

# Manual refund via OnceHub (collecting payments from Customers)

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## Note:

This article only applies if you use our [PayPal integration to collect payments from your Customers](#). If you have any questions on how we bill you as a OnceHub Customer, go to the [Account billing article](#).

Our [Payment integration](#) feature fully handles all payments throughout the booking lifecycle, including manual issuing of refunds.

The ability to refund Customers manually via OnceHub enables you to:

- Handle cancellations and reschedule requests initiated by the User, rather than by the Customer.
- Deal with cancellations initiated by the Customer outside of OnceHub. For example, you might want to issue a refund when your Customer has cancelled a meeting via email.

You can issue manual refunds within OnceHub for any paid transaction directly from the [Activity stream](#). Refunds issued via OnceHub are accessible in the Activity stream and in detailed [Revenue reports](#).

## Note:

In order to issue a refund via OnceHub, you must enable the [manual processing of refunds via OnceHub](#) and ensure that the User making the refund has the permission to refund via OnceHub. A OnceHub administrator can manage the User permissions for their own profile and other Users' in the [OnceHub permissions section](#) in the [User profile](#).

In this article, you will learn **how to issue a manual refund via OnceHub**.

## Requirements

To issue a refund via OnceHub, you must:

- Be the Owner or the Editor of the activity
- [Have the permission to refund via OnceHub](#)
- Enable the [manual processing of refunds via OnceHub](#)

## Refunding via OnceHub

To issue a refund via OnceHub:

1. Click on the Transaction from your Activity stream. In the **Details** pane, click **Process a refund** (Figure 1).

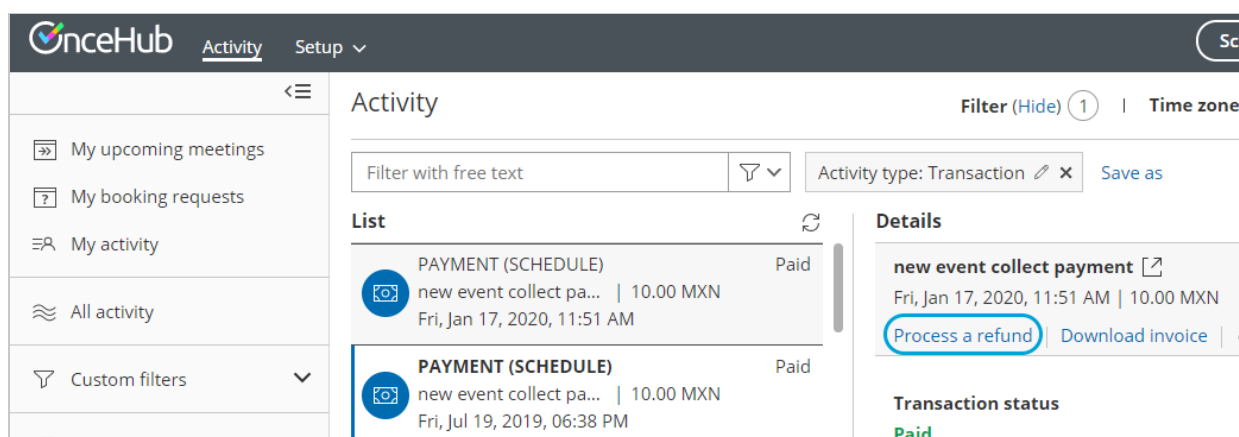


Figure 1: Issuing a manual refund

2. Enter the amount to refund and click **Refund**.

**Note:**

The User can also issue a refund when initiating a cancellation or requesting reschedule for any Event type.  
[Learn more about cancelling or requesting reschedule for any Event type](#)

## Refunding manually via PayPal

Refunds issued via PayPal are also captured in OnceHub via the PayPal API and are accessible in the [Activity stream](#) and in detailed [Revenue reports](#), giving you full visibility of your refunds activity. We recommend you refund through OnceHub rather than through PayPal, as with OnceHub a credit invoice is automatically issued and sent to your Customers in the default email notifications.