

Financial- The family does not see a credit card or ACH refund to their account.

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If the family does not see a [refund](#) posting back to their account and the refund was an ACH or Credit Card, you will need to go to the processor gateway and see if the refund was processed successfully.

If the payment is not showing as refunded through the gateway, the refund can be processed directly from the processor.

You will need to contact your processor to get login details for the site.

- UnityFI- <http://www.unityfisolutions.com/contact-us/>
 - Card Connect- <https://cardconnect.com/company/contact>
 - Authorize.net- <https://support.authorize.net/s/>
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