

# Issue a refund on a paid order

Northwind - October 4, 2026

|                      |                                                                                                       |
|----------------------|-------------------------------------------------------------------------------------------------------|
| <b>Purpose</b>       | Pay a customer back when a refund request is approved, with the reason on record.                     |
| <b>Scope</b>         | Paid orders only. For an invoice that is not paid yet, void it instead (SOP: Void an unpaid invoice). |
| <b>Owner</b>         | Lena, finance lead. Review: 31 March 2027                                                             |
| <b>Version</b>       | 1.0                                                                                                   |
| <b>Prerequisites</b> | Payments role in Paynest; the approved request with the order number and the reason.                  |

- 1 In **Search orders**, type the order number from the request, for example 10428.

paynest

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Live

Payments

Card and SEPA payments for Northwind

1

10428

Status: any

Last 12 months

| AMOUNT    | STATUS | ORDER  | CUSTOMER | DATE         |
|-----------|--------|--------|----------|--------------|
| €1,240.00 | Paid   | #10428 |          | 18 Sept 2026 |

- 2 Click the order's row. Its details open on the right: check that the customer and the total match the request, and the status is **Paid**.

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### Payments

Card and SEPA payments for Northwind

10428 Status: any Last 12 months

| AMOUNT    | STATUS | ORDER  | CUSTOMER | DATE         |
|-----------|--------|--------|----------|--------------|
| €1,240.00 | Paid   | #10428 |          | 18 Sept 2026 |

- 3 In the details, select **Actions > Issue refund**.

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### Payments

Card and SEPA payments for Northwind

10428 Status: any Last 12 months

| AMOUNT    | STATUS | ORDER  | CUSTOMER |
|-----------|--------|--------|----------|
| €1,240.00 | Paid   | #10428 |          |

€1,240.00

Paid

Order #10428

Customer

Date 18 Sept 2026

Method Visa .... 4242

Actions ▾

- Issue refund
- Copy payment ID

- 4 In **Refund note**, type the reason from the request, for example "Duplicate charge".

The screenshot shows the paynest interface with the 'Payments' section active. The main table displays a payment of €1,240.00 with status 'Paid' for order #10428. A modal is open for adding a refund note, with the text 'Duplicate charge' entered in the 'Refund note' field. The 'Save refund' button is visible below the input field.

| AMOUNT    | STATUS | ORDER  | CUSTOMER |
|-----------|--------|--------|----------|
| €1,240.00 | Paid   | #10428 |          |

Refund note: Duplicate charge

Save refund

- 5 A saved refund cannot be taken back. Check the order number once more, then click **Save refund**. "Refund saved" appears at the bottom left with the order number and the amount.

The screenshot shows the paynest interface with the 'Payments' section active. The main table displays a payment of €1,240.00 with status 'Refunded' for order #10428. A confirmation message 'Refund saved - #10428 · 1,240.00' is displayed at the bottom left.

| AMOUNT    | STATUS   | ORDER  | CUSTOMER |
|-----------|----------|--------|----------|
| €1,240.00 | Refunded | #10428 |          |

Refund saved - #10428 · 1,240.00