Processing Refunds in OSP

In order to process a refund in OSP, you will need to have either the order number or the product activity number associated with the transaction.

To find the order number, print the OSP statement** containing the date of the original order. Locate the applicable order number to use in processing the refund.

To find the product activity number, navigate to the OSP Products page: Transactions >> OSP Products. Select the box next to “Include Inactive” and hit search. In the list of Products, find the product and corresponding Activity Number for the item that is being refunded.

1. Navigate to the Refund page: Transactions >> Refund Transactions
2. On the Refunds page, you can choose to search by Order Number or the Product Activity Number.
3. Click search.
4. Select the Refund button under “Detail” to view all of the order’s line items.
5. Select either the “Mark All” checkmark box to refund for all items or select the individual box for item(s) to refund individual line items.
   a. Partial Refund? Type in the desired amount in the “Refund Amt” column
   b. Full Refund? Ensure auto filled Refund Amount matches the Line Total
   c. Refunding with school check? Type in $0.00
   d. Always enter a Refund Reason/Comment including additional details or reason for the refund

Review all information before submitting your refund. **Refunds cannot be canceled.**

6. Click Refund.
7. You will receive a message that the order has been refunded and returned.
8. Click Close.
9. Select the Refund button again to see the updated Refund Totals and Refunded Line Items. The lines that were refunded will now be greyed out to prevent additional refunds from being processed.

**Retrieving OSP statement

- From the home page, go to “Statements”
- A list of past OSP statements will be displayed
- Select the Statement date that for the period in which the transaction occurred