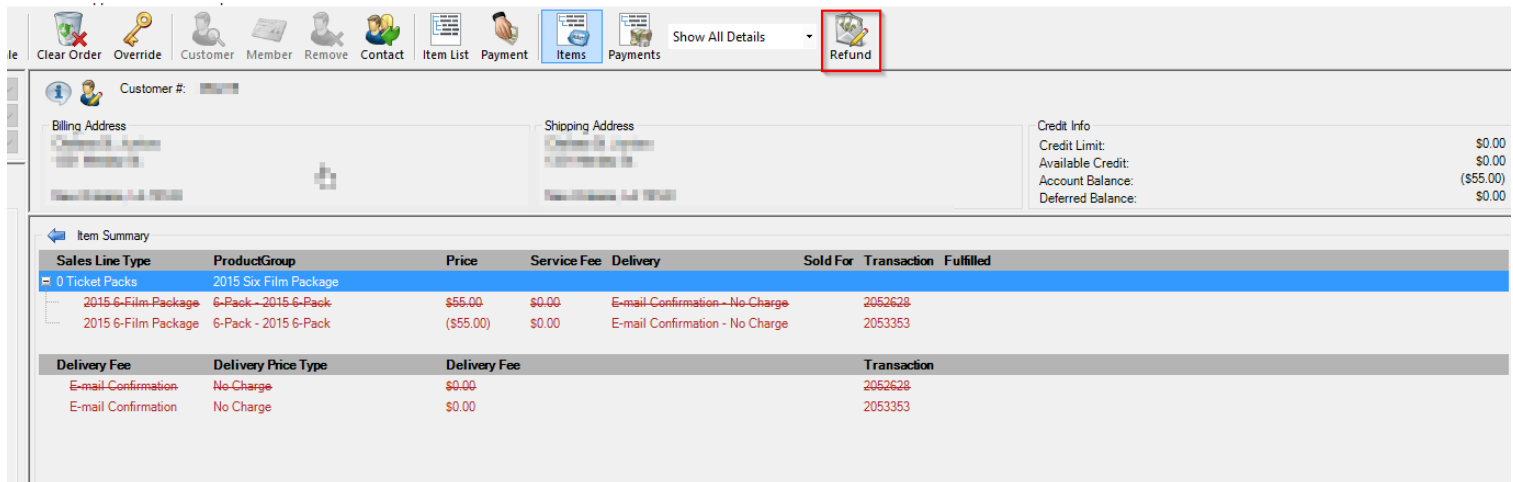


# Refunding an Account Balance

Processing refund after items have been returned:

1. Log in to **Sales**.
2. Click on the Maintenance Icon.
3. Pull up the order record in **Maintenance**. (For more information see [Order Maintenance: Viewing a Specific Order.](#))
2. Click on the **Refund** icon.



3. Choose your **buyer type**.
4. Enter the amount in the **Refund Information** box below
5. Enter all of the listed credit card details then click submit refund to finalize.

