

# How To Issue a Customer Refund



Some clients may decide to cancel their order, follow these steps to easily refund their deposit.

1 Login to your Braintree account

The screenshot shows the Braintree login page. It has a header with the Braintree logo and a 'Get Help' link. The main heading is 'Log into Braintree'. Below this are fields for 'Username' and 'Password', with a 'Forgot' link next to the password field. There are 'Log In' and 'Log In With PayPal' buttons. At the bottom, there are links for 'Want to access Braintree using your PayPal account? Learn more', 'Looking for your test environment? Log into Sandbox', and 'Using your corporate domain credentials? Log in with SSO'.

2 Run a transactions report to view the latest customer payments received

The screenshot shows the Braintree 'Transactions' page. The 'Transactions' tab is selected in the top navigation bar. Below the navigation bar, there are filters for 'Creation date range' (This Year, This Month, Last Month, Past 30 Days, Today, Custom) and 'Settled date range', 'Submitted For Settlement date range', 'Disbursed date range', and 'Disputed date range'. The 'This Month' filter is selected. The 'Start' date is 09/01/2021 and the 'End' date is 09/30/2021. A 'Search' button is at the bottom.

3 Select the customer transaction you want to refund

The screenshot shows a list of transactions. The 'Transactions' tab is selected. The list has columns for Amount, Type, Status, ID, Customer, Payment Method, and Date. One transaction is highlighted with a red box: Amount: \$210.10 USD, Type: Credit, Status: Settled, ID: ch51bdg5, Customer: paypal, Payment Method: paypal, Date: Sep 6, 2021 10:10:00.

4 Click the refund button and enter the refund amount

The screenshot shows the 'Transaction Detail For ID: ch51bdg5' page. There are 'Receipt' and 'Refund' buttons. Below this is the 'Refund ch51bdg5' section with 'Refund Details'. The 'Amount' field is set to '210.10' and is marked as 'required'. Below the field, it says 'The amount must be equal to or less than \$210.10 USD.' There are 'Refund' and 'Cancel' buttons at the bottom.

5 Send Confirmation email to user of the refund processed



## Braintree questions

E-mail Support: [acura@paypal.com](mailto:acura@paypal.com)

Additional Support: <https://developer.paypal.com/braintree/help>