



# Refunds

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User Guide for JustGo

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# What is a refund?

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Refunds allow administrators to refund part or all of a purchase made through Stripe by a member.

It does not however refund the payment charges that were originally charged to a member, only the membership, event or products purchased.

Some Screenshots and info may differ depending on the subscription type

# How do I apply a refund as NGB Administrator?

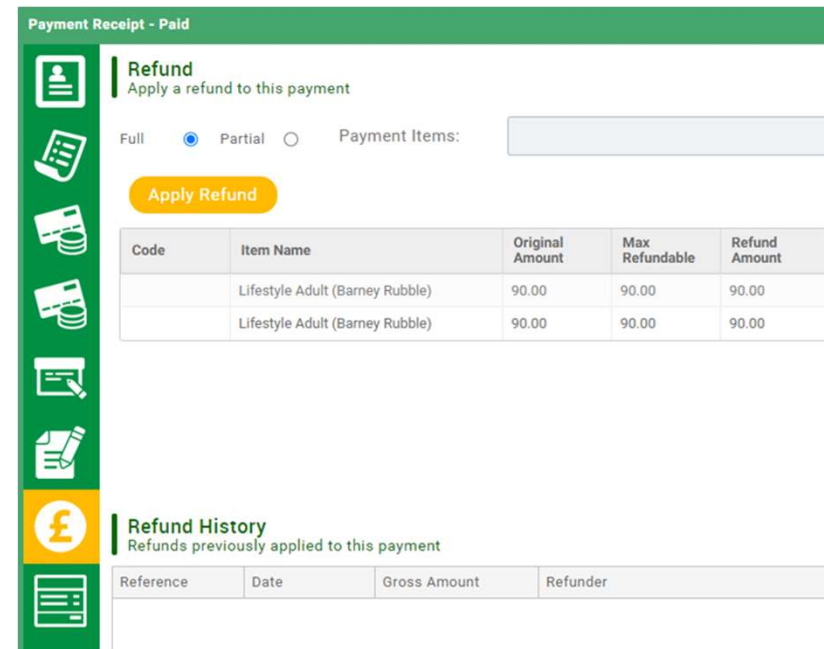
You can apply refunds by navigating to the **Payment Receipt** tile in the menu of your JustGo system.

Then simply select the payment receipt that you would like to apply the refund against.

A new window will pop up from which you can apply the refund.

If you wish to process a full refund select **Full**, or for a partial refund select **Partial**. Note: this does not refund original payment charges.

**Please note:** if that was a split payment between the NGB and State/Zone/Club you should only refund the NGB part of the purchase price, and get in contact with the State/Zone/Club for their part.



**Payment Receipt - Paid**

**Refund**  
Apply a refund to this payment

Full  Partial  Payment Items:

**Apply Refund**

Code	Item Name	Original Amount	Max Refundable	Refund Amount
	Lifestyle Adult (Barney Rubble)	90.00	90.00	90.00
	Lifestyle Adult (Barney Rubble)	90.00	90.00	90.00

**Refund History**  
Refunds previously applied to this payment

Reference	Date	Gross Amount	Refunder
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Continued on the next page...

# How do I apply a Partial Refund as NGB Administrator?

For a partial refund you need to select the Partial option shown in the screenshot below. You can then select the refundable item from the table below and type in the Refund Amount. If you wish you can leave a comment for the refund. Don't forget to click on the green tick to confirm and press the Apply Refund button to finish.

**Refund**  
Apply a refund to this payment

Full  Partial  Payment Items: Lifestyle Adult (Barney Rubble) (90.00)

Code	Item Name	Original Amount	Max Refundable	Refund Amount	Comment	
	Lifestyle Adult (Barney Rubble)	90	90	20.00		<input type="checkbox"/> <input checked="" type="checkbox"/>

# How do I apply a refund as State/Zone/Club Administrator?



You can apply the refund by navigating to the **Club Finances** tile in the menu of your JustGo system.

In the **Payment Summary** tab, click on the tools icon in the item line you would like to return.

You will land on the **Payment Details** page, you will find a **Refund** button.

If you wish to process a full refund select **Refund All**, or for a partial refund select **Refund** in the item you wish to return. Note: this does not refund original payment charges.

**Please note:** if that was a split payment between the NGB and State/Zone/Club you should only refund the State/Zone/Club part of the purchase price, and get in contact with the NGB for their part.

Payments Search...

Reference	Date	Payer Name	Type	Method	Total	Status	
PR007410	17/01/2022		Payment	Credit/Debit Card	\$15.43	Paid	

PR007410

Credit/Debit Card



**Payment Header**

Date:  
17/01/2022 06:48  
Processed By:  
Status:  
COMPLETE

Item	Price	Quantity	Discount	Surcharge	Net	Tax	Gross	Max Refundable	Refunded	
Adult Riding Member	\$15.00	1	\$0.00	\$0.00	\$15.00	\$0.00	\$15.00	\$15.00	\$0.00	

# Can I see what refunds have been applied on a Payment Receipt?

As NGB Administrator, you can see the list of refunds in the **Refund History** section of a payment receipt. This will show you the amount details and the status of the transaction.



The screenshot shows a 'Refund History' section with a sub-header 'Refunds previously applied to this payment'. It contains a table with the following data:

Reference	Date	Gross Amount	Refunder	State
RR000001	25/02/2021	-50.00	System Admin	Failed

As State/Zone/Club Administrator, you can see the refunds through the **Status** column in the **Payment Summary** list. Click on the tools icon in the item line you would like to see the refund.



The screenshot shows a 'Payments' section with a search bar and a table. The table has the following data:

Reference	Date	Payer Name	Type	Method	Total	Status	
RR000051	07/01/2022	[Redacted]	Refund	Credit/Debit Card	\$23.00	Refunded	

# When will the member receive their refund?

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Stripe has their own timescales for refunds being returned to a member's account.

We recommend that you advise your member that the refund can take between 7 to 10 working days.