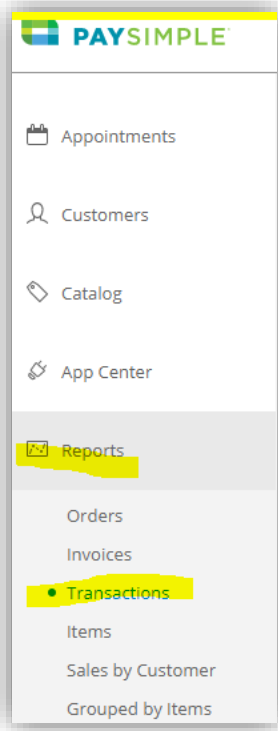
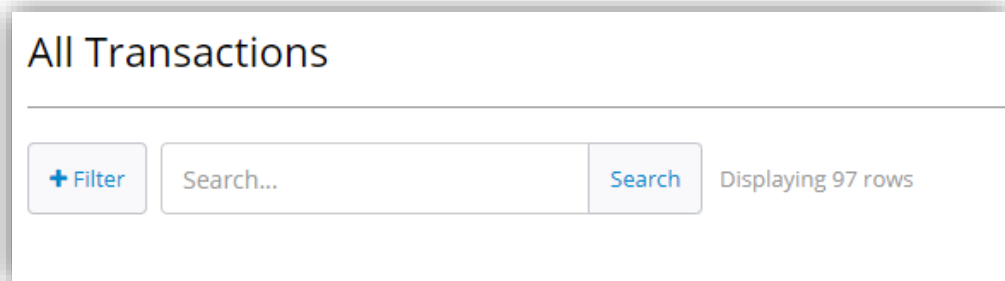


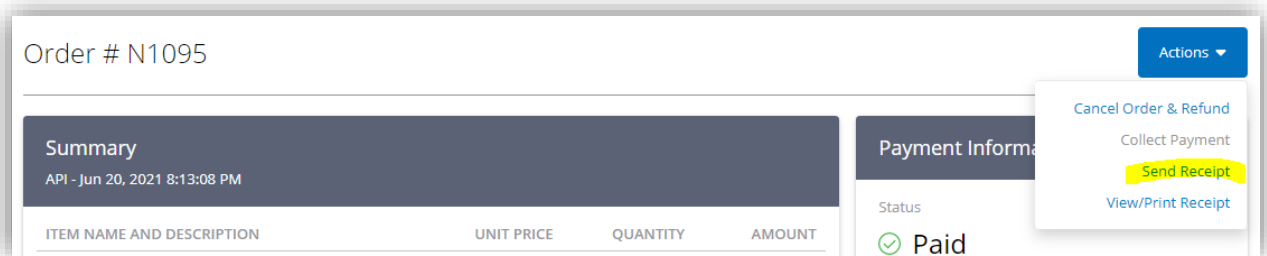
Once logged into PaySimple go to the Reports and Transactions.



Once in transactions search for the customer name



To send an email notification click on Order Number and then Actions at the top right to Send Receipt



To issue a Partial Refund, click on the Order Number and then the Customer Name so you are in the Customer Record.

Once in the Customer Record go to Actions and Collect Payment. Once in the payment screen enter the refund amount and select Credit Card Credit.

**Payments**

Collect a new payment from an existing customer, or enter a new one. Set up a recurring schedule using the payment type dropdown.

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**Enter payment details**

Customer\*:  [add new customer](#)

[edit](#)

Invoice number:

P.O. number:

Payment amount\*:

Payment type:  ▼

Payment description:  [? What's This?](#)

Payment date:  [? Help](#)

Custom fields

Click Process Credit at the bottom of the screen to issue the credit.