

Refunds

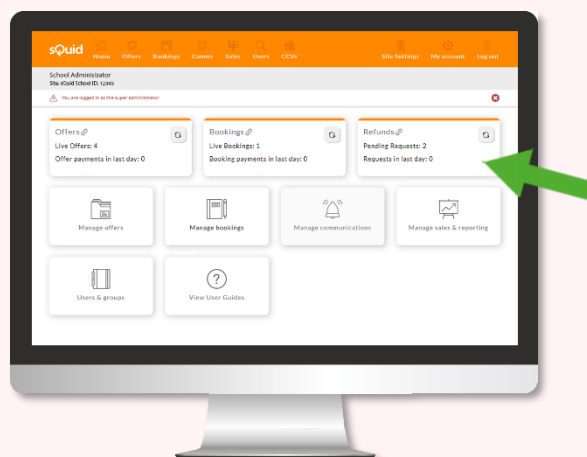
sQuad Trips & Offers User Guide

Home page: REFUNDS

Select the **Refunds card*** to manage customer refund requests.

In this area you can review and approve/decline customers' requests for **refunds** for offers and bookings **via sQuad Trips & Offers**. ***Superadmin permission rights are required to use this function.**

Alternatively, other routes are available for issuing refunds either for individual users, or in bulk.

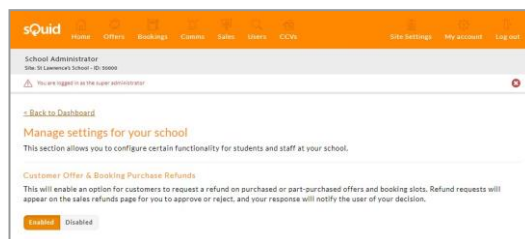
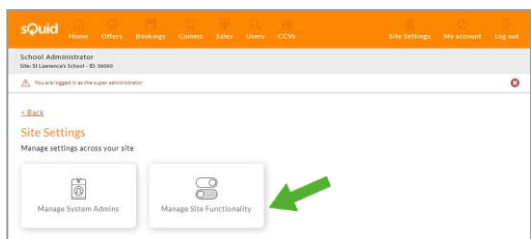


Please note that refunds are processed back to a customer's Trips & Offers purse. The funds can remain there to be used for future purchases, be transferred to a Catering purse, or the customer can request a balance withdrawal back to their bank account or payment card, via a link in the purse. These requests are reviewed and processed by the sQuad Support team.

01 Customer refund requests

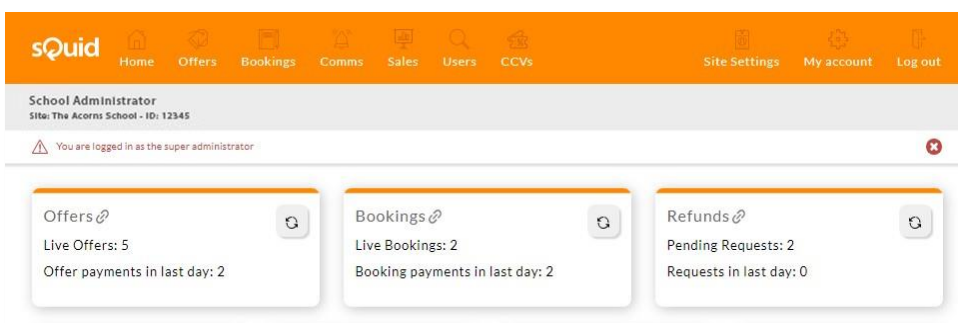
01.1 Set up your school to approve refunds

- Go to **Site Settings** in the main menu bar and click **Manage Site Functionality**.
- Use the toggle to enable the **Customer Offer & Booking Purchase Refunds** feature for your school. This can be reversed at any time.



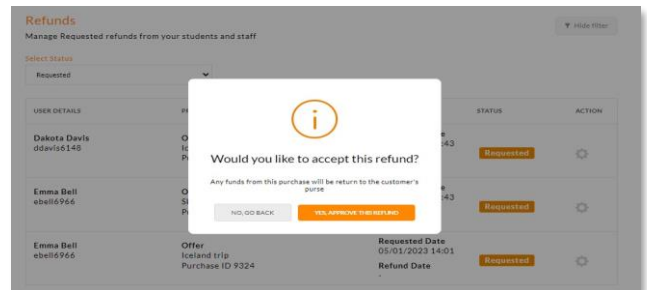
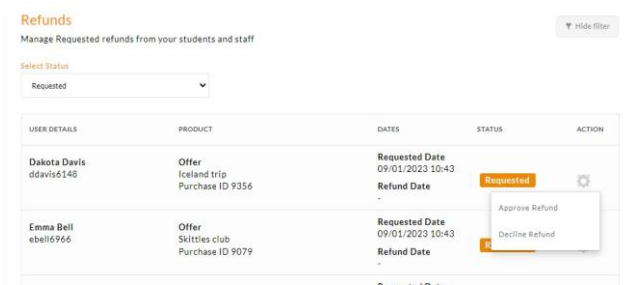
01.2 View parent/carer refund requests

- The **Refunds summary card** will be displayed on your **Trips & Offers system dashboard**. This will show you how many **new Pending requests** have been submitted requiring your attention.



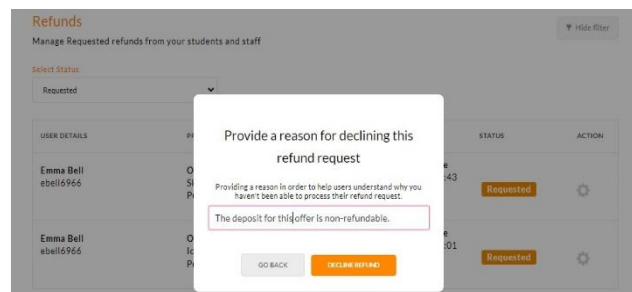
01.3 View and action a refund request

- Click into the **summary card** to view all pending refund requests. The user and offer or booking details will be displayed.
- To **approve a refund request**, click the **action cog** and click **Approve Refund**.
- You will be asked if you want to **accept the refund**, to do so, click the **YES, APPROVE THIS REFUND** button.
- You will see the funds credited back to the user's **Trips & offers purse**. The **parent/carer will be notified** that the refund has been approved.



01.4 Decline a refund request

- Click into the **summary card** to view all pending refund requests. The user and offer details will be displayed.
- To **decline a refund request**, click the **action cog** and click **Decline Refund**.
- You will be asked to provide a **reason for declining** the refund, which will be submitted to the parent/carer to explain why the refund cannot be actioned. **Enter your reason in the box** provided and then click **DECLINE REFUND**.
- A message will be displayed confirming the **refund request has been declined**. The **parent/carer will be notified**.



02 Other refund routes

02.1 Via Users & Groups tile

Please note that it is **not possible to issue a **partial refund** via the **Users & Groups** tile.*

- Click on **Users & Groups** tile on home page
- Click on **User directory** tile
- Click on **Show filter** if required to find the relevant **user**
- Click **action cog** next to the relevant user and select **View purchases**
- Click on **action cog** next to the relevant offer or booking and click **Refund user**
- Type the word **REFUND** in the box when prompted and click **OK**. If you are refunding an **offer**, you will additionally be asked to **confirm the refund amount**, and optionally add a **reason** for the refund.
- The offer or booking will show as **Refunded**, and the parent/carer will receive a **confirmation email**

User purchases for Emma Bell
Here you can view this user's purchases

Search for offer or booking (by title)

Search

| ID | TITLE | TYPE | DATE OF SALE | AMOUNT PAID | SALE STATUS | ACTIONS |
|------|---------------------------------------|---------|--------------|-------------|-------------|--|
| 9394 | Iceland trip | Offer | 06/02/2023 | £500.00 | Paid | <input type="button" value="Refund user"/> |
| 4711 | National Gallery trip | Booking | | £0.00 | | <input type="button" value="Refund user"/> |

02.2 Via Manage Offers tile

- Click on **Manage offers** tile on home page
- Click on **View all offers** tile
- Click on **Show filter** if required to find the relevant offer
- Click **action cog** next to the relevant offer and select **View purchases**
- Locate **user** to be refunded (using filter to search if required)
- Click on **action cog** and select **Refund user**
- A **partial refund may be possible** (subject to conditions). Enter the **refund amount and the percentage** in the relevant boxes. You also have the option to add a **reason** for the refund.
**Please note a partial refund can only be issued once – please see section 05.*
- Type the word **REFUND** in the box when prompted and click **OK**
- The offer will show as **Refunded**, and the parent/carer will receive a **confirmation email**

sQuid Home Offers Bookings Comms Sales Users CCVs Site Settings My account Log out

School Administrator
Site: The Acorns School: ID: 12345

You are logged in as the super administrator

[Back to Offers](#)

Dartmoor trip

Generate Reports Download files Bulk Refund Communication for Not Purchased Show filter

| CUSTOMER DETAILS | PAYMENT DATE | OFFER PRICE | AMOUNT PAID | STATUS | ACTION |
|---------------------------------|------------------|-------------|-------------|--------|--|
| Adam Flores 6337994161000007 | 26/01/2023 12:24 | £20.00 | £20.00 | Paid | <input type="button" value="Refund user"/> |
| Emma Bell 6337994161000086 | 26/01/2023 12:24 | £20.00 | £20.00 | Paid | <input type="button" value="Refund user"/> |

Refund for offer: A3 Sketch book

Enter refund amount * Enter refund percentage %

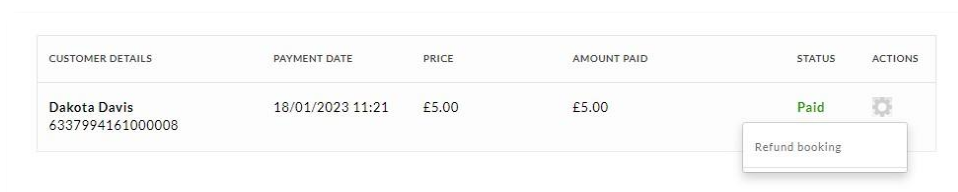
This user has paid £10.00 towards this offer.
This will refund £10.00 to the user (100% of total amount paid).


Enter a reason for refunding this payment (optional) ⓘ

To complete the refund please type 'REFUND' in uppercase in the box below.

02.3 Via Manage Bookings tile

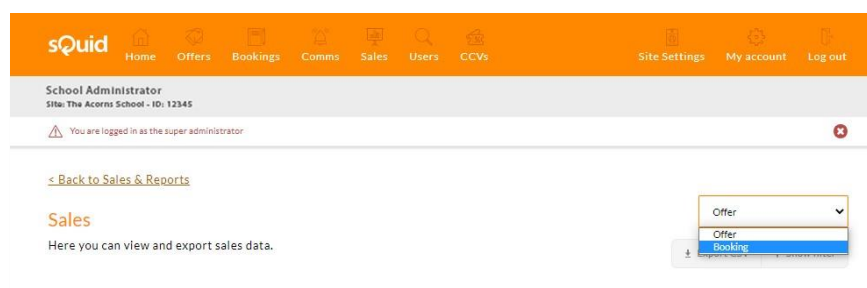
- Click on **Manage bookings** tile on home page
- Click on **View all bookings** tile
- Click on **Show filter** if required to find the relevant booking
- Click **action cog** next to the relevant booking and select **View booking slots**
- Click **action cog** next to the relevant booking slot (use filter to search if required) and select **View purchases**
- Locate **user** to be refunded (using filter to search if required)
- Click on **action cog** and select **Refund booking**
- A **partial refund may be possible** (subject to conditions). Enter the **refund amount and the percentage** in the relevant boxes. You also have the option to add a **reason** for the refund.
**Please note a partial refund can only be issued once – please see section 05.*
- Type the word **REFUND** in the box when prompted and click **OK**
- The booking will show as **Refunded**, and the parent/carer will receive a **confirmation email**



| CUSTOMER DETAILS | PAYMENT DATE | PRICE | AMOUNT PAID | STATUS | ACTIONS |
|----------------------------------|------------------|-------|-------------|--------|---|
| Dakota Davis 6337994161000008 | 18/01/2023 11:21 | £5.00 | £5.00 | Paid |  Refund booking |

02.4 Via Manage Sales & Reporting tile - Sales tile

- Click on **Manage sales & reporting** tile on the home page
- Click on **Sales** tile
- Click on the **drop-down menu** on the right hand side of the screen to **filter by Offers or Bookings**



02.4.1 Offers

- Click **action cog** next to the relevant **offer** (use filter to search if required), and select **View purchases**
- Click on the relevant **user** (using filter to search if required), then click on **Refund user**
- A **partial refund may be possible** (subject to conditions). Enter the **refund amount and the percentage** in the relevant boxes. You also have the option to add a **reason** for the refund.
**Please note a partial refund can only be issued once – please see section 05.*
- Type the word **REFUND** in the box when prompted and click **OK**
- The booking will show as **Refunded**, and the parent/carer will receive a **confirmation email**

02.4.2 Bookings

- Click on the relevant **booking** to select it (use filter to search if required), then click **action cog** next to the booking and select **View purchases**
- Click on the **action cog** next to the relevant **user** (search with if required), then click on **Refund booking**
- A **partial refund may be possible** (subject to conditions). Enter the **refund amount and the percentage** in the relevant boxes. You also have the option to add a **reason** for the refund.
**Please note a partial refund can only be issued once – please see section 05.*
- Type the word **REFUND** in the box when prompted and click **OK**
- The booking will show as **Refunded**, and the parent/carer will receive a **confirmation email**

02.5 Via Manage Sales & Reporting tile - View Refunds tile

The **View refunds** tile on the **Manage Sales & Reporting** page allows you to **filter, view and process refund requests**. You can filter by status - **requested, processed** (approved) or **rejected** - using the dropdown menu.

The **refund requests** are listed in date/time order, with the most recent at the top, and with the status displayed to the right:

- **Refund has been approved** - a **green Processed** tag will show
- **Refund has been declined** - a **red Rejected** tag will show
- **Refund has been requested** - an **orange Requested tag** will show when the request has been made, but before it has been acted upon.

*Please note that if a **bulk refund** has been issued for an offer or booking, you will only be able to see the refund against **each individual user** who has been refunded.*

| USER DETAILS | PRODUCT | DATES | STATUS | ACTION |
|----------------------------|---|---|---|--------|
| Dakota Davis ddavis6148 | Offer A3 Sketch book Purchase ID 12416 | Requested Date - Refund Date 19/09/2023 13:02 | Processed £5.00 refunded (50% of amount paid) | ⓘ |
| Dakota Davis ddavis6148 | Booking Breakfast club Purchase ID 4928 | Requested Date 12/01/2023 14:12 Refund Date - | Requested | ⚙️ |
| Dakota Davis ddavis6148 | Offer Iceland trip Purchase ID 9356 | Requested Date 09/01/2023 10:43 Refund Date 09/01/2023 10:48 | Rejected | - |

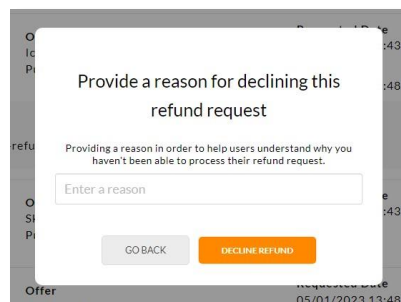
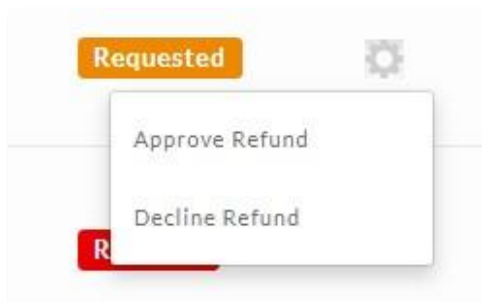
Reason Given For Rejection
The deposit for this trip is non-refundable.

02.5.1 Processing a Requested refund via View Refunds tile

Next to the **orange Requested tag** is an **action cog**. Click on this to either **Approve Refund** or **Decline Refund**:

- **If the refund is approved**, you will be asked to **click on the orange button** to go ahead and approve the refund. The funds will then be **returned to the customer's purse on their sQuid account** and they will be notified that the refund has been approved.

- **If the refund is declined**, you will be asked to **enter a reason** in the box provided, and then **click the orange button** to go ahead and decline the refund. The customer will receive notification that their request for a refund has been declined. The reason for declining will be shown on the main Refunds screen, beneath the request.



03 Bulk refunds

**Please note that issuing a bulk refund will result in the offer being archived. Archiving is irreversible.*

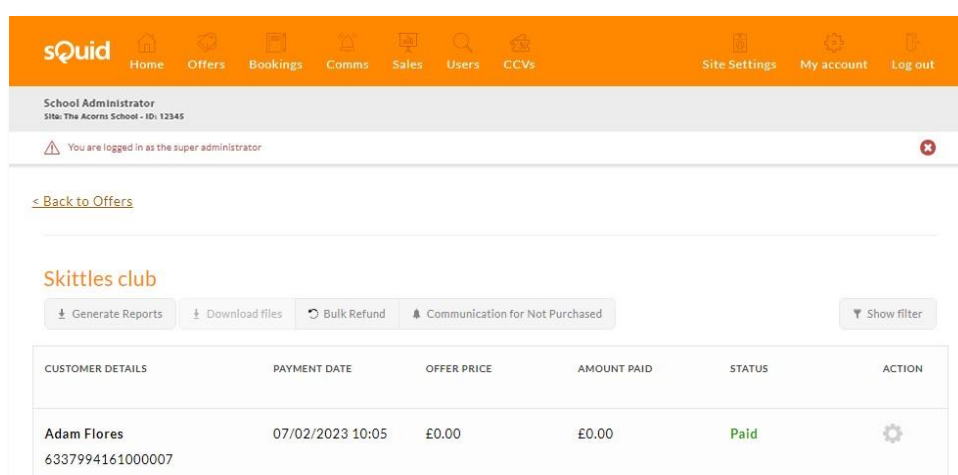
*** It is not possible to issue partial refunds in bulk .*

On-site/cash refunds

Please also note that **if any purchases have been made in cash, these will need to be refunded in cash prior to processing the bulk refund**, or else the customer will need to accept a refund to their online account as part of the bulk refund. This amount can then exist as part of their **purse balance** to be used against future purchases, **but if they require the funds be returned to them, this will need to be done by bank transfer by the school.**

03.1 Via Manage Offers tile

- Click on **Manage offers** tile on the home page
- Click on **View all offers** tile
- Click on the **action cog** next to the **offer** you wish to refund and select **View purchases**
- Click on the **Bulk Refund** button below the offer title to **refund the entire offer**



- In the box that pops up, you will be reminded of any **on-site/cash purchases** – please see note above re: **On-site/cash refunds**
- You will be asked to type the word **REFUND** where indicated to confirm the action and **proceed with bulk refunding and archiving this offer**

Refund for offer: A3 Sketch book

This will refund all on-site purchases to each card holder's purse, so cash refunds should not be issued. If you wish to issue cash refunds please manually refund these users before proceeding.

Onsite purchases to be refunded:

| FORENAME | SURNAME | CARD NUMBER |
|----------|---------|------------------|
| Dakota | Davis | 6337994161000008 |

To complete the refund please type 'REFUND' in uppercase in the box below.
Please note that after refunding in bulk, this offer will be archived.

REFUND

Close Enter 'REFUND' in the box above

03.2 Via Manage Bookings tile

- Click on **Manage bookings** tile on the home page
- Click on **View all bookings** tile
- Click on the **action cog** next to the **booking** you wish to refund and select **View booking slots**
- Click on the **action cog** next to the **booking slot** you wish to refund and select **View purchases**
- Click on the **Bulk Refund** button to the right of the booking title to **refund the entire booking slot**

The screenshot shows the Squid admin interface. The top navigation bar includes Home, Offers, Bookings, Comms, Sales, Users, CCVs, Site Settings, My account, and Log out. The user is logged in as the super administrator. The main content area shows a 'Breakfast club' booking slot for 13/01/2023 from 07:00 to 08:30. A 'Bulk Refund' button is visible next to the booking title.

- In the box that pops up, you will be reminded of any **on-site/cash purchases** – please see note above re: **On-site/cash refunds**
- You will be asked to type the word **REFUND** in the box where indicated to confirm the action and **proceed with bulk refunding and archiving this booking slot**

Refund for booking: Games club

This will refund all on-site purchases to each card holder's purse, so cash refunds should not be issued. If you wish to issue cash refunds please manually refund these users before proceeding.

Onsite purchases to be refunded:

| FORENAME | SURNAME | CARD NUMBER |
|----------|---------|------------------|
| Dakota | Davis | 6337994161000008 |

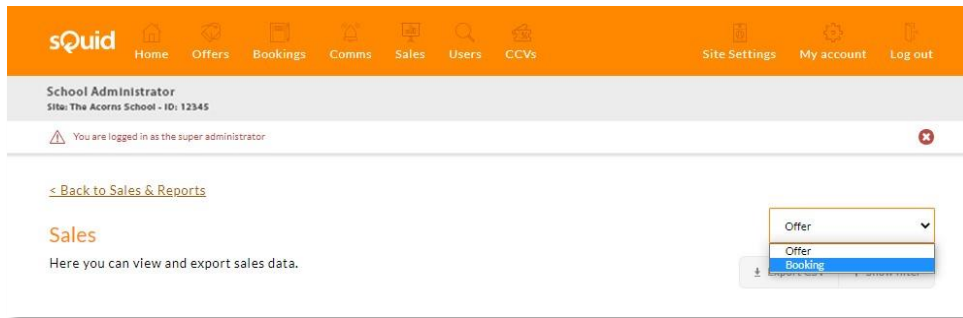
To complete the refund please type 'REFUND' in uppercase in the box below.
Please note that after refunding in bulk, this booking will be archived.

REFUND

Close Enter 'REFUND' in the box above

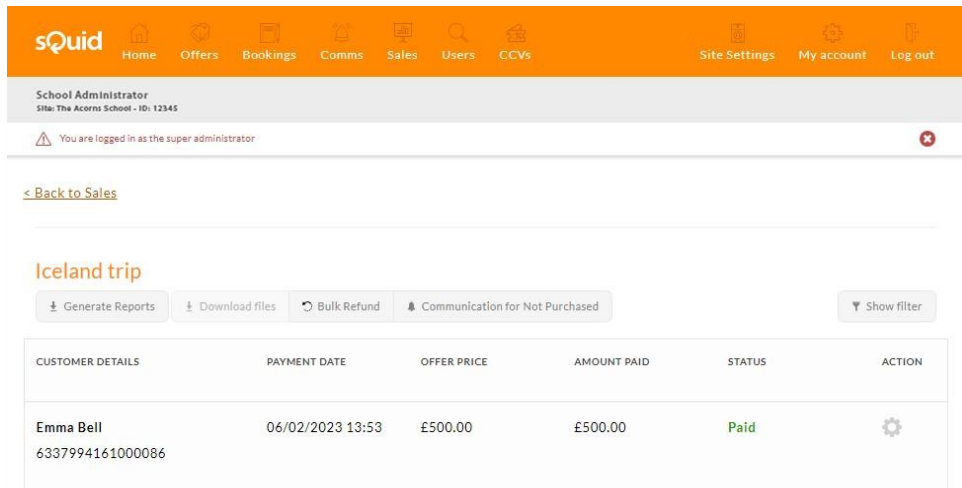
03.3 Via Manage Sales & Reporting tile - Sales tile

- Click on **Manage sales & reporting** tile on the home page
- Click on **Sales** tile
- Click on the **drop-down menu** on the right hand side of the screen to **filter by Offers or Bookings**

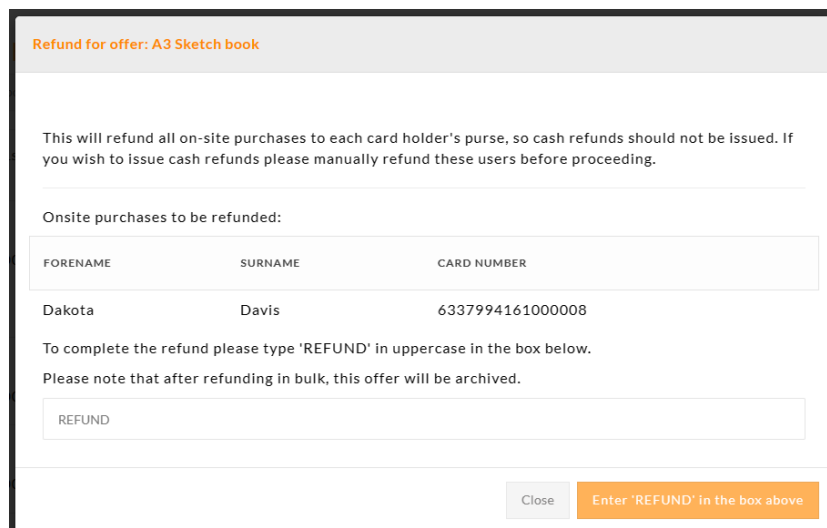


03.3.1 Offers

- Click on the **action cog** next to the **offer** you want to refund and select **View purchases**
- Click on the **Bulk Refund** button at the top of the list to refund the **entire offer**

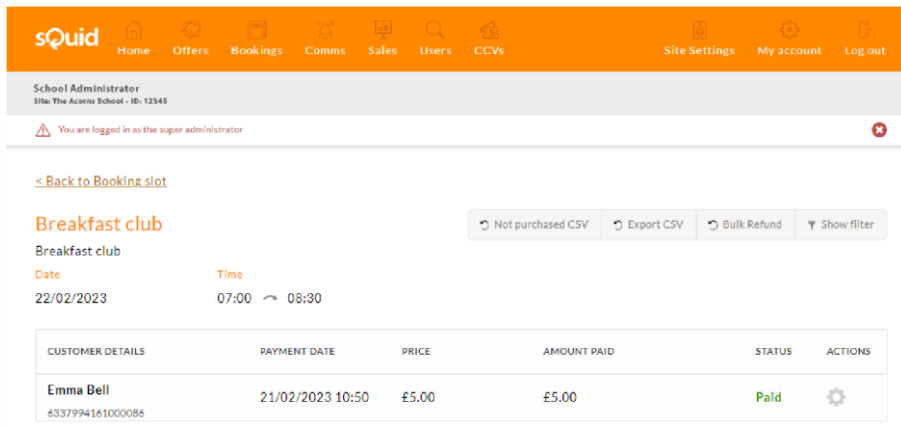


- In the box that pops up, you will be reminded of any **on-site/cash purchases** – **please see note above re: On-site/cash refunds**
- You will be asked to type the word **REFUND** in the box where indicated to confirm the action and **proceed with bulk refunding and archiving this offer**

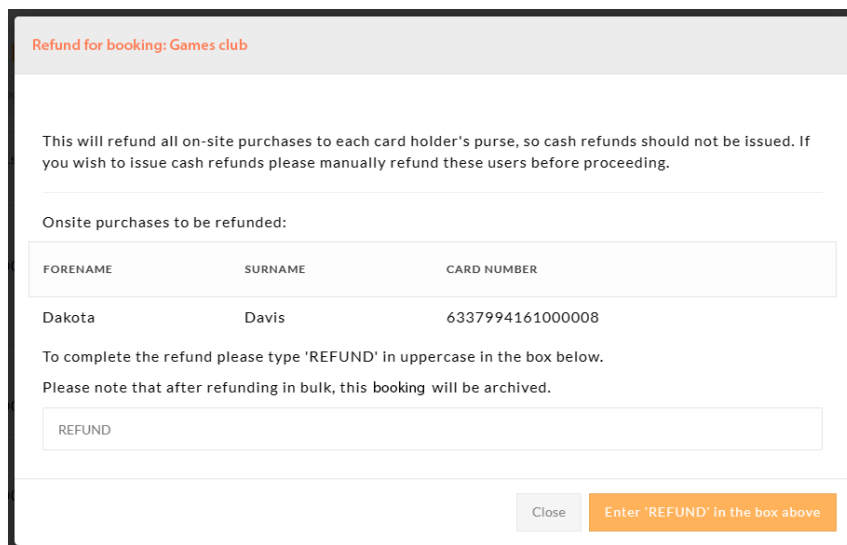


03.3.2 Bookings

- Click on the name of the **booking** to select it, then click on the **action cog** next to it, and select **View purchases**
- Click on the **Bulk Refund** button to the right of the booking title to refund the **entire booking slot**.



- In the box that pops up, you will be reminded of any **on-site/cash purchases** – please see note above re: **On-site/cash refunds**
- You will be asked to type the word **REFUND** in the box where indicated to confirm the action and **proceed with bulk refunding and archiving this booking slot**



04 Childcare voucher (CCV) refunds

Please note that **customers are unable to request refunds of payments that have been made entirely or in part with CCVs via sQuid Trips & Offers** (if the school is set up for this). They will need to **request a refund directly to the school**, and the **refund can only be made into the user's Trips and Offers purse, for future CCV-eligible purchases**, and cannot be transferred into a Catering purse, nor refunded to a bank account or other payment method.

05 Partial refunds

You can **refund a partial amount of an offer or booking slot purchase**, where they have been paid by the customer without deductions.

For example, if there is an upcoming trip, but a cheaper coach has been sourced, parents can now be refunded the difference, or if a child can no longer go on a trip, the trip can be refunded, minus a non-returnable deposit. Equally, individual booking slots can be refunded, if the child can no longer attend, or the slot is no longer needed.

Partial refunds can only be issued individually to each sQuid account where multiple partial refunds are required – **they cannot be issued in bulk.**

*IMPORTANT

Please note that a **PARTIAL REFUND CAN ONLY BE ISSUED ONCE FOR EACH ITEM.**

- In the case of a offer or trip, a **partial refund**, requested for any reason, **should not be issued until AFTER the offer has been completed/trip has taken place, or when there is ABSOLUTELY NO CHANCE of any further refunds being requested.**
- In the case of a booking, **please wait until the END OF TERM OR BOOKING PERIOD before refunding any individual slots**, as it will **not then be possible to refund any further slots**, should this later be requested.

It is not currently possible to issue any further refund once a partial refund has been issued for an offer or booking.

05.1 Partial refund of an Offer

- Click on the **Manage offers** tile on the home page, then click on the **View all offers** tile.
- **Locate the offer** you wish to partially refund (use the filter if necessary), then select **View purchases** from the **action cog** next to the offer.
- The **total amount paid** will show in the **Enter refund amount** box, and the percentage of the total cost that this represents. **Enter the amount**, or **change the percentage**, to arrive at the **correct amount to be refunded.**

***You will be reminded at this point that no further refunds will be possible if you proceed.**

Refund for offer: Azores trip

Information about partial refunds

Note that as with a refund for the full amount, a refund of a partial amount can only be processed once. You will not be able to refund the remainder at a later date.

Enter refund amount * Enter refund percentage

£ 1,200.00 80 %

This user has paid £1500.00 towards this offer.
This will refund £1200.00 to the user (80% of total amount paid).

Enter a reason for refunding this payment (optional) ⓘ

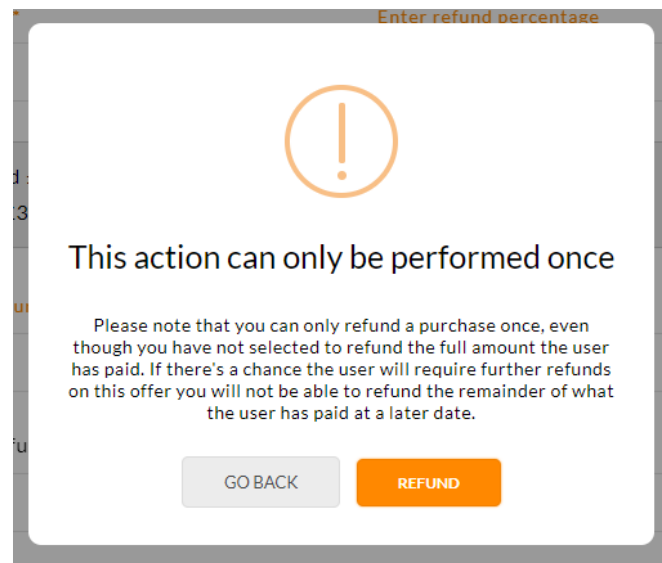
Child can no longer come on trip

To complete the refund please type 'REFUND' in uppercase in the box below.

REFUND

Close Refund £1200.00

- In this **example**, a trip costing £1,500 has been paid for, including a non-returnable deposit of £300. The student is no longer able to go on the trip, and so a partial refund of £1,200 is now being issued.
- Once you have entered the **amount** to be refunded, you can **enter a reason** for the partial refund (optional).
- You will then need to type the word **REFUND** in the box beneath, then click on the **Refund £...** button.
- There will then be a **further warning** that this is a **one-time refund opportunity**, even though there will be an amount remaining which will then **not be refundable at a later date**, with the opportunity to **GO BACK**. Please wait until **after the offer/trip has completed/taken place or no further refund requests can be made** to process the partial refund.
- If you are **certain that you wish to proceed** click the **REFUND** button.
- The offer will then show a status of **Partially Refunded** (in green), and the **customer will receive an email confirming the partial refund**.



05.2 Partial refund of a Booking

- Click on the **Manage bookings** tile on the home page, then click on the **View all bookings** tile.
- **Locate the booking** you wish to partially refund (use the filter if necessary), then select **View booking slots** from the **action cog** next to it.
- Identify the **booking slot** you want to refund (the status can be UPCOMING or DATE PASSED), and select **View Purchases** from the **action cog** next to it.
- Select the **user** requiring the refund (using the filter if necessary), and select **Refund booking** from the associated **action cog**.
- The **total amount paid** will show in the **Enter refund amount** box, and the percentage of the total cost that this represents. **Leave this as the amount shown** (100%) to refund this booking slot.
- **Enter a reason** for refunding this booking slot (optional).
- You will then need to type the word **REFUND** in the box beneath, then click on the **Refund £...** button.

Refund for booking slot: Lunchtime Sports Club - Sep 18, 2023 12:15:00 PM

Enter refund amount * Enter refund percentage

£ 5.00 100 %

This user has paid £5.00 towards this offer.
This will refund £5.00 to the user (100% of total amount paid).

Enter a reason for refunding this payment (optional) ⓘ

Student absent due to medical appointment

To complete the refund please type 'REFUND' in uppercase in the box below.

REFUND

Close Refund £5.00

- Please remember that this is a **one-time refund opportunity**, and no further refunds of slots on this booking will be possible **at a later date**. Please **only action a refund of a booking slot at the end of term or the booking period, when no further refund request will be made**.
- If you are **certain that you wish to proceed**, click the **REFUND** button.
- The booking slot will then show a status of **Refunded** (in orange), and the **customer will receive an email confirming the refund**.