

Payment Actions

After a payment method has been applied to an order, there are several actions you can perform on it. This includes voiding, capturing, declining, crediting, and refunding the payment.

All of these actions are performed from the **Payments** tab of the order details page at **Main > Orders > Orders**.

Void a Payment

If you want to cancel a payment that you have not yet captured, you must void the payment. This is a manual process with the exception of full order cancelation - if an entire order is canceled, then the system will attempt to automatically void any authorized payments.

Typically, you void payments when shoppers cancel all or part of their order within 24 hours of placing the order. If you need to cancel a payment after payment has been captured, apply a credit or issue a refund instead.

1. In the Orders editor, click the **Payments** tab.
2. Expand the drop-down menu next to the Capture button and click **Void Payment** or **Void Payment (Manual)**.

After you void a payment, the details of the new interaction display in the **Transaction History**.

Capture Payments for Credit Cards and Checks

Use the Payments tab to capture payment for orders paid for by credit cards or checks.

1. In the Orders editor, click the **Payments** tab.
2. Click **Capture**.

Alternatively, if you need to capture a payment manually:

1. In the Orders editor, click the **Payments** tab.
2. Click **More Actions > Capture Payment (Manual)**.
3. Enter a **Gateway Interaction Id**, **Amount Captured**, and **Transaction Date**.

Decline a Payment

If you want to indicate that a payment wasn't captured correctly (e.g., a check doesn't clear), decline the payment.

1. In the Orders editor, click the **Payments** tab.
2. Click **More Actions > Decline Payment**.
3. Click **Yes**.

After you decline a payment, the details of the new interaction display in the **Transaction History**.

Credit a Payment

After you capture a credit card or gift card payment, there is a settlement period during which the gateway processes the transaction. This settlement period typically lasts 24 hours, depending on the gateway. After this settlement period is complete, you have the option to credit the payment. For example, you may want to assist a shopper who wants to change which credit card they paid with. After the settlement period, you can credit the charged credit card and enter payment information for the new credit card.

Credits can also be applied to gift cards, though whether the amount is processed to an existing gift card or a new one depends on which option is selected in the [payment settings](#).

1. In the Orders editor, click the **Payments** tab.
2. Click **More Actions > Credit Payment**.
3. Enter the **Amount** of the credit.
4. (**Optional**) Enter the **Reason** for the credit.
5. Click **Save**.

After you credit a payment, the details of the new interaction display in the order's **Transaction History** (as shown above). However, if the credit was made to a gift card then additional information will be displayed in a Credits section that will appear below the standard transaction history. This section will include the date, amount, original gift card number, and new gift card number (if the credit was made to a new card instead of the existing one). This will only display information for gateway gift card payments, not for any other payment type.

Issue a Refund

Use the Payments tab to issue full or partial refunds to shoppers, without having the shopper return the product. You can either directly refund a payment (as long as the payment method has been successfully collected) or provide store credit to the shopper. If refunding to a gift card payment, whether the system refunds to the existing gift card or generates a new one will depend on the [payment settings](#).

When issuing a manual refund, you must know the exact amount of money you want to refund. The Kibo Composable Commerce Platform issues refunds regardless of collected payments, original return value, or order amount. The system does not validate the refund amount, so you should validate it prior to submitting the refund.

If you want the system to calculate an appropriate refund amount, or if you want the shopper to return the product, then you should [initiate a return](#) instead.

1. In the Orders editor, click the tab.
2. Click **Refund**.
3. In the Refunds pop-up:
 1. Select a **Refund Method** by choosing to directly refund the payment, issue new store credit, or generate a new gift card to the shopper.

2. If Direct Refunds was selected, pick a **Payment Transaction** to refund.
 3. Enter a **Refund Amount**.
 4. (**Optional**) Enter a **Reason** for why you are providing the refund.
 5. Click **Save**.
4. The refund displays as a new interaction in **Transaction History**.

In addition, a **Refunds** grid that summarizes the refund displays beneath **Transaction History**. You can add or hide table columns and apply actions to a refund, like resending a refund email to the shopper, by expanding the action menus for more options.