Abstract

This application provides an order processing method and device, wherein this method comprises: obtaining, by a third party payment institution, an order that is paid but not successfully delivered by a delivering institution (S1); actively initiating, by the third party payment institution, a refund operation for the paid order for which delivery is unsuccessful (S2). The method and device can solve the technical problem of overly complicated order refund flows and lengthy refund cycles in the current technologies, thus achieving the technical effects of effectively shortening the refund cycle and improving the user experience.