

# Refund A Credit Card Convenience Fee

Last Modified on 05/09/2025 3:19 pm EDT

Credit Card Convenience Fees can be set up to be automatically applied when Payment Innovators is set up as the payment processor and the payment is performed via the Pay Now link.

However, if the convenience fee was applied by mistake, or needs to be refunded as a sales promotion. It is easy to process the Return/Refund.

First, navigate to the appropriate Invoice. Select the Receipt to be adjusted.

The screenshot displays a software interface for managing an invoice. At the top, a green header bar contains navigation icons and the text "Record: 1 of 1". Below this, the main header shows "Invoice: 60746 | Matthew P" on the left and "05/09/25" and "CLOSED" on the right. A secondary bar includes "Notices", "Tasks", "Emails", and "1 Doc".

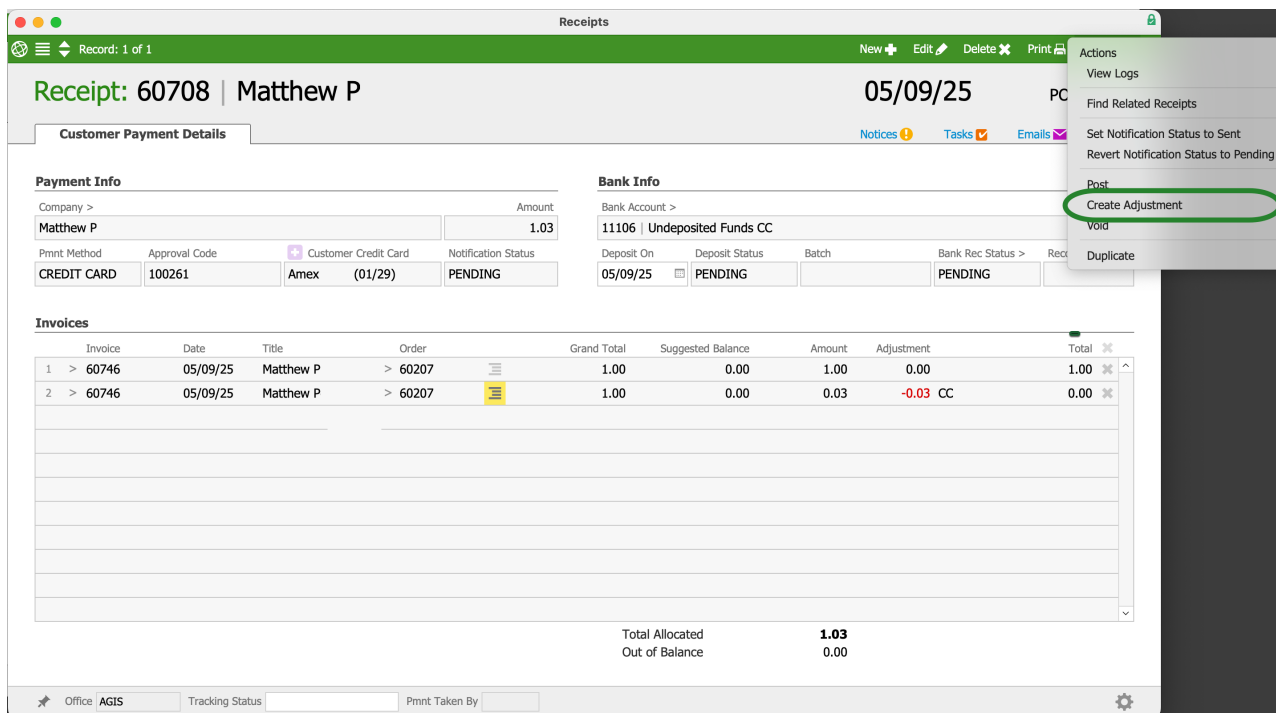
The "Invoice Details" section is divided into three panels: "Bill To" (with fields for Attn: Matthew P, Order # 60207, and Invoice Due 05/09/25), "Description" (with an "Additional Info" field), and "Payment Comments".

The "Invoice Items" table lists one item: SER01, "Single Hour of Service", with a quantity of 1, unit price of 1.00, and total of 1.00. Below this is a "Receipts (2)" table with two entries for receipt 60708, both dated 05/09/25 and for amount 1.00. The second entry is highlighted in yellow and circled in green.

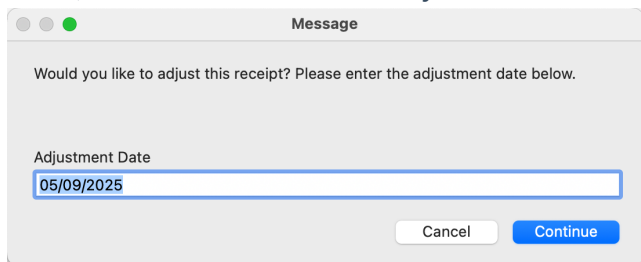
On the right side, a summary table shows: Subtotal 1.00, Adjustment 0.00, Total 1.00, Shipping 0.00, Tax NY 0.00, Grand Total 1.00, and Balance 0.00 0%.

At the bottom, there are fields for "Dept: TEAM-E", "Asgn To: MP", and "Recur Transaction".

From the Receipts module, select Actions>Create Adjustment.



Next, Select the date of the adjustment.



In the new adjustment Receipt, isolate the convenience fee line item by removing all other lines.

Edit the Amount field to match the fee adjustment amount. Check that the transaction is not "Out of Balance".

**Invoices**

Invoice	Date	Title	Order	Grand Total	Suggested Balance	Amount	Adjustment	Total
1 > 60746	05/09/25	Matthew P	> 60207	1.00	0.00	1.00	0.00	1.00
2 > 60746	05/09/25	Matthew P	> 60207	1.00	0.00	0.03	-0.03 CC	0.00

**Receipts - 2**

Record: 1 of 1

**Receipt: 60710**    **Credit/Adjust Rcpt #60708: Matthew P**    **05/09/25**    **PENDING**

**Customer Payment Details**

**Payment Info**

Company > **Matthew P**    Amount: **-1.03**

Pmnt Method: **CREDIT CARD**    Approval Code: **100261R**    Customer Credit Card: **Amex (01/29)**    Notification Status:

**Bank Info**

Bank Account > **11106 | Undeposited Funds CC**

Deposit On: **05/09/25**    Deposit Status: **PENDING**    Batch:    Bank Rec Status >    Reconciled On:

**Invoices**

Invoice	Date	Title	Order	Grand Total	Suggested Balance	Amount	Adjustment	Total
1 > 60746	05/09/25	Matthew P	> 60207	1.00	0.00	-1.00	0.00	-1.00
2 > 60746	05/09/25	Matthew P	> 60207	1.00	0.00	-0.03	0.03 DISC	0.00

Total Allocated: **-1.03**    Out of Balance: **0.00**

Office: **AGIS**    Tracking Status:    Pmnt Taken By: **MP**    Reversal Rcpt > **60708**    Date: **05/09/25**    **Cancel**    **Save**

Once the fee is isolated to be adjusted, Save the record.

**Receipts - 2**

Record: 1 of 1

**Receipt: 60710**    **Credit/Adjust Rcpt #60708: Matthew P**    **05/09/25**    **PENDING**

**Customer Payment Details**

**Payment Info**

Company > **Matthew P**    Amount: **-0.03**

Pmnt Method: **CREDIT CARD**    Approval Code: **100261R**    Customer Credit Card: **Amex (01/29)**    Notification Status:

**Bank Info**

Bank Account > **11106 | Undeposited Funds CC**

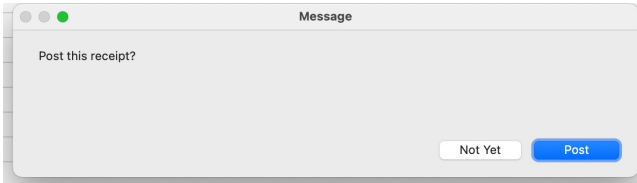
Deposit On: **05/09/25**    Deposit Status: **PENDING**    Batch:    Bank Rec Status >    Reconciled On:

**Invoices**

Invoice	Date	Title	Order	Grand Total	Suggested Balance	Amount	Adjustment	Total
2 > 60746	05/09/25	Matthew Pelfrey -	> 60207	1.00	0.00	-0.03	0.03 DISC	0.00

Total Allocated: **-0.03**    Out of Balance: **0.00**

Post the Receipt.



Posting the Receipt will add the adjment Receipt to the Invoice.

Invoices - 2

Record: 1 of 1

New + Edit ✎ Delete ✕ Print 🖨 Actions ⚙

### Invoice: 60746 | Matthew P

05/09/25 CLOSED

Notices 📢 Tasks 📌 Emails 📧 1 Doc 📄

**Invoice Details**

**Bill To**  
 Bill To > Attn: Matthew P  
 Order > 60207 | Customer PO #  
 Billing Terms  
 Due on Receipt  
 Invoice Due 05/09/25 Pmnt Expected 05/09/25

**Description**

**Additional Info**

**Payment Comments**

**Invoice Items** **Invoice Items Override**

Code	Description	Order	Quantity	Unit Price	Unit Adj	Total	Tax Profile
1 > SER01	Single Hour of Service	> 60207	1	1.00	0.00	1.00	NY

**Receipts (3)** **Adjustments** **Refunds**

Receipt	Date	Payment Ref	Memo	Amount
> 60708	05/09/25	100261		1.00
> 60708	05/09/25	100261		0.00
> 60710	05/09/25	100261R	Credit/Adjust Rcpt #60708: Matthew P	0.00

Subtotal 1.00  
 Adjustment 0.00  
 Total 1.00  
 Shipping 0.00  
 Tax NY 0.00  
 Grand Total 1.00  
 Balance 0.00 0%

Dept TEAM-E Asgn To MP Tracking Status Recur Transaction >

Now the original Receipt and the Adjustment total to the appropriate amount.

Record: 1 of 2

New + Edit ✎ Delete ✕ Print 🖨 Actions ⚙

### Receipts

Receipt	Date	Account	Company	Memo	Pmnt Method	Pmnt Reference	Dep Status	Batch	Amount	Tracking Status	Status
> 60708	05/09/25	11106	Matthew P	Matthew P	CREDIT CARD	100261	PENDING		1.03		POSTED
> 60710	05/09/25	11106	Matthew P	Credit/Adjust Rcpt	CREDIT CARD	100261R	PENDING		-0.03		POSTED

**List Totals** 1.00

You may log into the Payment Innovators Merchant Portal to confirm the transactions occurred as expected.

The dashboard displays four summary cards for different time periods: Today (4) with \$2.00, Yesterday (1) with \$2,575.00, Past 7 Days (6) with \$3,326.52, and Past 30 Days (17) with \$15,052.19. Below these is a table of transactions with columns for Transaction Type, Transaction Date, Source, Transaction ID, Card Type, Last4, Name on card, Amount, Tip, Fee, Ticket ID, User ID, Auth, Status, Receipt, and Action. A green oval highlights the first row of the table, which is a RETURN transaction.

Transaction Type	Transaction Date	Source	Transaction ID	Card Type	Last4	Name on card	Amount	Tip	Fee	Ticket ID	User ID	Auth	Status	Receipt	Action
RETURN	May/09/2025 11:43 am	HPF	698676671	AMEX	2079	Matthew P	-\$0.03	\$0.00	\$0.00	80643		055855	APPROVED		Select Action
SALE	May/09/2025 11:31 am	HPF	698666911	AMEX	2079		\$1.03	\$0.00	\$0.00	9EFC03E478CB2F6	Avant-Garde Information Solutions, Inc	100261	APPROVED		Select Action