PROCESSING REFUNDS IN CYBERSOURCE

After successfully logging into CyberSource, if you have been authorized to process refunds you may follow the below steps to complete a refund to a previously settled transaction.

- From the Home screen, click “Transaction Search”

- Then, click “General Search”
• IF you know the Request ID, you may select to search by the request ID and enter the value, and click “Search”
• If you do not know the Request ID for the transaction you would like to refund, leave the selection as is, shown in the screenshot below and simply choose the date range for when the original transaction(s) occurred, then click “Search”

![General Search screenshot]

• From the Transaction Search Results page, find the transaction you wish to refund and click on the Request ID for that transaction (as highlighted below).

![Transaction Search Results screenshot]
• Next, review the details of the transaction to confirm this is the correct transaction that requires a refund, then under *Available Actions*, click “Credit”

![Transaction Search Details](image)

• Enter the amount you wish to refund, up to the total amount of the original transaction, and then click “Credit”

![Credit Card Credit](image)

• CyberSource will ask you to confirm the amount of the credit, click “OK” and then on the following screen you should see a message stating the credit was executed successfully.

![Transaction Search Details](image)