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)

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Overview

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

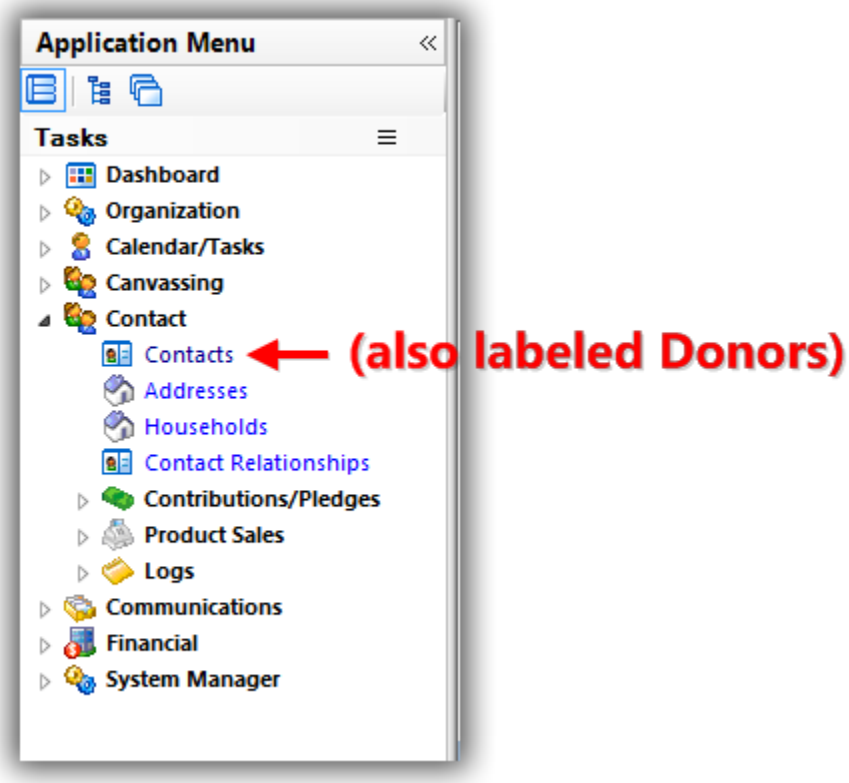
This is **specifically** for nonprofit customers who use Vanco or Authorize.Net as their **merchant gateway**. These two gateways will **backfill** a donation record if you simply **delete** the donation from the system after issuing a refund **from** your **merchant gateway** account. There are specific 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.

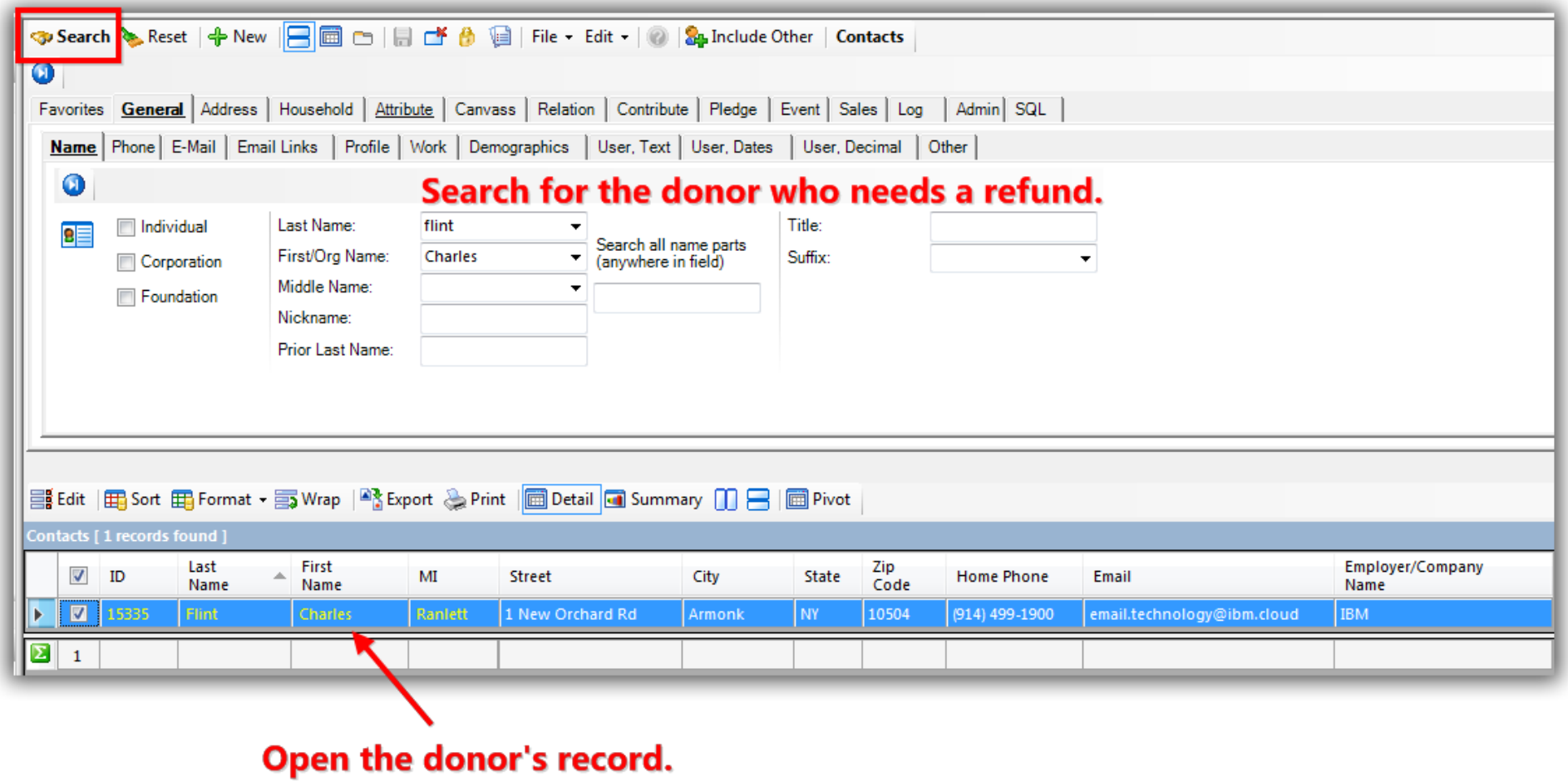
Steps

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.



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.*



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

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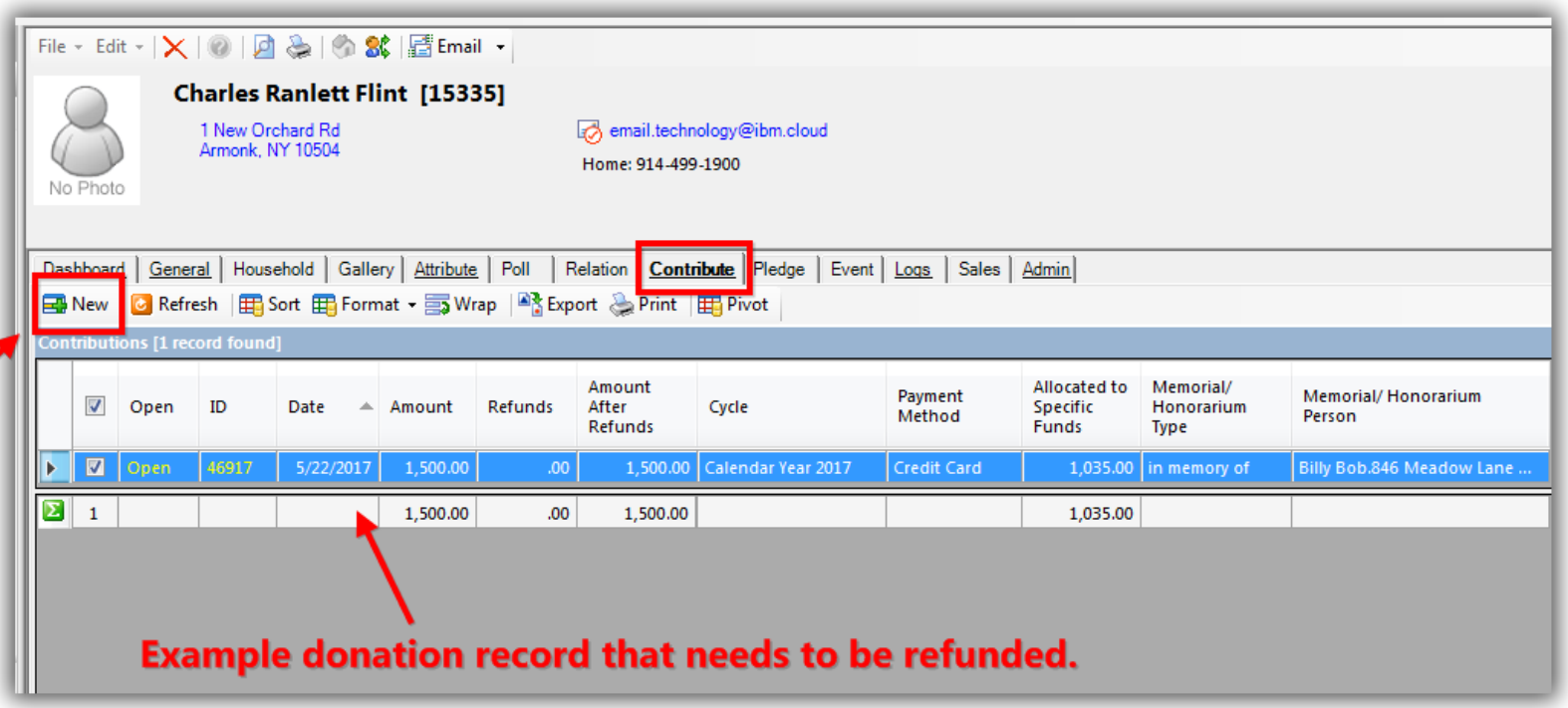

Enter the value of the refund as a **negative** number into the **memo** field. *In this example I refunded the full amount of the donation which was $1,500.*

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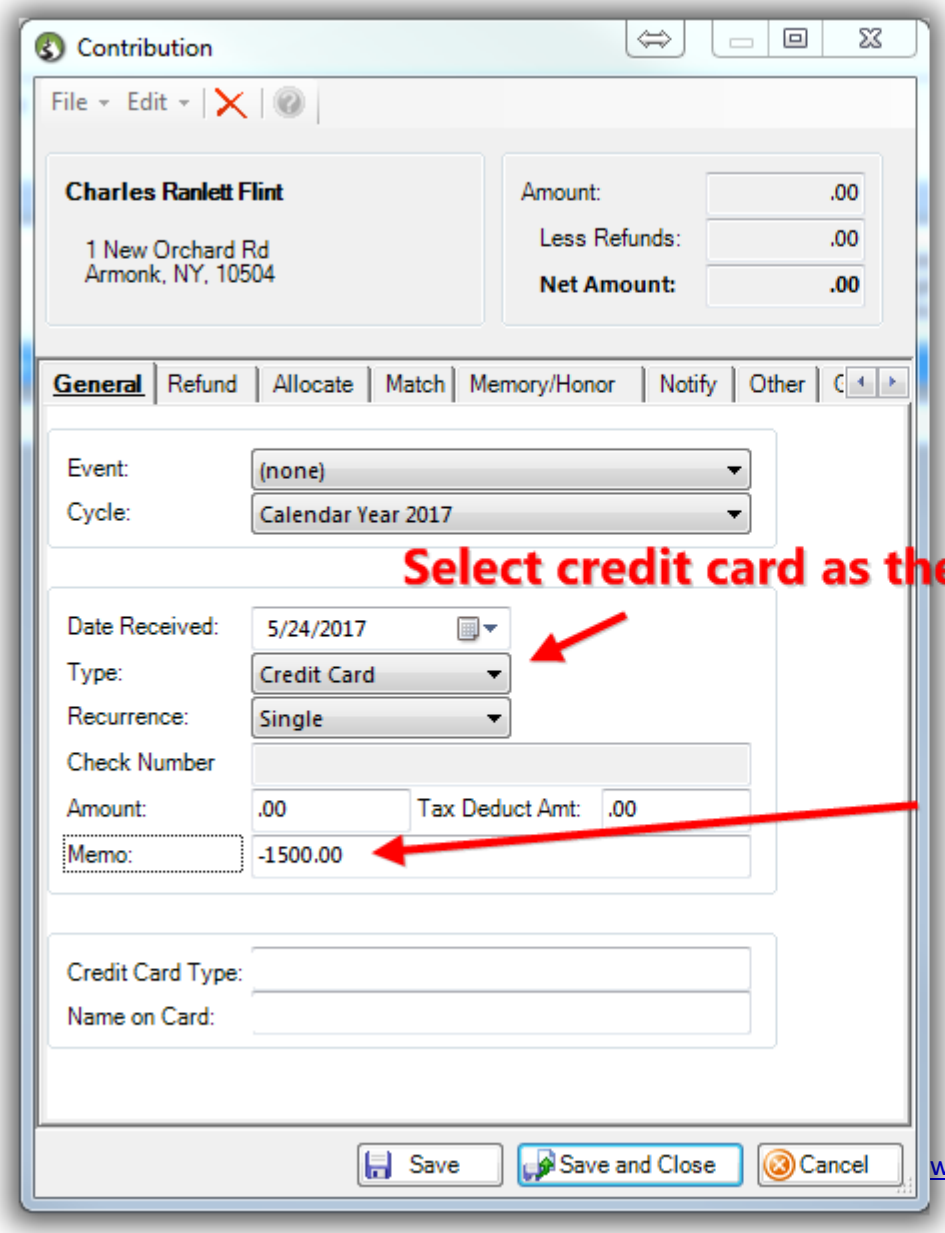
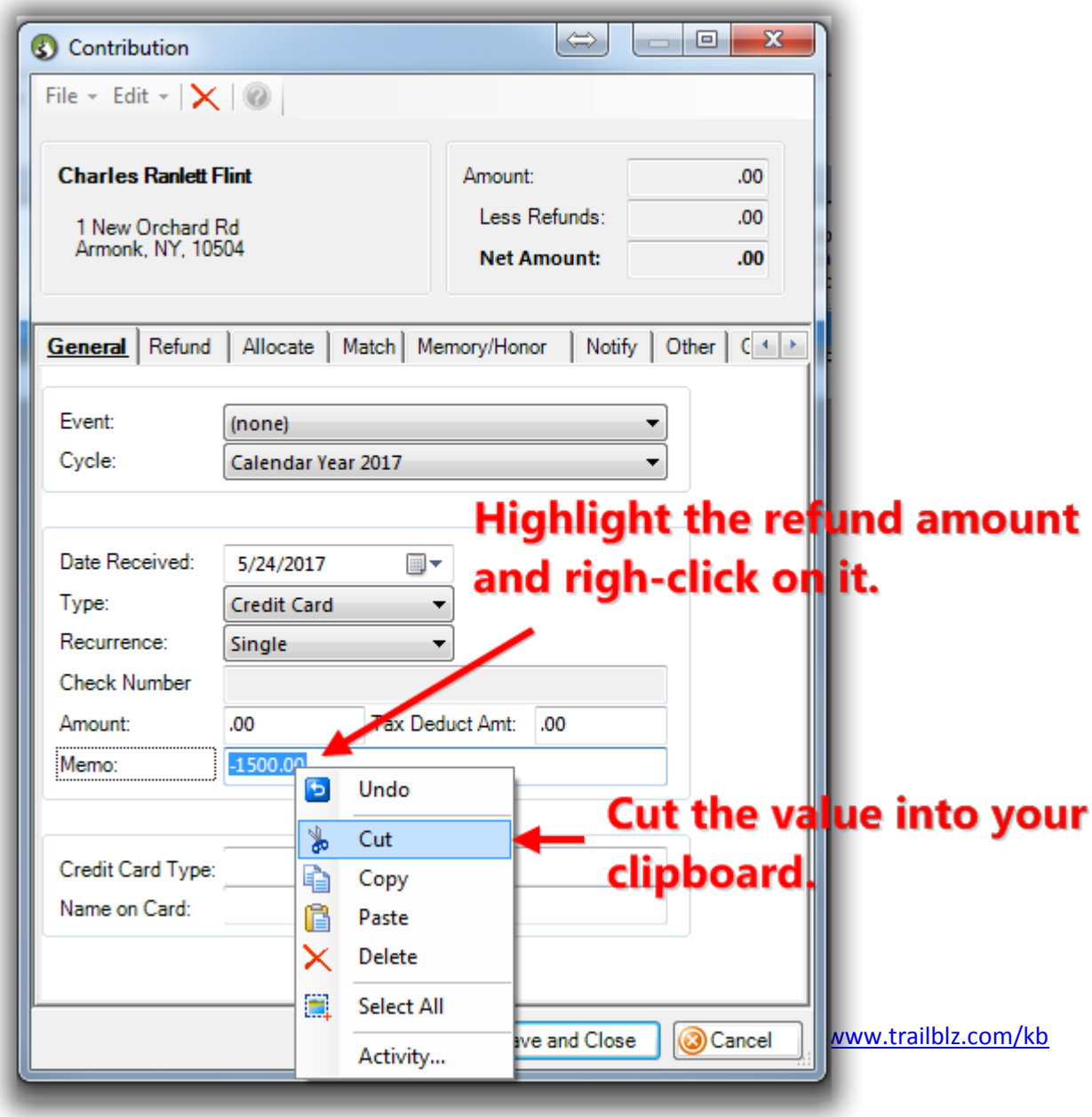


Select credit card as the type.

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.

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


Contribution
File
Edit
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
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 righ-click on it.
Cut the value into your clipboard.

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

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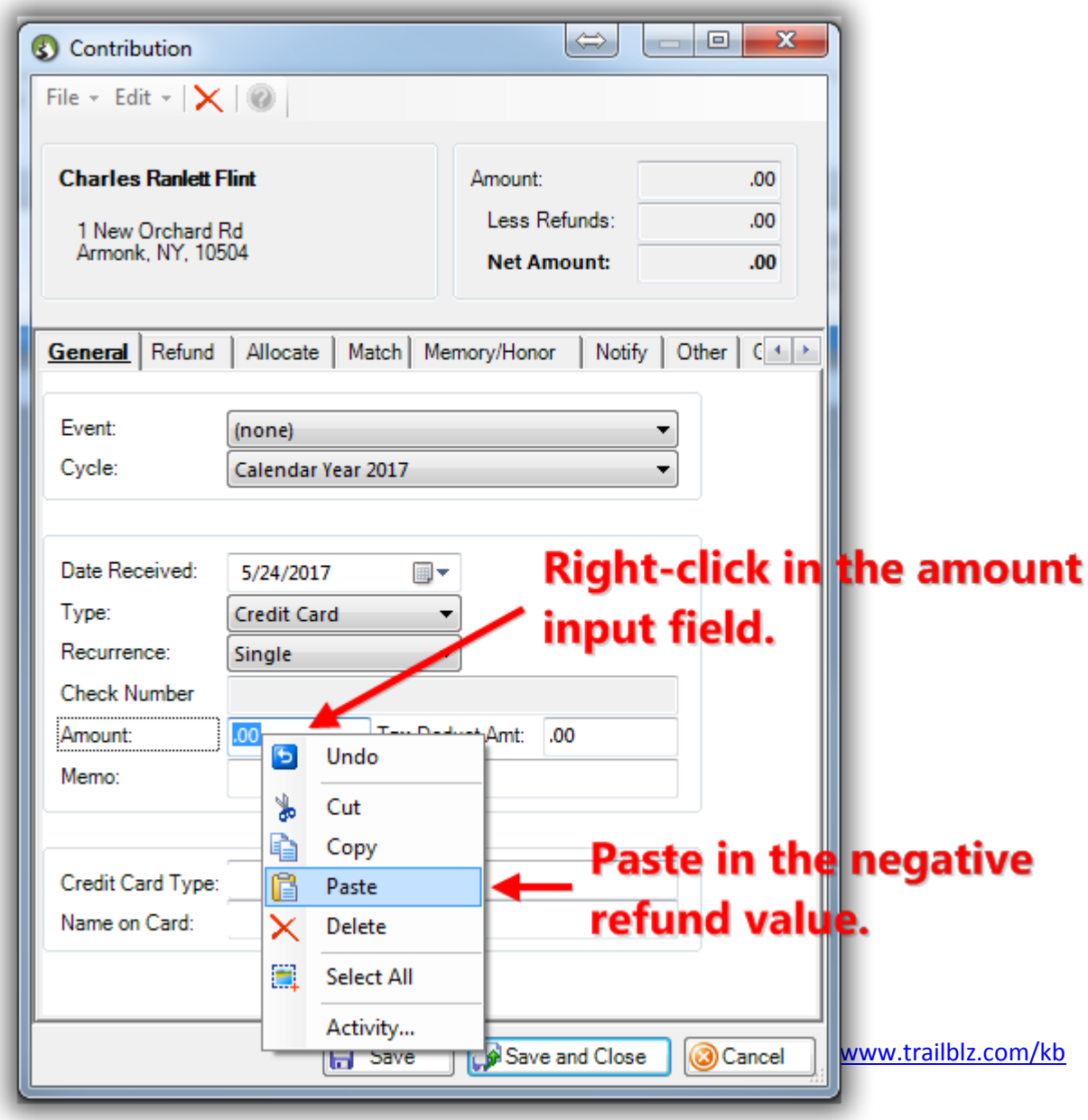
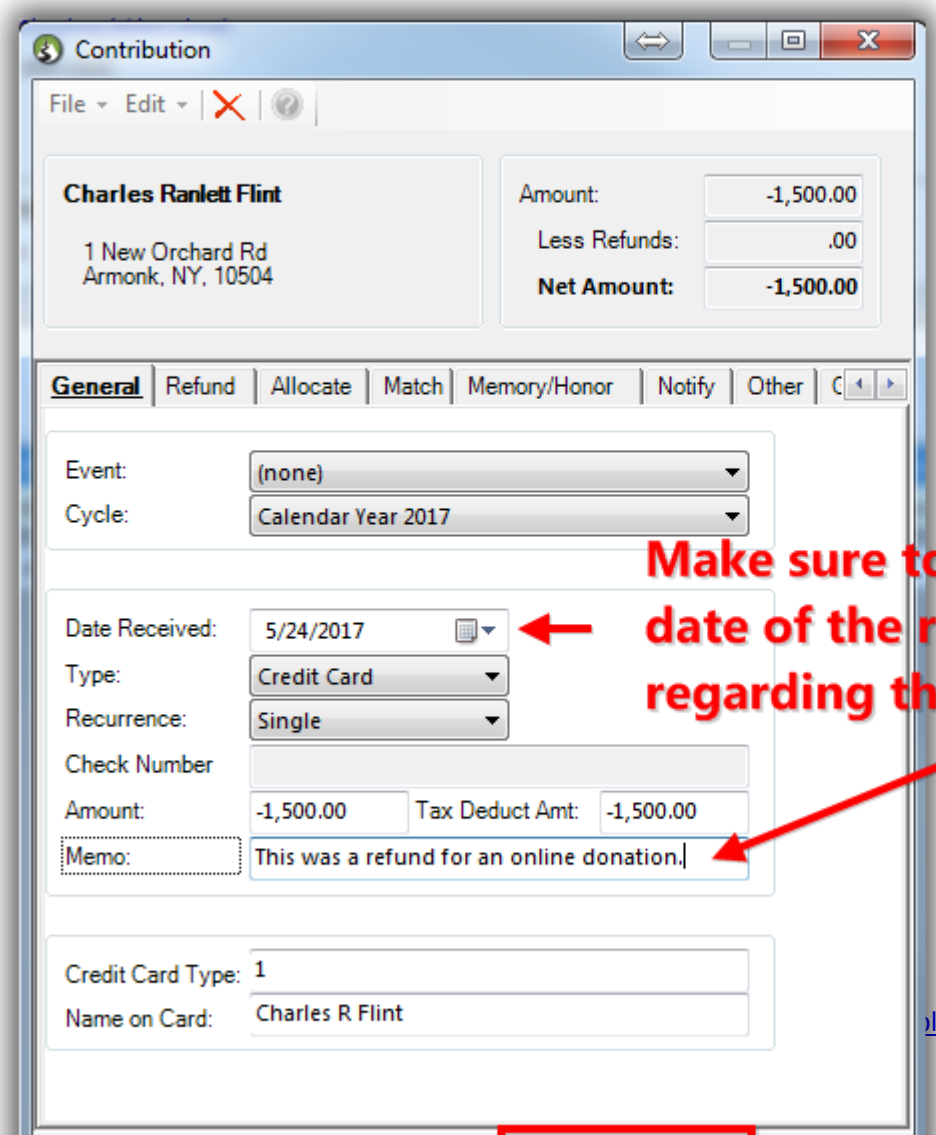


Right-click in the amount input field.

Paste in the negative refund value.

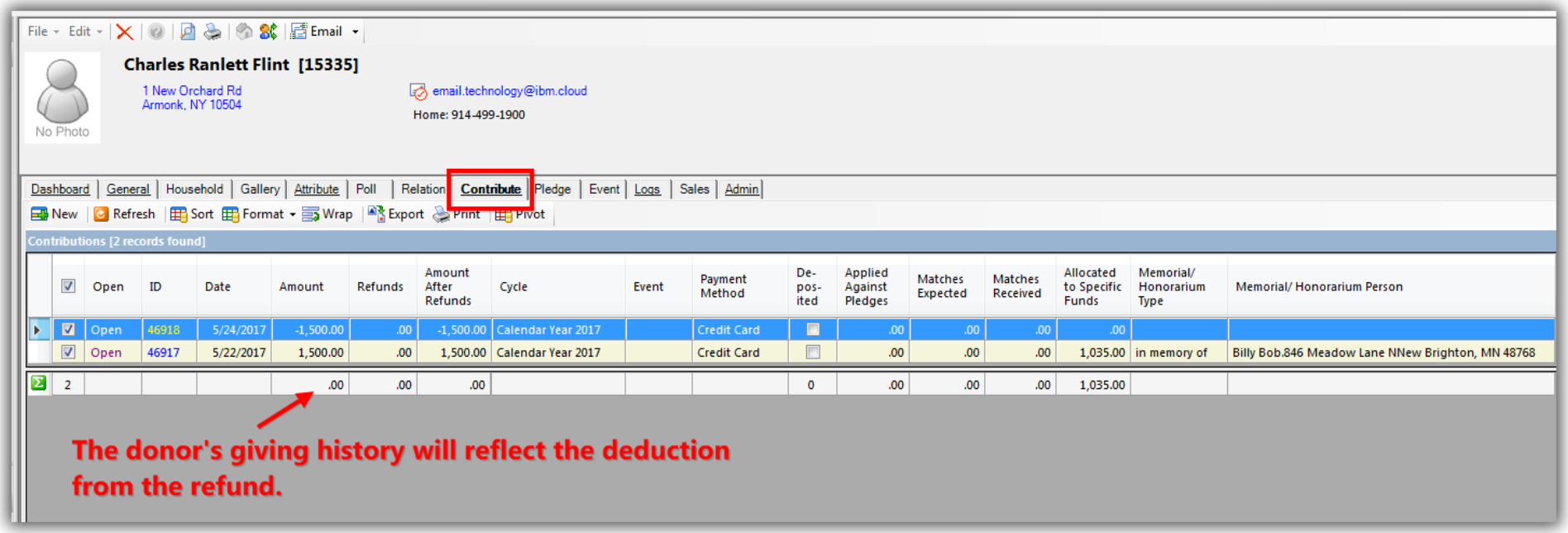
Fill out the rest of the donation record such as the **date** of the refund, the **type** of donation (credit card), the event (if applicable), and record a **memo** regarding the refund. **[Save and Close]** once you're finished. *My finished example is below.*

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



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

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.*



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.

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
- **Facebook:** https://www.facebook.com/pages/Trail-Blazer-Software/64872951180
- **Twitter:** https://twitter.com/trailblazersoft

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