

Process: Handle a customer refund request

Example. Northwind is a made-up company. The tools and deadlines are in the linked procedure (SOP) and work instructions, not here.

Process owner	Lena, finance lead
Version and date	1.0, 4 October 2026
Next review	4 April 2027, or sooner when the refund rules change

Approval

Prepared	Reviewed	Approved
Finance lead, 4 October 2026	Support lead, 4 October 2026	Managing director, 4 October 2026

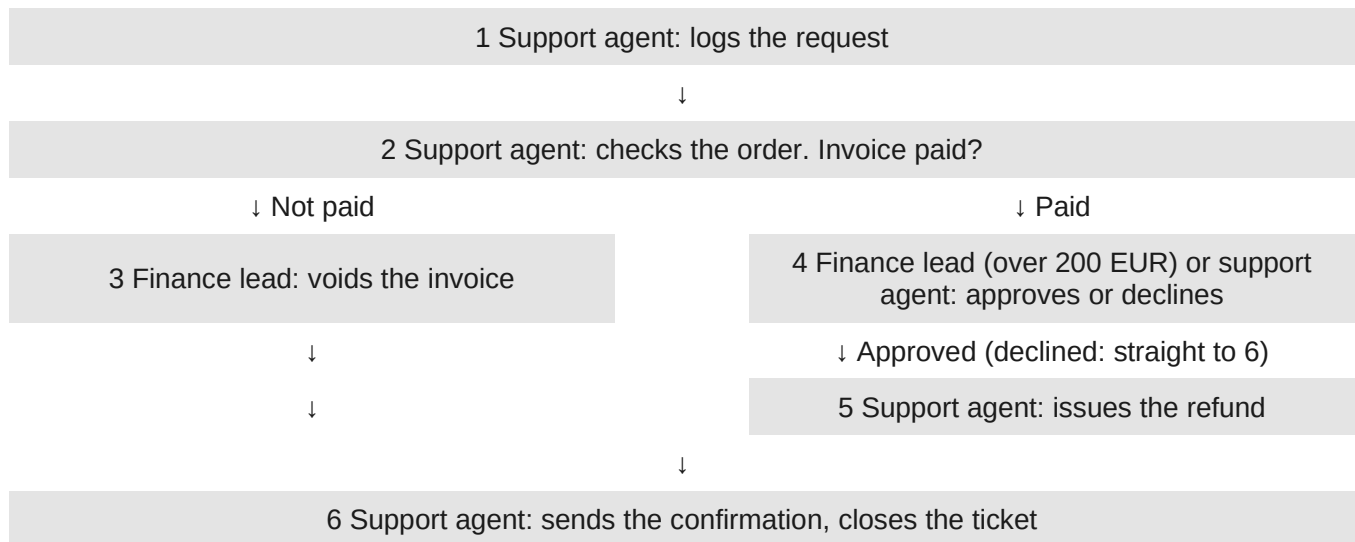
About this process

Purpose	The customer gets their money back, or their unpaid invoice cancelled, and a clear answer either way.
Scope	Starts when a refund request arrives in the support inbox. Ends when the customer has a confirmation email. Not covered: chargebacks through the card provider.
Trigger	A refund request email arrives in the support inbox.
Inputs	The request email with the customer's email address and the order number (from the customer).
Outputs	A refund issued, an invoice voided or a refund declined with a reason; the ticket closed with the result; a confirmation email sent to the customer.
Measures	Working days from request to confirmation (median per month); refund tickets the customer reopens per month. Read by the finance lead monthly.

Roles and responsibilities

Role	Decides or does
Customer	Sends the request with the order number; receives the confirmation.
Support agent	Logs the request, checks the order, issues refunds, tells the customer, closes the ticket.
Finance lead	Approves refunds over 200 EUR; voids unpaid invoices. Owns the process.

Process at a glance



Steps

#	Role	Activity and handoff	Linked work instruction
1	Support agent	Logs the request as a ticket with the order number.	None
2	Support agent	Checks that the order matches the request and whether its invoice is paid. Hands the ticket to finance if the invoice is unpaid or the refund is over 200 EUR.	None
3	Finance lead	If the invoice is not paid: voids it, then go to step 6.	Void an unpaid invoice
4	Finance lead or support agent	If it is paid: approves the refund in the ticket, or declines it with a reason (then go to step 6). The finance lead decides above 200 EUR, the support agent up to 200 EUR.	None
5	Support agent	Issues the approved refund and notes it in the ticket.	Issue a refund on a paid order
6	Support agent	Sends the customer the confirmation and closes the ticket.	None

Linked work instructions

Work instruction	Where it lives
Void an unpaid invoice	Finance work instructions folder; 4 steps with screenshots
Issue a refund on a paid order	Support work instructions folder; 5 steps with screenshots

Change log

Version	Date	What changed	By
1.0	4 October 2026	First version	Finance lead