

**Author:** Kristenson, Joel  
**Last Updated:** 2017-05-25

## Overview

This article shows how to record a **refund** for a **credit card donation** using the **nonprofit** manager version of **Trail Blazer**.

This is **specifically** for nonprofit customers who use [Vanco](#) or [Authorize.Net](#) as their **merchant gateway**. These two gateways will **backfill** a donation record if you simply **delete** the donation from the system after issuing a refund **from** your **merchant gateway** account. There are specific steps to record this transaction correctly for your financial **audit trail** by recording a **'negative'** donation to reflect the refund.

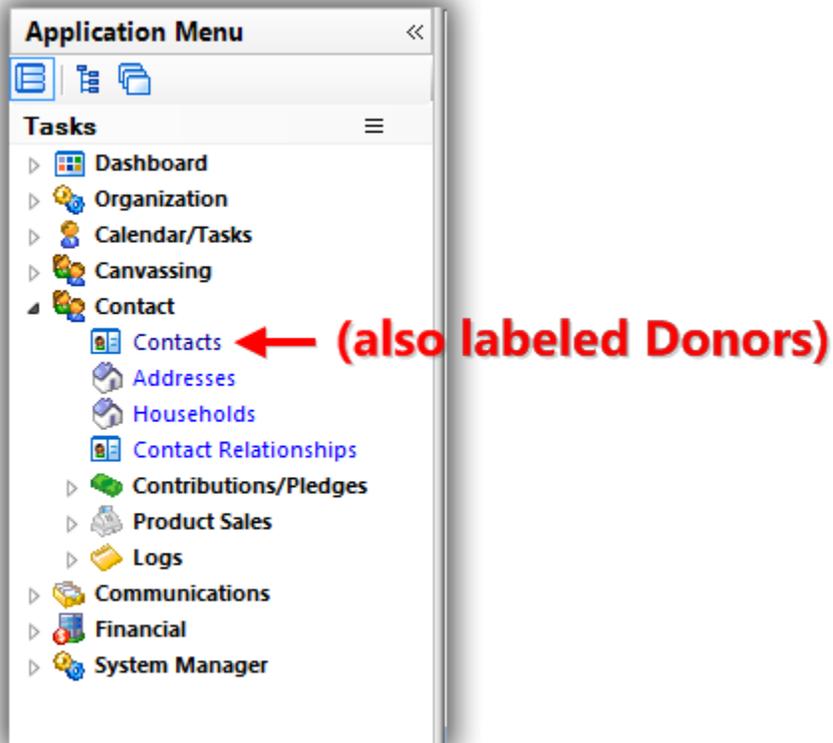
 **Tip:** Did you know you can take **donations** directly through your **Facebook Page**? [Here's how](#).

## Steps

**Important:** The actual refund for an **online** transaction will be **issued** via your **\*merchant gateway account\***. In this example it refers to either Authorize.Net or Vanco but this would be the same for any of the [merchant gateways](#) we integrate with.

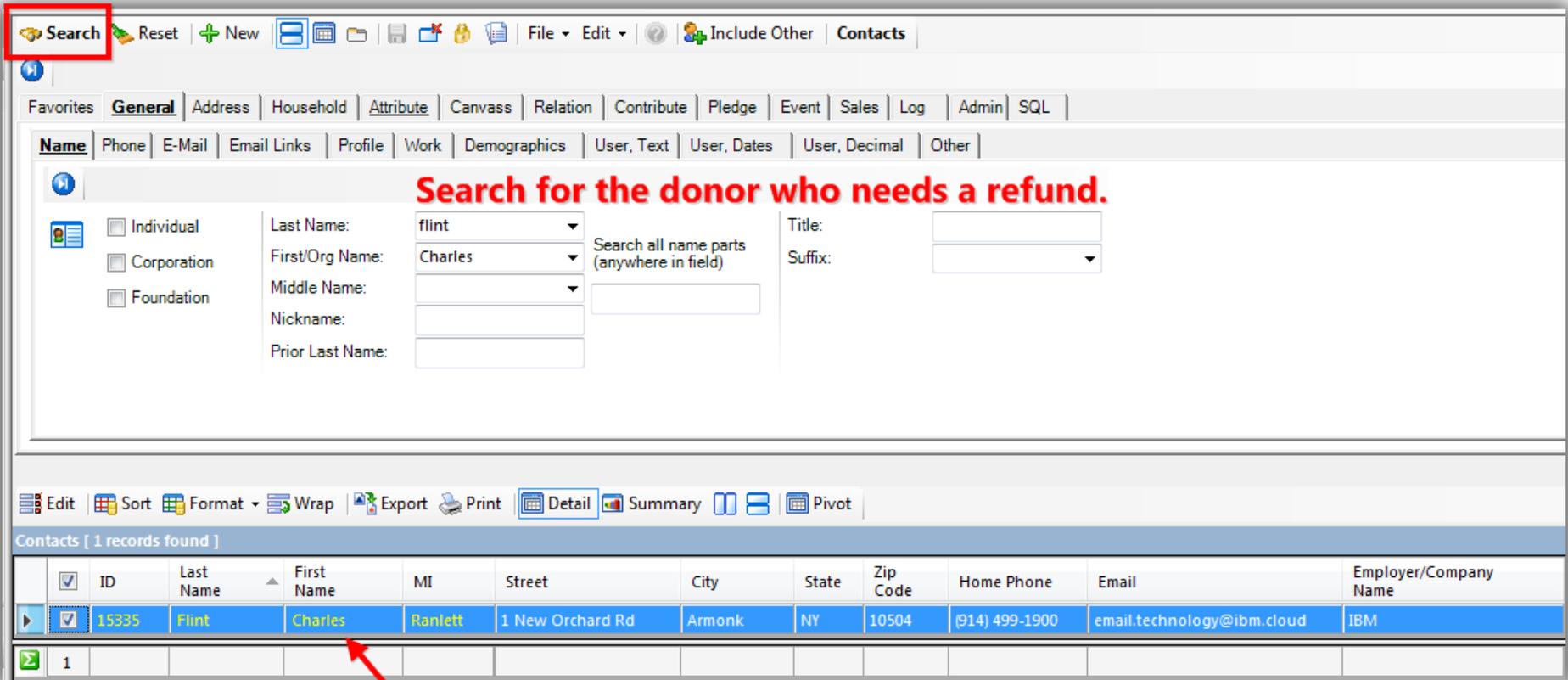
Navigate to the **Contacts (Donors)** list.

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



Run a [search query](#) for the donor who you issued a refund to and **open** their record. *In this example I searched for Charles Flint.*

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



The screenshot shows the TrailBlazer search interface. The 'Search' button in the top toolbar is highlighted with a red box. Below the toolbar, there are tabs for 'General', 'Address', 'Household', 'Attribute', 'Canvass', 'Relation', 'Contribute', 'Pledge', 'Event', 'Sales', 'Log', 'Admin', and 'SQL'. Under the 'General' tab, there are sub-tabs for 'Name', 'Phone', 'E-Mail', 'Email Links', 'Profile', 'Work', 'Demographics', 'User, Text', 'User, Dates', 'User, Decimal', and 'Other'. The 'Name' sub-tab is active, and a search form is displayed with the following fields: 'Individual', 'Corporation', 'Foundation' (checkboxes); 'Last Name: flint', 'First/Org Name: Charles', 'Middle Name:', 'Nickname:', 'Prior Last Name:' (text boxes); 'Search all name parts (anywhere in field)' (checkbox); 'Title:', 'Suffix:' (text boxes). Below the search form, there is a toolbar with 'Edit', 'Sort', 'Format', 'Wrap', 'Export', 'Print', 'Detail', 'Summary', and 'Pivot' buttons. A table titled 'Contacts [ 1 records found ]' is shown with the following data:

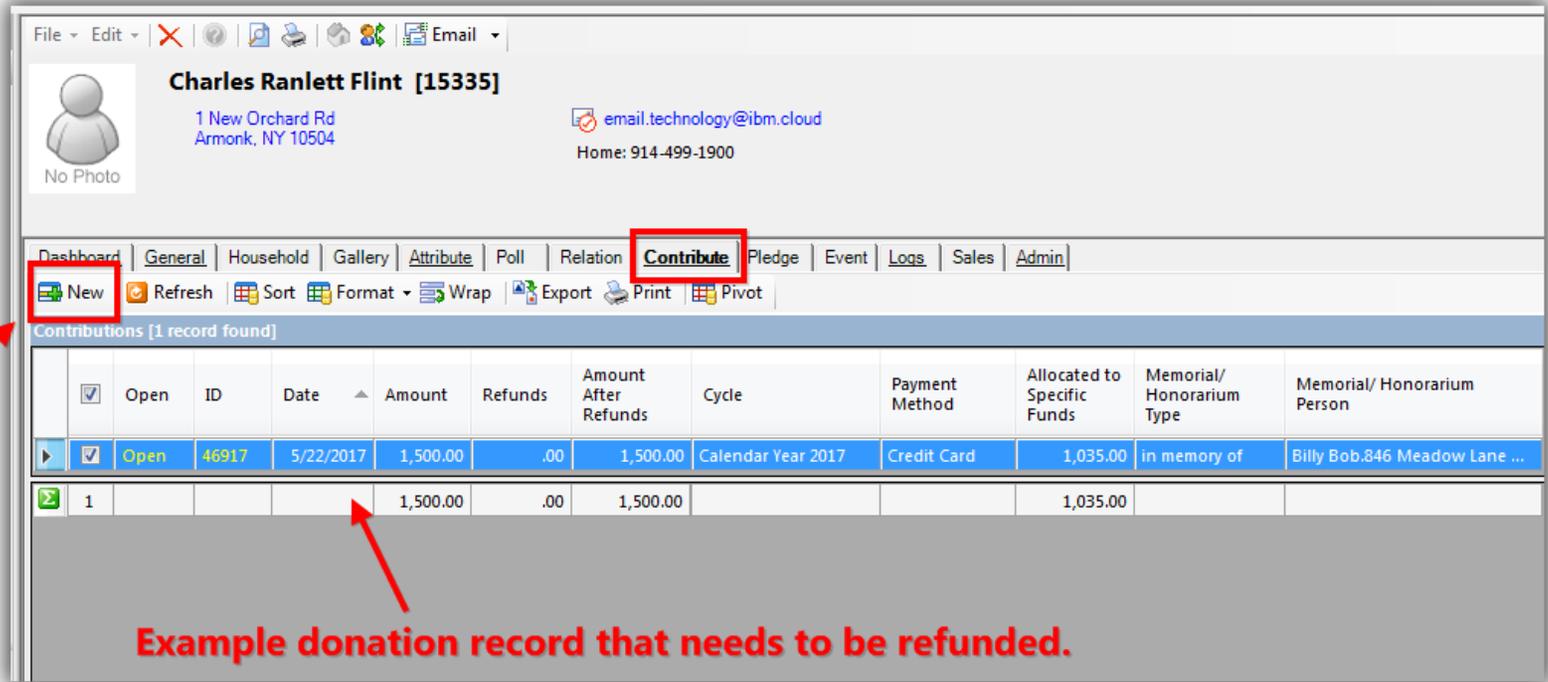
ID	Last Name	First Name	MI	Street	City	State	Zip Code	Home Phone	Email	Employer/Company Name
15335	Flint	Charles	Ranlett	1 New Orchard Rd	Armonk	NY	10504	(914) 499-1900	email.technology@ibm.cloud	IBM

A red arrow points from the 'Charles' cell in the 'First Name' column to the text 'Open the donor's record.' below the table.

**Open the donor's record.**

Navigate to the **Contribute** tab and click [+ New].

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



Charles Ranlett Flint [15335]  
1 New Orchard Rd  
Armonk, NY 10504  
email.technology@ibm.cloud  
Home: 914-499-1900

Dashboard | General | Household | Gallery | Attribute | Poll | Relation | **Contribute** | Pledge | Event | Logs | Sales | Admin

**+ New** Refresh Sort Format Wrap Export Print Pivot

Contributions [1 record found]

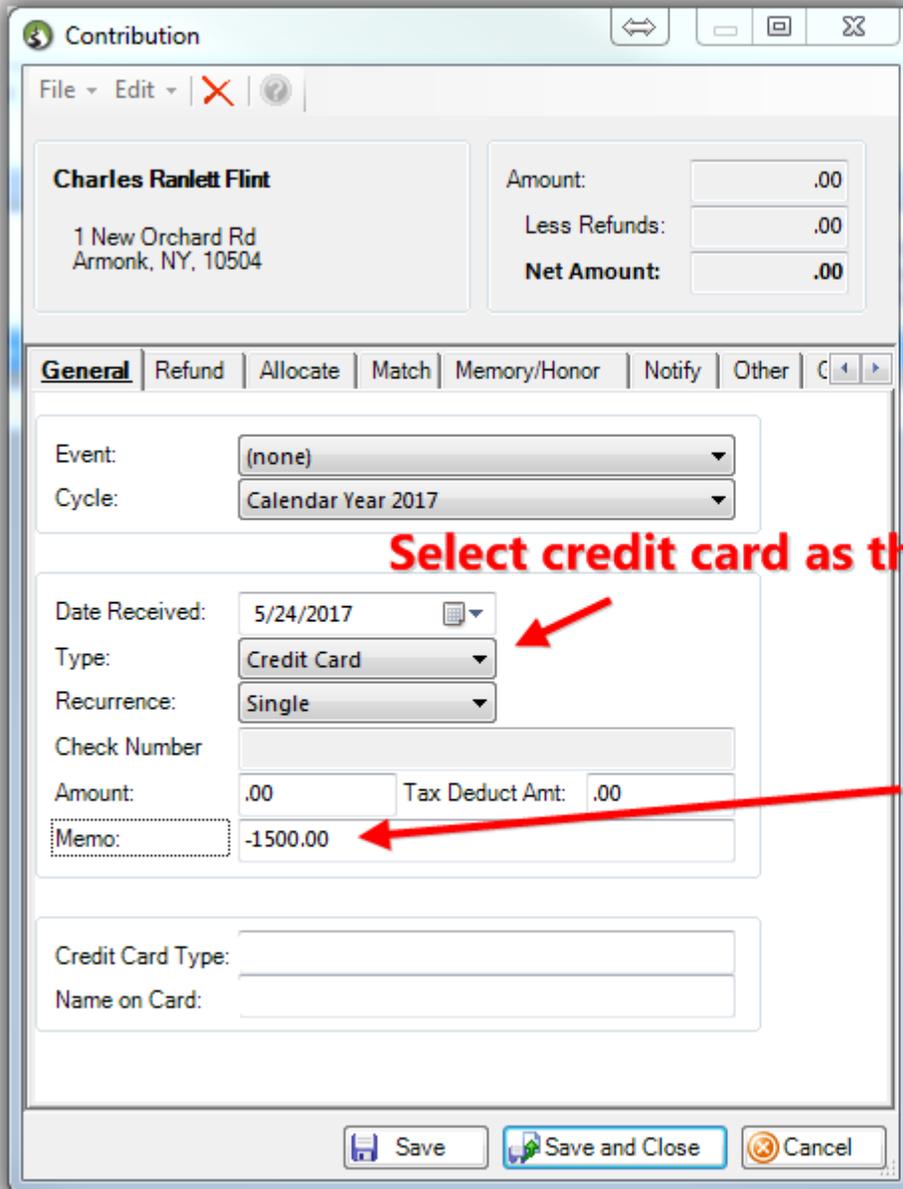
	Open	ID	Date	Amount	Refunds	Amount After Refunds	Cycle	Payment Method	Allocated to Specific Funds	Memorial/ Honorarium Type	Memorial/ Honorarium Person
<input checked="" type="checkbox"/>	Open	46917	5/22/2017	1,500.00	.00	1,500.00	Calendar Year 2017	Credit Card	1,035.00	in memory of	Billy Bob.846 Meadow Lane ...
1				1,500.00	.00	1,500.00			1,035.00		

**Click [+ New] to begin adding the negative donation record as a refund.**

**Example donation record that needs to be refunded.**

Enter the value of the refund as a **negative** number into the **memo** field. *In this example I refunded the full amount of the donation which was \$1,500.*

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



The screenshot shows the 'Contribution' window in TrailBlazer. The donor information is Charles Ranlett Flint, 1 New Orchard Rd, Armonk, NY, 10504. The amount is .00, with a net amount of .00. The 'Type' is set to 'Credit Card'. The date received is 5/24/2017. The memo field contains '-1500.00'. The window has tabs for General, Refund, Allocate, Match, Memory/Honor, Notify, and Other. The bottom of the window has buttons for Save, Save and Close, and Cancel.

Amount:	.00
Less Refunds:	.00
<b>Net Amount:</b>	<b>.00</b>

**General** | Refund | Allocate | Match | Memory/Honor | Notify | Other

Event: (none)  
Cycle: Calendar Year 2017

Date Received: 5/24/2017  
Type: Credit Card  
Recurrence: Single

Check Number:   
Amount: .00 Tax Deduct Amt: .00  
Memo: -1500.00

Credit Card Type:   
Name on Card:

Save Save and Close Cancel

Select credit card as the type.

Enter the refund value as a 'negative number' into the memo field.

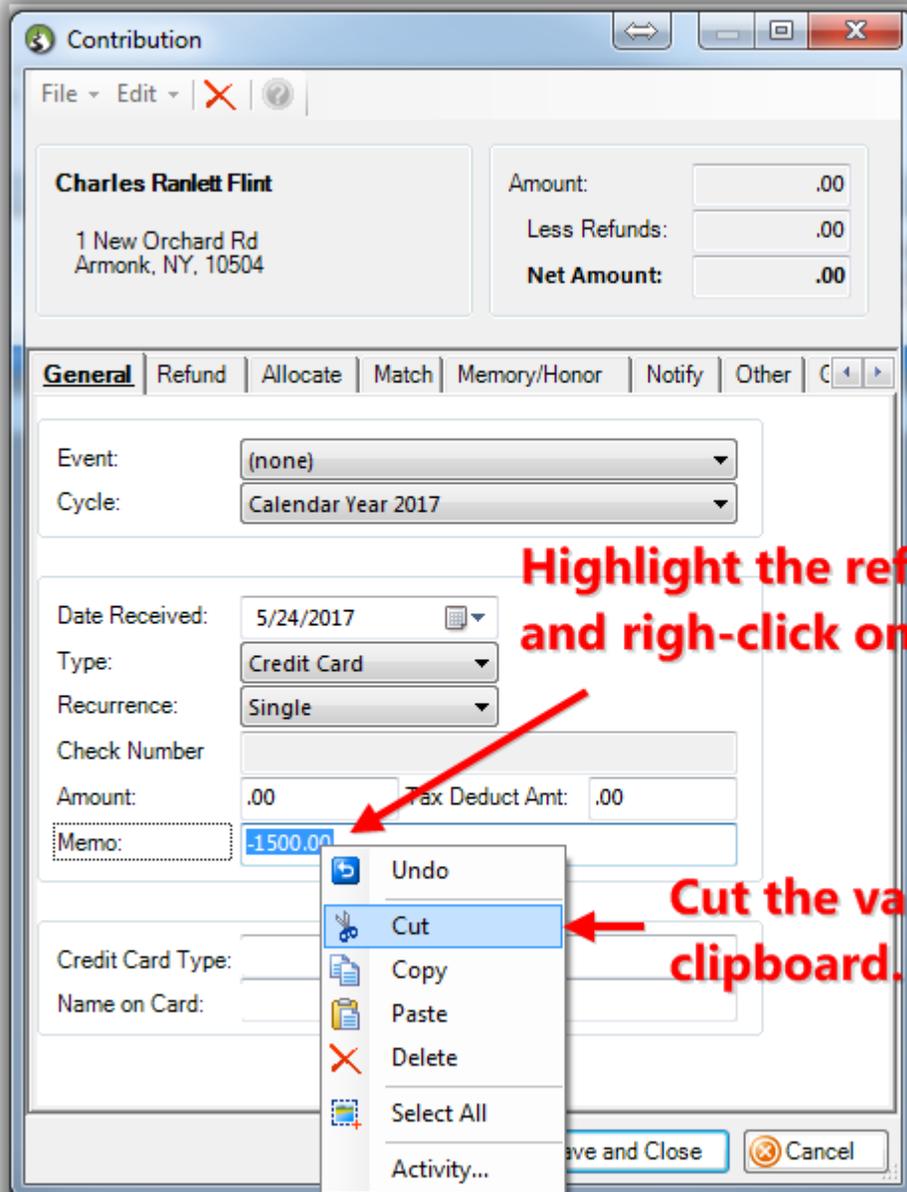
In this example I refunded the full amount of the original credit card donation.

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)

---

**Highlight** the **negative amount**, and **cut** the value into your clipboard with (CTRL + X) or right-click and select **Cut**.

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



**Contribution**

File Edit X ?

**Charles Ranlett Flint**  
1 New Orchard Rd  
Armonk, NY, 10504

Amount: .00  
Less Refunds: .00  
**Net Amount:** .00

**General** Refund Allocate Match Memory/Honor Notify Other C

Event: (none)  
Cycle: Calendar Year 2017

Date Received: 5/24/2017  
Type: Credit Card  
Recurrence: Single

Check Number:  
Amount: .00 Tax Deduct Amt: .00

Memo: -1500.00

Credit Card Type:  
Name on Card:

Undo  
Cut  
Copy  
Paste  
Delete  
Select All  
Activity...

Save and Close Cancel

**Highlight the refund amount and right-click on it.**

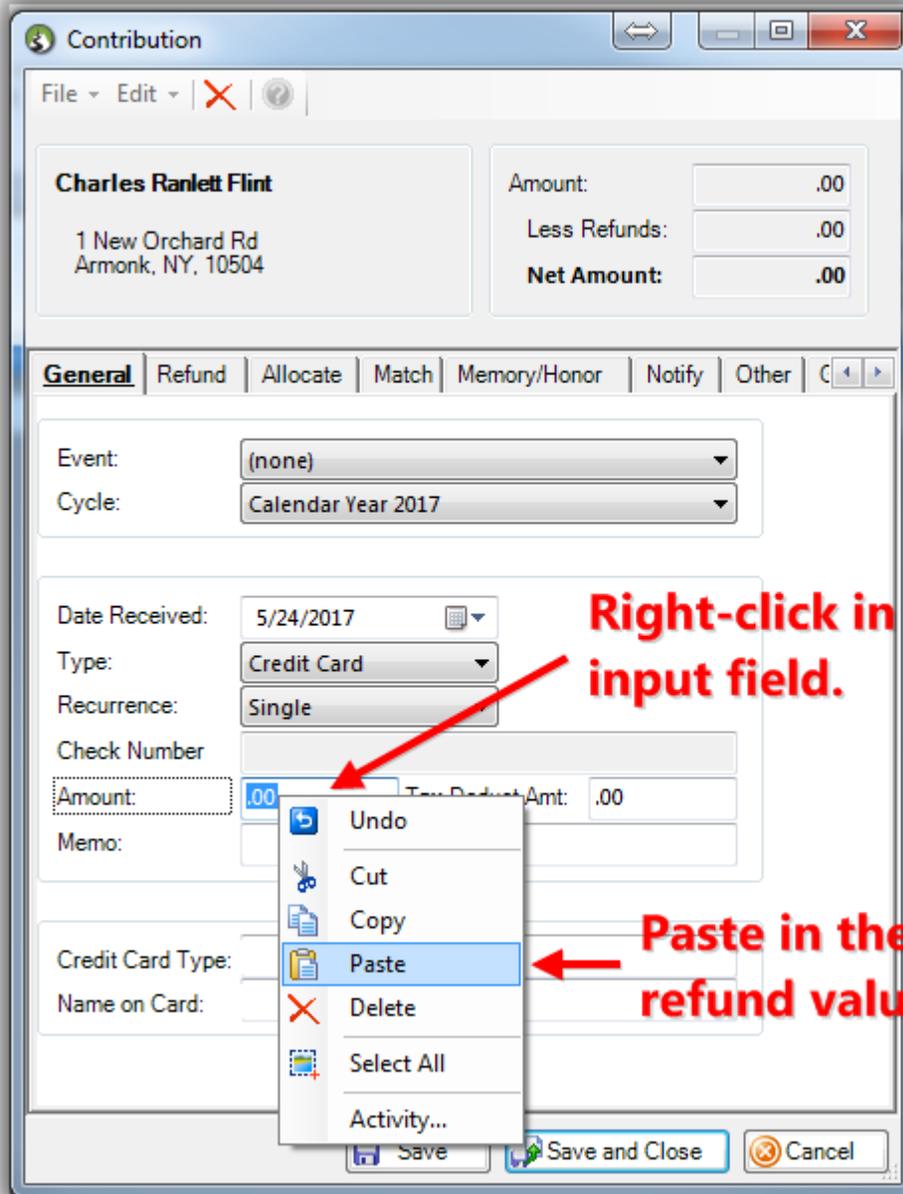
**Cut the value into your clipboard.**

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)

---

**Paste** the negative refund value **into** the **Amount** field, you can either use (CTRL + V) or right-click and select **Paste**.

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)



**Contribution**

File Edit X ?

**Charles Ranlett Flint**  
1 New Orchard Rd  
Armonk, NY, 10504

Amount: .00  
Less Refunds: .00  
**Net Amount:** .00

**General** Refund Allocate Match Memory/Honor Notify Other C

Event: (none)  
Cycle: Calendar Year 2017

Date Received: 5/24/2017  
Type: Credit Card  
Recurrence: Single  
Check Number:  
Amount: .00  
Memo:  
Credit Card Type:  
Name on Card:

Undo  
Cut  
Copy  
Paste  
Delete  
Select All  
Activity...

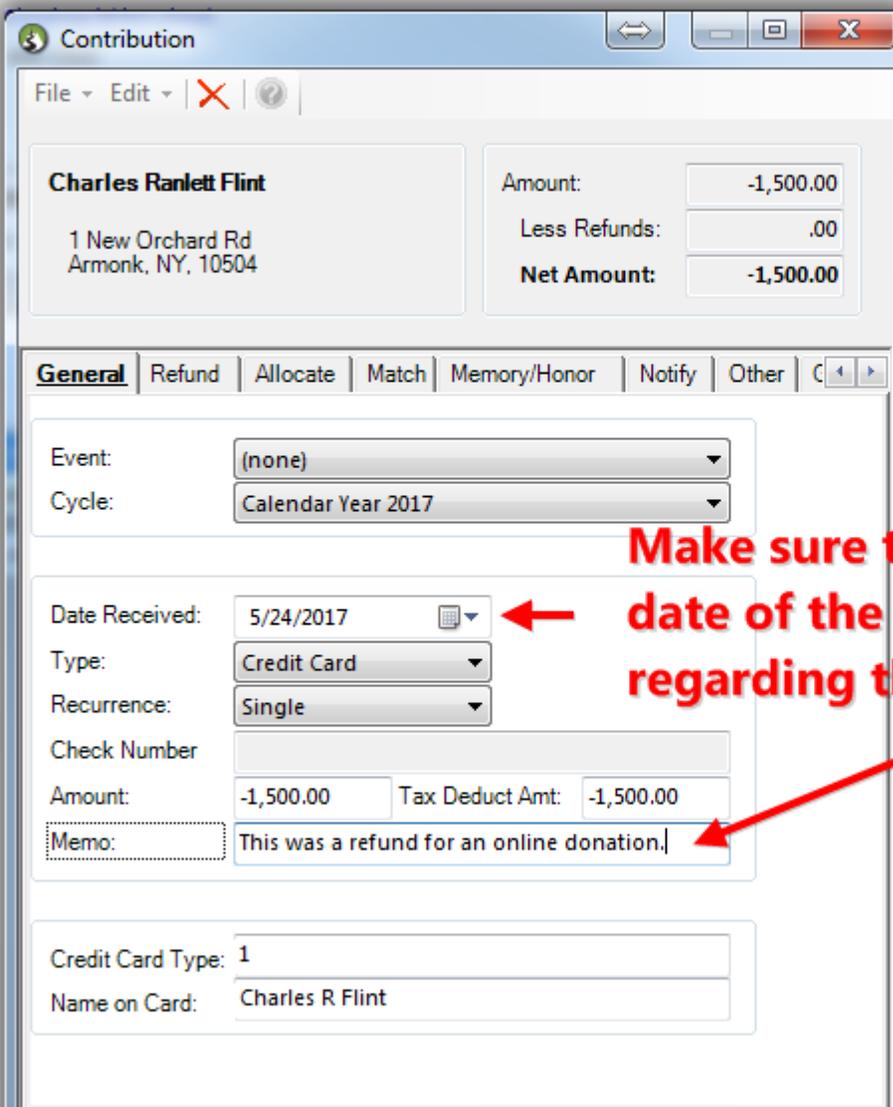
Save Save and Close Cancel

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)

---

Fill out the rest of the donation record such as the **date** of the refund, the **type** of donation (credit card), the event (if applicable), and record a **memo** regarding the refund. **[Save and Close]** once you're finished. *My finished example is below.*

**Fill out all the details for the refund 'donation' such as the event, date, a memo that details the refund, etc.**

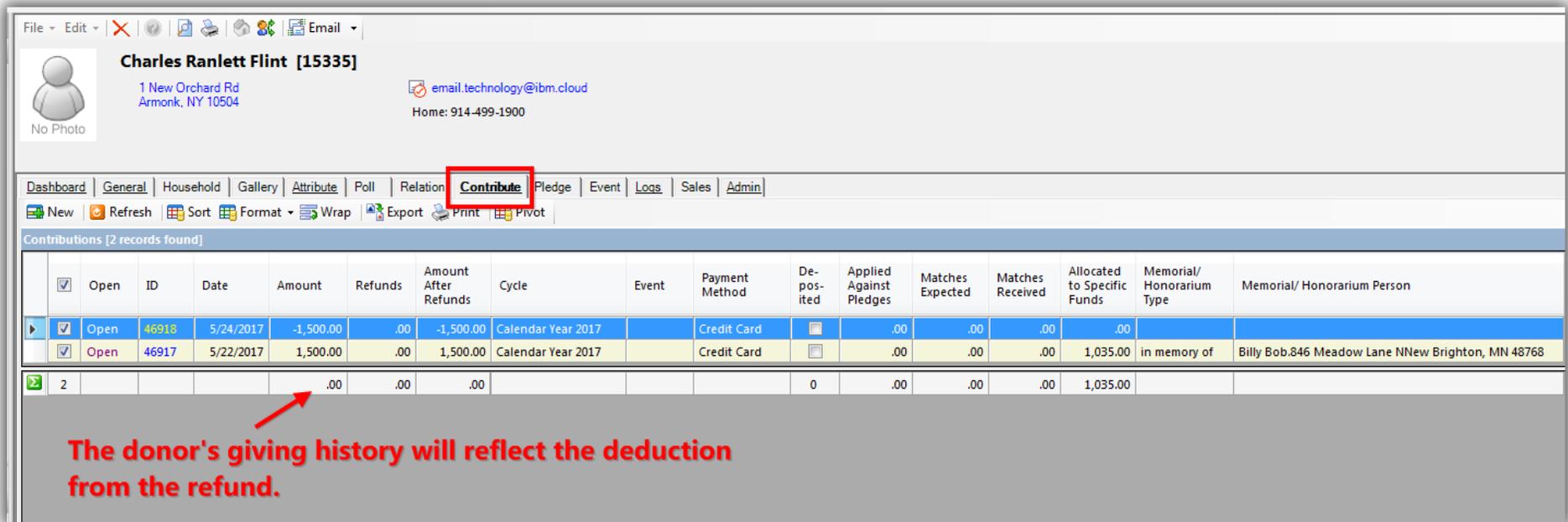


The screenshot shows the 'Contribution' window in TrailBlazer. The donor is Charles Ranlett Flint, with address 1 New Orchard Rd, Armonk, NY, 10504. The amount is -1,500.00, with no refunds, resulting in a net amount of -1,500.00. The 'General' tab is selected, showing 'Event' as (none) and 'Cycle' as Calendar Year 2017. The 'Date Received' is 5/24/2017, 'Type' is Credit Card, and 'Recurrence' is Single. The 'Amount' is -1,500.00 and 'Tax Deduct Amt' is -1,500.00. The 'Memo' field contains 'This was a refund for an online donation.' The 'Credit Card Type' is 1 and the 'Name on Card' is Charles R Flint.

**Make sure to enter the correct date of the refund and record a memo regarding the refund details.**

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)

Back in the donor's record card the refund amount will reflect in their giving history under the **Contribute** tab. *In my example there were two records that zeroed out after the refund was issued.*



Charles Ranlett Flint [15335]  
 1 New Orchard Rd  
 Armonk, NY 10504  
 email.technology@ibm.cloud  
 Home: 914-499-1900

Dashboard | General | Household | Gallery | Attribute | Poll | Relation | **Contribute** | Pledge | Event | Logs | Sales | Admin

Contributions [2 records found]

	Open	ID	Date	Amount	Refunds	Amount After Refunds	Cycle	Event	Payment Method	De-posit-ited	Applied Against Pledges	Matches Expected	Matches Received	Allocated to Specific Funds	Memorial/ Honorarium Type	Memorial/ Honorarium Person
<input checked="" type="checkbox"/>	Open	46918	5/24/2017	-1,500.00	.00	-1,500.00	Calendar Year 2017		Credit Card	<input type="checkbox"/>	.00	.00	.00	.00		
<input checked="" type="checkbox"/>	Open	46917	5/22/2017	1,500.00	.00	1,500.00	Calendar Year 2017		Credit Card	<input type="checkbox"/>	.00	.00	.00	1,035.00	in memory of	Billy Bob.846 Meadow Lane NNew Brighton, MN 48768
2				.00	.00	.00				0	.00	.00	.00	1,035.00		

**The donor's giving history will reflect the deduction from the refund.**

It's not a bad idea to record a [log note](#) that details the refund as well.

The **related resources** below link to a variety of articles and videos that are related to this topic.



Trail Blazer™

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

## Related Resources

**Article:** [How to Find Declined Donation or Sale Order Transactions and the Error Codes on why they were Declined](#)

**Article:** [Entering Contributions](#)

**Article:** [How to Put your Trail Blazer Donation Form on your Facebook Page](#)

**Article:** [How to Put your Database Merchant Gateway into 'TEST MODE' for Testing Donations, Selling Memberships, and Product Sales](#)

**Article:** [Linking your Website to your Database with Configurable iFrame Forms](#)

**Article:** [Configure Website \(iFrames\)](#)

**Article:** [How to Add the Security Disclaimer Section to your Online Donation Form, and How to Style the Text Inside with html & CSS](#)

**Article:** [How to Configure Recurring Donation Options for your Trail Blazer Donation Form \(must be using either Vanco Services or Authorize.Net as your Merchant Gateway\)](#)

**Article:** [How to Enable ACH \(E-Check\) Payments with the Vanco Merchant Gateway on Trail Blazer's Donation Form](#)

**Article:** [Modify your Donation Form – Change the Amounts – Add Descriptions – Add & Remove which Amounts Display](#)

**Video:** [Getting Started 106a – Entering Contributions \(NON PROFIT ONLY\)](#)

**Video:** [Iframes](#)

**Website:** [List of Trail Blazer's Merchant Gateway Integrations](#)

## Trail Blazer Live Support

 **Phone:** 1-866-909-8700

 **Email:** [support@trailblz.com](mailto:support@trailblz.com)

 **Facebook:** <https://www.facebook.com/pages/Trail-Blazer-Software/64872951180>

 **Twitter:** <https://twitter.com/trailblazersoft>

## How to Refund a Donor for a Credit Card Donation (from Vanco or Authorize.Net) and Record the Refund in Trail Blazer (Nonprofit Manager Version)

---

*\* As a policy we require that you have taken our intro training class before calling or emailing our live support team.*

*[Click here](#) to view our calendar for upcoming classes and events. Feel free to sign up other members on your team for the same training.*

*\* After registering you'll receive a confirmation email with the instructions for how to log into the [GoToMeeting](#) session where we host our live interactive trainings.*

*\* This service is included in your contract.*