then we will automatically process it as a Void instead.

To void a transaction you will need to select the Void button on the Transaction information pop up. The Void button will only be shown on sale/refund transactions that have not yet had funds requested/settled from/to the issuing bank. Voiding a transaction will prevent funds from being requested/settled from/to the issuing bank, for that transaction.

Sale 0150000016A - Authorised	
Profile	SimonTest (ID 1)
Type	Sale
Amount	GBP 5.99
Date	04/Mar/2014 19:08:15
Card ID	cartid
Description	My Payment
Auth Code	AUTHOK
<input type="button" value="Void"/> <input type="button" value="Hold"/>	
Card Details:	
Card Number	4762 **** * 2373 (Visa Prepaid)
Card Issue Country	GB
Expiry Date	Mar 2014 (03/14)

Refund a transaction

To process a refund, select the transaction's reference number. The transaction details will be displayed in a pop up overlaying your search results.

To make a full refund, select the Refund button. An alert box will be displayed enabling you to confirm or cancel the refund request.

You can "partial refund" a transaction by entering a smaller amount than the full sale amount.

Please Note: You cannot refund more than the original sale amount.

The option to refund a transaction will only appear for transactions where the funds have moved in to your Merchant account. For transactions processed today, refer to: "Voiding a transaction".

The system automatically checks what has been refunded previously and will permit/deny further refund requests accordingly. For example; if you have processed a sale transaction for £100.00; the system would allow five refunds of £20 against that transaction but it would not permit a sixth as that would total £120.00 which is greater than the amount of the initial sale amount.

Note: You will be unable to complete a partial refund on the same day that the transaction was processed.

Sale 0150000016A - Authorised	
Profile	SimonTest (ID 1)
Type	Sale
Amount	GBP 5.99
Date	04/Mar/2014 19:08:15
Card ID	cartid
Description	My Payment
Auth Code	AUTHOK
Search	<input type="text" value="5.99"/> <input type="button" value="Refund"/>
Card Details:	
Card Number	4762 **** * 2373 (Visa Prepaid)
Card Issue Country	GB
Expiry Date	Mar 2014 (03/14)

For more information contact | info@cashflows.com | +44 (0) 1223 550 920 | cashflows.com