

Refunding an Order



Checking the setup and employee privileges

How do I know if we are integrated with First Data GGe4? Review the payment type setup since that will tell you if PetExec will refund the credit card directly or if you will need to do the refund within PetExec and also via your credit card virtual terminal. PetExec now automates refund transactions to “First Data – GGe4.” If you are configured with any other Payment Type, you will need to reimburse the card manually. To find out, go to Payment Options → Maintain Payment Options from the main menu and review the setup.

Maintain Payment Options ⓘ

Existing Payment Details

Payment Type *

First Data - GGe4

Terminal Gateway ID *

API Key *

Update Payment Option Test Payment Option

PetExec will refund the GGe4 only. Others will need to be done manually via their terminal/portal.

Employee privileges: How do I make sure my employees have access to the refund functionality? You will need to update the relevant Employee Types to turn on this functionality. When it is enabled, the employees will be able to see the **Order Processing** → **Refund Order** menu item as well as the **Apply Refund** button.

For details on how to modify an employee type, please visit our document [Maintain Employee Types](#). Below is a picture of the item you want to enable. It is under Order Processing → Refund Order. Repeat the process for all relevant employee types.

Order Processing

- Modify Orders
- Deleted Orders
- Cart Checkout
- Maintain Cart
- Purchase History
- Maintain Daycare Packages
- Owner Debits
- Owner Credits
- Maintain Boarding Packages
- Refund Order

Check the Refund Order item in order to grant privileges to this Employee Type.