

## Transactions | Transaction Manager | Refund Transaction

Initiated By: Administrator / User

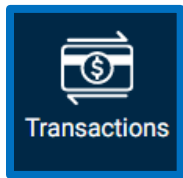
Used To: To refund a Transaction



*Settled – The funds are deducted from the card-holder account and Settled to the Merchant Account*

*Refund – This happens ONLY after a transaction is Settled*

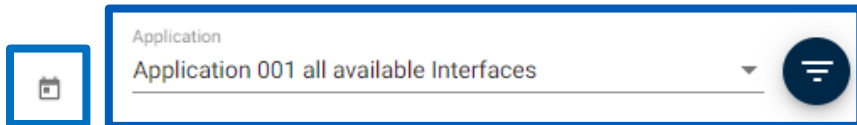
On the Landing Page click on the Transaction icon to access your Transaction Report



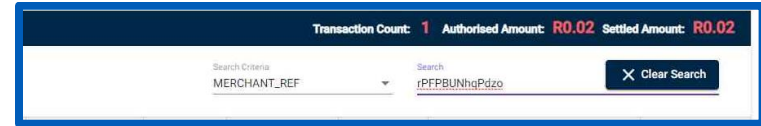
1. On this page you will be able to see your Organization's **Transactions** in more detail in a report format.



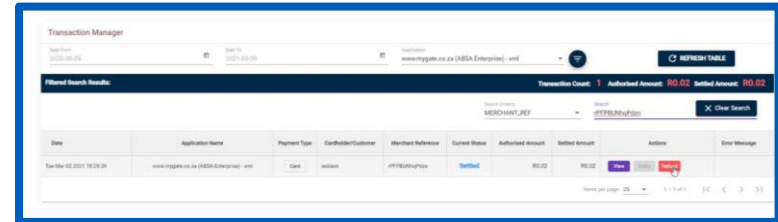
2. You can search for the transaction which you want to refund by changing the **dates** and **Application Interfaces**



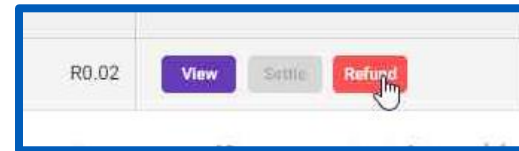
3. You can use a **Reference** of your choice to search for the transaction



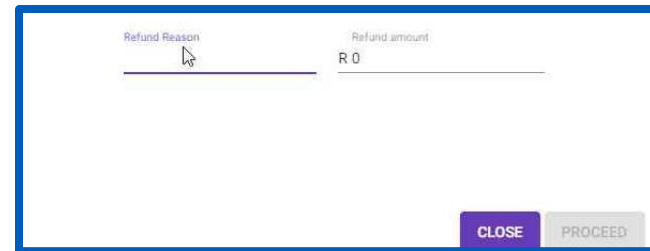
4. This will show you the transaction you want to **Refund**



5. By clicking on the **Refund** button



6. You can enter the **Reason for the Refund** as well as the **Amount** of the Refund



- By clicking on **Proceed**, the refund will be done and you will be taken back to the **Reports** page

The screenshot shows the 'Client Portal' interface for 'Transaction Manager'. It includes a search bar, filters, and a table of transactions. The table has columns for Date, Application Name, Payment Type, Cardholder/Customer, Merchant Reference, Current Status, Authorized Amount, and Settled Amount. The 'Current Status' column shows various states such as 'Failed', 'Settling', and 'Refunding'.

Date	Application Name	Payment Type	Cardholder/Customer	Merchant Reference	Current Status	Authorized Amount	Settled Amount	Actions	Error Message
Mon Mar 18 2023 17:57:26	www.mygate.co.za (MGA-Enterprise) -ent	Card	4539456501	16102249428	Failed	80.00	80.00	View	Do not Proceed
Mon Mar 18 2023 16:38:36	www.mygate.co.za (MGA-Enterprise) -ent	Card	4539456501	16102249428	Failed	80.00	80.00	View	Do not Proceed
Mon Mar 18 2023 14:36:45	www.mygate.co.za (MGA-Enterprise) -ent	Card	4539456501	0120207191249	Failed Out	80.00	80.00	View	Transaction failed out for change for 0.00
Mon Mar 18 2023 12:51:12	www.mygate.co.za (MGA-Enterprise) -ent	Card	J. A. Kloppers	4539456501750-44021646-16102249428	SETTLING	80.00	80.00	View	
Thu Mar 04 2023 19:53:02	www.mygate.co.za (MGA-Enterprise) -ent	Card	4539456501	4539456501910	REFUNDING	80.00	80.00	View	
Thu Mar 04 2023 19:22:49	www.mygate.co.za (MGA-Enterprise) -ent	Card	4539456501	4539456501634	Failed	80.00	80.00	View	Print check failed
Thu Mar 04 2023 19:22:58	www.mygate.co.za (MGA-Enterprise) -ent	Card	Msaahs	1008212411381	Failed	80.00	80.00	View	Print check failed
Thu Mar 04 2023 19:13:16	www.mygate.co.za (MGA-Enterprise) -ent	Card	01881	1610224942827	Failed	80.00	80.00	View	Payment card failed for application 4539456501-44021646-1610224942827

- Where you will be able to see that the Transaction has been **Refunded / Partially Refunded**

Partially Refunded	R0.02	R0.01 R0.01
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