iLab Solutions – Refund Process

Refunds can be issued on **final invoices** only. To issue a refund, the core must navigate to the invoices list view and open the invoice.

**Step 1 - Navigate to the invoice.**

1. In the left-hand navigation menu, select the ‘**invoices**’ option.

2. The **invoices list view** will display all of the core’s invoices.
   a. To narrow the list, invoices can be filtered through the panel located to the left of the invoice list.

3. After navigating to the invoice, click the **magnifying glass** to **open the invoice**.
Step 2 - Issue the refund.

1. After opening the invoice, **hover over the charge** that needs to be invoiced to **display the refund icon**.
2. Once the refund icon is clicked, a “Create a Refund” menu will display.
   a. Select the reason for the refund for tracking purposes from the drop down menu.
   b. Enter the quantity of the charge that needs to be refunded.

3. Click ‘Initiate Refund’ to complete the process.
4. Click **OK** on the refund notification box.

5. Close the invoice by clicking ‘**Back to Core**’ at the top of the window.

6. Once the **Initiate Refund** process is completed, the refund icon will remain on the refunded line item as a visual indicator that a refund has been entered for the charge.
   a. The customer and department administrator will be able to access the request and view the refund icon and summary.

7. **Refund Billing Notes**
   a. The **refund will be automatically included** in the core’s next billing event.

   b. Refunds will appear on a **separate invoice** from **any new charges**.