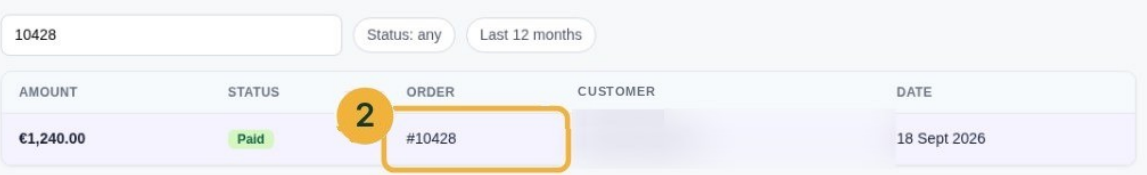


Job aid: Issue a refund on a paid order

For	Payments staff who have issued a refund in Paynest before.
Before you start	Open the approved request: you need the order number and the reason.

Steps

No.	Action
1	In Search orders , type the order number from the request.
2	Click the order's row. Check: customer and total match the request, status is Paid .
	 <p><i>Step 2: the row to check before anything else. Status must read Paid.</i></p>
3	In the details, select Actions > Issue refund .
4	In Refund note , type the reason from the request.
Warning: A saved refund cannot be taken back. Check the order number once more.	
5	Click Save refund .
Done when	"Refund saved" appears at the bottom left with the order number and the amount.
Full SOP	"Issue a refund on a paid order", Finance SOPs folder. Owner: Lena, finance lead.
Last checked	4 October 2026