

Automatic refunds 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](#) handles all payments throughout the booking lifecycle, including the issue of automatic refunds. Subject to your Cancellation policy, Customers can be automatically refunded when they cancel a booking with you. Automatic refunds allow you to streamline your booking related financial processes and increase Customer satisfaction.

When refunds are issued automatically upon a cancellation initiated by a Customer, the following events occur:

- Customers are notified of the refund and a [credit invoice](#) is sent. Note that the credit invoice will not be sent if you refund your Customers via PayPal.
- The transaction is captured via the PayPal API and is accessible in the [Activity stream](#) and in detailed [Revenue reports](#).

Note:

To automatically refund your Customers via OnceHub, you must enable the [manual and automatic processing of refunds via OnceHub option for your OnceHub account](#).

Requirements

To configure automatic refunds via OnceHub, you will need to be a OnceHub Administrator and have an active [connection to your PayPal account](#).

Configuring automatic refunds via OnceHub

To configure automatic refunds via OnceHub:

1. [Connect OnceHub to your PayPal account](#)
2. [Enable the manual and automatic processing of refunds option for your OnceHub account](#)
3. [Set the Cancellation policy for your Event types](#)
4. Test your setup by scheduling a booking and cancelling the booking on the Cancel/reschedule page. [Learn more about testing the OnceHub connector for PayPal](#)