

How do I issue a refund?

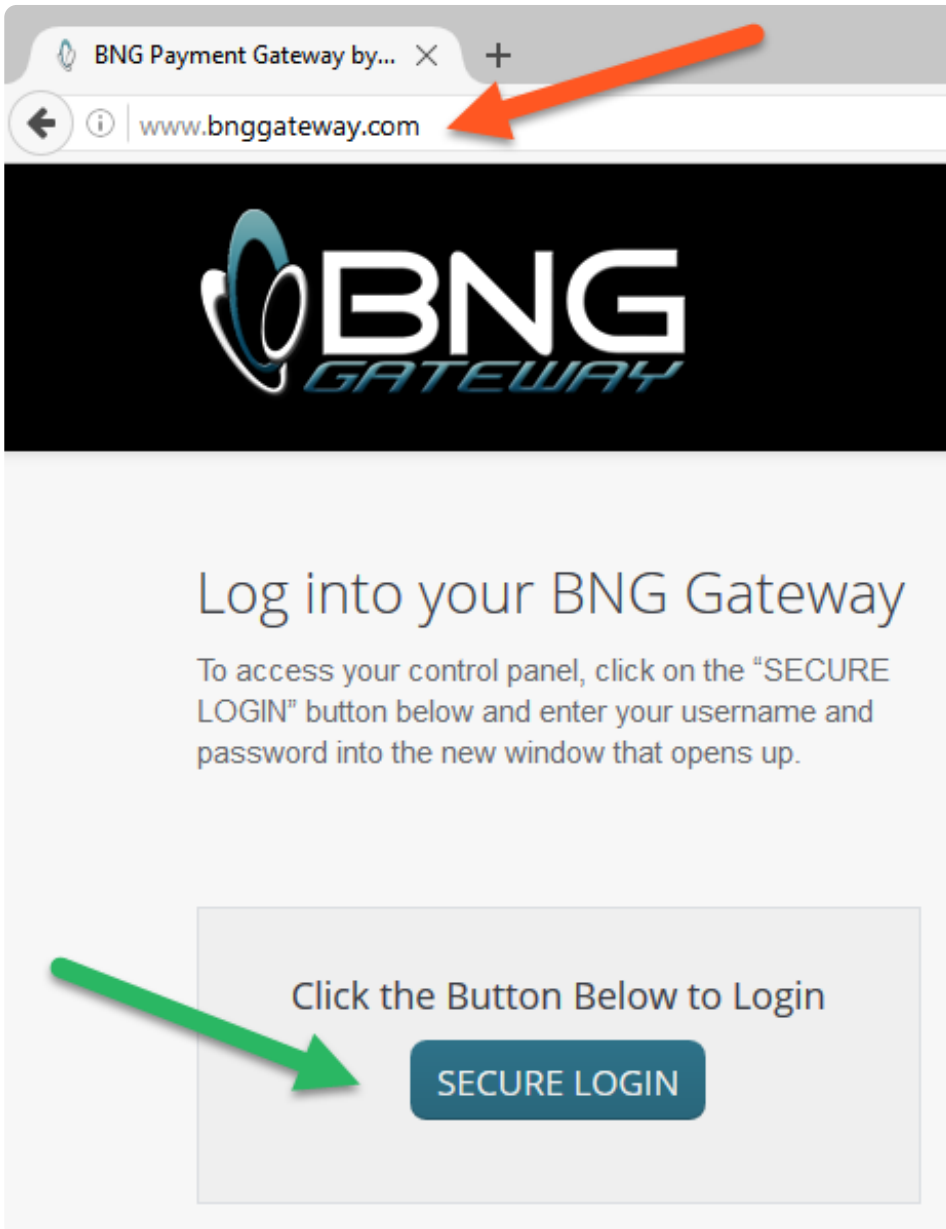
Last Modified on 05/31/2019 10:59 am CDT

Refunds are usually issued through the [BNG Gateway](#).

- This may differ depending on your particular processing integration

Log in at www.bnggateway.com

- Please contact the main account holder, or support@connectbooster.com to reset login credentials.



The image is a screenshot of a web browser displaying the BNG Gateway login page. The browser's address bar shows the URL www.bnggateway.com, with an orange arrow pointing to it. The page header features the BNG Gateway logo. The main content area contains the heading "Log into your BNG Gateway" and a paragraph of instructions: "To access your control panel, click on the 'SECURE LOGIN' button below and enter your username and password into the new window that opens up." Below this text is a grey rectangular box containing the text "Click the Button Below to Login" and a dark teal button labeled "SECURE LOGIN". A green arrow points from the left towards the "SECURE LOGIN" button.

Find the transaction using the Trans Reports + Reports feature on the left hand side menu.

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[Reports](#)

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[Integration](#)
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Search Transactions

Status	<input type="text" value="Any"/>
Transaction Type	<input type="text" value="Any"/>
Action Type	<input type="text" value="Any"/>
Processor	<input type="text" value="Any"/>
Transaction ID	<input type="text"/>
Order ID	<input type="text"/>
Platform ID	<input type="text"/>
Customer ID	<input type="text"/>
Last Name	<input type="text"/>
Company	<input type="text"/>
Email Address	<input type="text"/>
Account Number	<input type="text"/> (Credit/Checking)
Amount Range	<input type="text"/> - <input type="text"/> (xx.xx)
Start Date	<input type="text" value="Mar"/> <input type="text" value="1"/> <input type="text" value="2017"/> <input type="text" value="00"/> <input type="text" value="00"/>
End Date	<input type="text" value="Mar"/> <input type="text" value="03"/> <input type="text" value="2017"/> <input type="text" value="23"/> <input type="text" value="59"/>

Use the "Search Transactions" Report set of criteria.

- We like to use criteria for the Amount Range, and Start/End Date for simplicity!

Click on the "Transaction ID" link to access the details page.

Main Menu

[Home](#)

Credit Card

- [Sale](#)
- [Authorize](#)
- [Capture](#)
- [Void](#)
- [Refund](#)

Electronic Check

- [Sale](#)
- [Void](#)
- [Refund](#)

Recurring

- [Add Subscription](#)
- [List Subscriptions](#)
- [Add Plan](#)
- [List Plans](#)

[Home](#) » [Reports](#) » [Transaction](#)

Transaction

02/01/2017 12:00 AM

1 - 50 of 75 (121 Total)

TRANSACTION REPORT		
Type	Status	ID
Card Sale	Approved	3471447381 CB55314
Card Settle		
Card Sale	Approved	3471452136 CB55503
Card Settle		

Once on the details page, select and confirm "Refund" from the top left corner.

- If you have the option to "VOID", that is usually preferred as it stops the transaction from fully committing!
- You will have the option to send an E-Mail Receipt

877.733.65

Main Menu

[Home](#)

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Electronic Check

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- [Void](#)
- [Refund](#)

Recurring

[Home](#) » [Reports](#) » [Transaction Detail](#)

[Create Subscription](#)

[Add to Vault](#)

Transaction Detail	
Refund Charge Again: (Sale) Back	Print Receipt E-Mail Receipt
Merchant:	ConnectBooster - (West Fargo, ND)
Date/Time:	03/02/2017 3:00:54 AM CST
Transaction ID:	3513620811
Transaction Type:	Check Sale
Status:	Pending Settlement

With this complete you will need to manually update QuickBooks and zero out or delete the original payment receipt created by ConnectBooster . Doing so will re-open the invoice and allow it to be paid again at a later date!

NOTE: If the invoice was inadvertently paid by the Auto-pay, it will be again if you do not turn off the auto-pay on the affected client's CB portal settings.