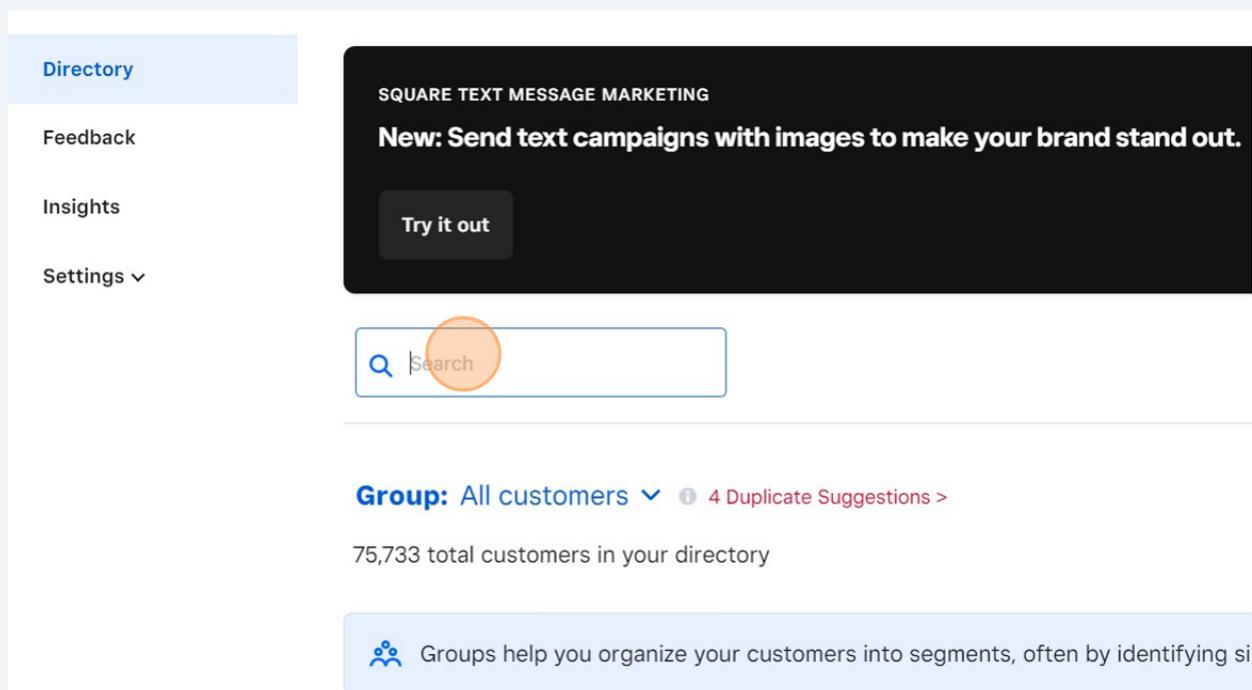


# How to issue a refund for a customer in SquareUp dashboard

1 Navigate to <https://squareup.com/dashboard/customers/directory/all>

2 Click the "Search" field.



3 Type "mickey nelson"

4 Click here.

**Group:** Filtered results ▾

1 total customer in your directory



Groups help you organize your customers into segments, often by identifying similar traits. Use th

Name ^

Email

Mickey Nelson

teamnelson15@

5 Click here.



Manually added 20 cookie coins. Reason:

Order #98ca65f0-46a7-4d26-94e2-ec24345bb796

Tue, Dec 19, 2023, 10:30 am



\$22.73 Purchase

Tue, Dec 19, 2023, 10:18 am



\$32.87 Purchase

Tue, Dec 19, 2023, 9:03 am



Show more

### Additional Information

CREATED

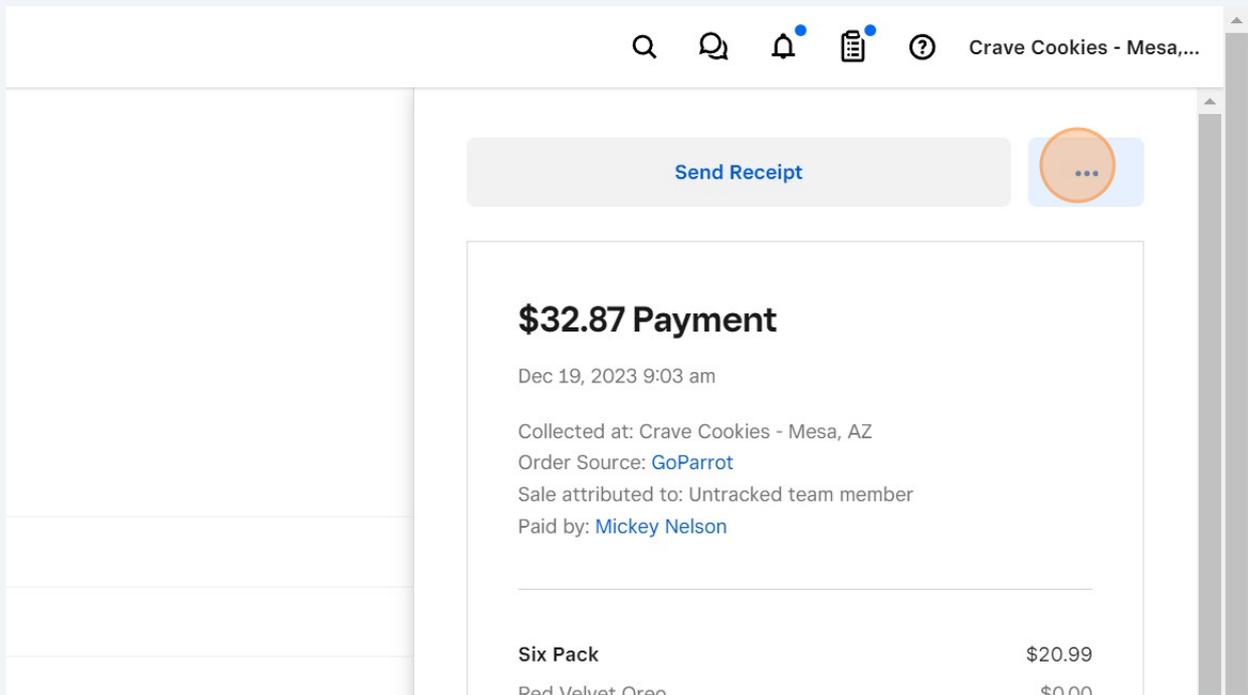
December 11, 2023

SOURCE

Third-party

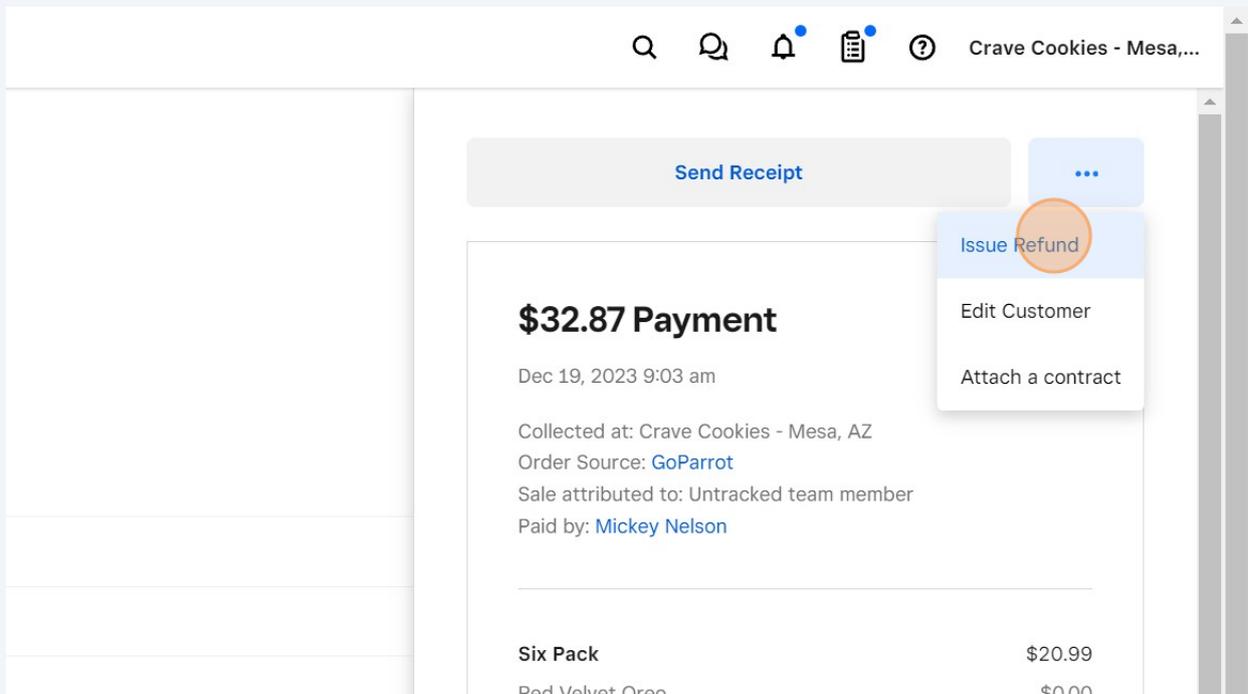
6

Click this icon.



7

Click "Issue Refund"



## 8 Click "Items"

Crave Cookies - Mesa, AZ

- Mesa, AZ

Crave Loaded Soda Favorites - Collected by Trent English C

by Trent English Crave Cookies - Mesa, AZ

- Mesa, AZ

Mesa, AZ

- Mesa, AZ

Refund Items

Refund Amount

### Select Items to Refund

Item amount includes taxes and discounts, if applicable.

Team member commission earned from the original sale will not be charged.

Items

Six Pack  
(\$20.99), Red Velvet Oreo (\$0.00), Peppermint Hot Cocoa (\$0.00), Holiday M&M (\$0.00), The Grinch (\$0.00), Loaded PBN (\$0.00), Milk Chocolate Chip

Delivery fee

## 9 Click "Refund Items"

cocoa (\$0.00), Holiday M&M (\$0.00), The Grinch (\$0.00), Loaded PBN (\$0.00), Milk Chocolate Chip

Delivery fee	\$6.99
Delivery tip	\$3.15

Refund Items

10 Click this dropdown.

linked to my Square account.

Refund to	MasterCard 7003
Amount	\$32.87

[Add Gift Card](#)

**Reason for refund** Select a reason 

[Issue Refund](#)

11 Click this dropdown.

linked to my Square account.

Refund to	MasterCard 7003
Amount	\$32.87

[Add Gift Card](#)

**Reason for refund** Accidental charge 

[Issue Refund](#)

- Select a reason
- Returned goods
- Accidental charge**
- Canceled order
- Fraudulent Charge

**12** Click here.

Balance, or, if those funds are unavailable, the bank account account.

MasterCard 7003
\$32.87
d
Accidental charge
<b>Issue Refund</b>



**13** Click "Issue Refund"

\$32.87
d
refund
Accidental charge
<b>Issue Refund</b>

