

如何给买家退款

1. 点击 **customers**，找到客人支付，点击 **refund**，操作退款

2.自动退款:

如果某笔支付符合 GS 自动退款条例 (https://secure.gspay.com/merchants/Refund_policy.php 或者 <http://www.gspay.com/php/terms.php>)，GS 将在操作退款后，发一封通知的 ticket 到商户后台。商户可以点击查看。如果已经被退款，请不要发货。退款原因可以另外发 ticket 咨询。

refund RF12795353XXXX was carried out on transaction TR127XXXXXXXX03
at 2010-07-19 14:28:21

3.其他说明请参考页面图示:

退款如何操作

登入 **gspay** 后台，点击 **customers** 页面，点击相应单子的 **refund** 键，操作退款，如下图所示:

Quick statistic

- 0 Sales (\$0.00)
- 0 Rebills (\$0.00)
- 1 Support messages
- 0 Customer support messages

My sites Support **Transactions** Reports Settlements Preferences

Add site	Customers support Email center	Customers Scheduled rebills	Traffic Products	Holdback	Payout information
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Customers 客户信息

Message:

[Export Customers details](#) | [Add active users](#) | [Bulk operations](#) | [Fraud statistics](#) | [Customers geography](#) | [Cancellations reason](#)

[1-6] 所有追踪码必须在结算周期前提交追踪码, 逾期将影响结账。
对于种种原因没有追踪码的订单要做详细记录并告知客户, GSPAY将抽查核对。

上传追踪码, 退款操作 发邮件给客人

	Transaction ID Order ID	Transaction type Transaction status	Site ID	Affiliate ID Tracking ID	Start End	Login Password	Status	Amount
Chloe Garrett Tracking Refund Email	TR1223370463258 200610723554	sale approved	6	0	Oct 7, 2008 Oct 7, 2008	23a14add 73735e8e	none	\$144.97
Jean L. Supe Tracking Refund Email	TR1223415619567 2006107143989	sale approved	6	0	Oct 8, 2008 Oct 8, 2008	da237b39 c34d7e21	none	\$39.99
Sarah Mughal Tracking Refund Email	TR1223433751748 200610719415212	sale approved	6	0	Oct 8, 2008 Oct 8, 2008	a6a68d82 255613be	none	\$34.99
Derek Penaranda Tracking Refund Email	TR1223480441487 2006108840518	sale approved	6	0	Oct 8, 2008 Oct 8, 2008	ff548698 296bb5a	none	\$54.99
holly calagna Tracking Refund Email	TR1223501601535 20061061432319	sale approved	6	0	Oct 9, 2008 Oct 9, 2008	6e6ec28e 23dec05b	none	\$124.98
Kelly L. Gibbs Tracking Refund Email	TR1223577661180 200610911393623	sale approved	6	0	Oct 9, 2008 Oct 9, 2008	0a430bd4 850169cb	none	\$104.97

此处同样可以按条件查询客人情况

Select range

Sites: All sites

From: October 01 2008

Show me: Today, Yesterday, Current month, Previous month

1. 关于退款理由的选择:

Quick statistic
 0 Sales (\$0.00)
 0 Rebills (\$0.00)
 1 Support messages
 0 Customer support messages

My sites	Support	Transactions	Reports	Settlements	Preferences
Add site	Customers support Email center	Customers Scheduled rebills	Traffic Products	Holdback	Payout information Logout

Refund request 退款操作

Message:

Request Refund

Customer name: pak ho ching
Transaction ID: TR1272798752720
Transaction amount: \$79.00

注意：部分退款后，买家仍然可以全额拒付，且部分退款金额不退，请商户仔细阅读页面提示并谨慎退款

You can make partial refund for this transaction. Please note, by doing partial refund, customer may still request to chargeback the whole payment amount.

You must choose a Reason for Refund, decide whether you want to Blacklist this customer so he/she can not purchase from you again, and provide details pertinent to any forms of fraudulent activity on the part of the customer.

The Reasons for Refund are: 退款理由

Charge back Avoidance - For example; the customer has threatened to chargeback if a refund is not given. Chargebacks are bad and too many will put your Merchant Account in jeopardy of being terminated. You will usually want to Blacklist customers that do this.

Duplicate Charge - The customer accidentally ordered the same product twice. No big deal, simply refund one of the transactions.

Fraud Stolen Card - It turns out the credit card was stolen and the transaction was fraudulent. Definitely blacklist anyone who does this.

Fraud - Other forms of fraud besides using a stolen card fall into this category. A common example is when the customer claims their child used their credit card without permission. In cases similar to this you may use your own discretion as to whether you want to Blacklist the customer. **Unsatisfied Customer** - The customer was not happy with your product or service and a refund was agreed upon as a solution. (客人对你的货物或服务不满意)

Other - If the reason for the refund doesn't match anything on the list, choose this option.

Specify reason of Refund

Chargeback Avoidance - Block

Amount: full ——再次输入金额，可以部分退款

Block: 屏蔽此客人，其将不能再支付
No block: 不屏蔽此客人

* **Block** option, we will block customer's details to prevent future purchases, **No Block** option don't blacklist this customer.

客人以拒付相要挟要退款的，选这个

重复支付

盗卡

欺诈

其他



Copyright © 2004-2009 GSPAY Limited.
 122-126 TOOLEY STREET London SE1 2TU United Kingdom.
 Phone: +44-203-356-9669 Toll free: +1-866-977-6999

[Refund policy](#) | [Privacy policy](#)

2. 关于部分退款:

不是所有支付都可以部分退款，一个支付是否可以部分退款主要看 2 点:

- 1, 客人的卡是否支持部分退款
- 2, 处理行是否支持部分退款。

如果都支持，您的后台 customers 页面点击 refund 后，就有一个地方可以输入金额。如果都不支持，您退款时只能全额退款。就算部分退款后，买家仍然可以拒付，请商户仔细阅读页面提示并谨慎退款。

怎样退款？退款的费用是怎样的？

答：1) 退款做法：点击进去 customer 页面，点击您需要退款的订单对应的 refund。

退款原因选择：一般选第一个和最后两个。

注意：block：屏蔽此客人，以后不可以再次在您的网站上购买。

No block：不屏蔽此客人

2) 退款到账时间：一般 2-4 周到账

3) 退款时的费用：退款时是收取 1 美金（退款的时候所有的手续费不退）。

是否可以部分退款？

答：点击 customers，找到对应的客人支付，点击客人名字下方的 refund，如果出现一个 Amount 可以填写数字金额的，则是可以部分退款的交易。如果没有，则只能全额退款。

