If you do not see the Partial Refund button described below and do not see the checkbox described for full refunds you need to contact iATS (888-955-5455) and request that you be authorized to make refunds and they will apply these tools to your account.

To Process a Partial Refund through IATS

When processing a partial refund, you must first log-in to our site: https://www.iatspayments.com/portal/login using your client code with your "01" sub code (your admin code) on the end.

Go to the "Reports" tab at the top of the page.
Click the Journal link.

Once you are on this page:
1. Enter in the date when the original transaction was made. The date field is right beside the Client Code field, it is easiest to click on the calendar icon itself and enter it in that way, rather than entering it in manually.
2. Press the "CC Approval" tab.
3. Locate the transaction which you wish to issue the partial refund. Click on the "Partial Refund" button on the far right edge of the screen.
4. Enter the dollar amount of the transaction you wish to refund.
5. Press "Refund". (Please note that you will only be able to refund the maximum amount of the transaction.)

To Process a Full Refund

When processing a full refund, you must log-in to our site: https://www.iatspayments.com/portal/login using your client code with your "01" sub code (your admin code) on the end.

Click the "Reports" tab at the top of the page
Click the Journal link.

Once you are on this page:
1. Enter in the date when the original transaction was made. The date field is right beside the Client Code field, it is easiest to click on the calendar icon itself and enter it in that way, rather than entering it in manually (see example from step 2 above).
2. Press the "CC Approval" button.
3. Locate the transaction which you wish to issue the full refund. Check the refund box on the far left that is beside the correct transaction.
4. Click on the "Refund the Selected Transactions" button, which is located at the bottom left of the page.

Journal - iATS Payments by Delu ×   +

https://www.iatspayments.com/Portal/Journal/Index

🏠 Reports ▾ Virtual Terminal ▾ Aura Form Setup Settings ▾ Help ▾

Home / Journal   Login ID: TEST88

Journal

These reports allow you to view all credit card or direct debit transaction details associated with a specific date or range of dates. You can sort by card type or sub code, view only rejected or approved transactions, and also process refunds. Transactions processed during the past 25 months are available. Please email our Customer Care Team at iatscs@iatspayments.com or call 1.888.955.5455 to request access to offline reports from over 25 months ago.

Credit Card Transactions   ACHEFT Transactions   Download Journal

Quick Search   Advanced Search

Client Code: TEST   Date: 11/17/2023   Time zone: (UTC-05:00) Eastern Time (US & C ▾   ⚪ Printer Friendly

List Batches   CC Approval   CC Reject   CC Refund

iATS Journal Report for TEST
Date: 11/17/2023

FULL REFUND ☐	INVOICE	DATE	AGENT	CUSTOMER CODE	CCTYPE	FIRST NAME	LAST NAME	BIN COUNTRY	CARD NUMBER	EXPIRY	FEE COVERED	INITIAL DONATION	PROCESSING FEE	TOTAL	IP	RESULT	DETAIL	
SORT BY: TIME CARD TYPE SUB CODE																	Journal .CSV	Sales Item.CSV
☐	12345678	11/17/2023 12:02:32 AM	TEST88		VISA	IATS	DEV	USA	4***********1111	01/30	-	1.00	0.00	1.00	127.0.0.1	OK:678594:	🔍	Partial Refund
☑		11/17/2023 12:04:51 AM	TEST88	A27071391	VISA	LEINAD	EWES	USA	4***********1111	12/25	-	1.00	0.00	1.00		OK:678594:	🔍	Partial Refund
☐		11/17/2023 12:05:01 AM	TEST88	A32183938	VISA	LANCE	MENDEZ	DOM	4***********2220	10/25	-	10.00	0.00	10.00		OK:678594:	🔍	Partial Refund
☐		11/17/2023 12:05:05 AM	TEST88	A32419763	VISA	EN5533	FIVE	DOM	4***********2220	12/26	-	1.44	0.00	1.44		OK:678594:	🔍	Partial Refund
☐		11/17/2023 12:05:05 AM	TEST88	A32476976	VISA	ANNA	CHUA	DOM	4***********2220	10/26	-	1.00	0.00	1.00		OK:678594:	🔍	Partial Refund
☐		11/17/2023 12:05:07 AM	TEST88	A32516119	VISA	ANNA	EN-5533	DOM	4***********2220	09/29	-	1.50	0.00	1.50		OK:678594:	🔍	Partial Refund

TOTAL AUTHORIZED AMOUNT: 13003.61

1 2 3 4 ... > >> 464 Item(s)   Records Per Page 20 ▾

Refund the Selected Transactions

To Confirm the Refund has been Processed

Go to the Reports tab. Click Journal. Then click the "CC Refund" button to run a report for today (or the date which you processed your refund).