



## Refunding an Order

### Example 1: Purchase with credit card and Integrated with First Data GGe4.

For this example, we have a customer that purchased an item and is now returning that item. **The details of the original order are shown below for reference.**

Billing Information for Order Id: **10343118** ⓘ

Order Date 05/12/2016 12:55 PM	Permanently Delete This Order	Receipt			
	Email Receipt	Purchase History			
	Modify Owner	Apply Refund			
Click to Toggle Owner Information for <b>Bob Smith</b>					
<b>Transaction Detail</b>					
<b>Product/Service</b>	<b>Price</b>	<b>Quantity</b>	<b>Subtotal</b>		
Collar - Blue	\$ 5.00	1	\$ 5.00	Delete	
<b>Subtotal</b>			\$ 5.00		
<b>Tax</b>			\$ 0.00		
<b>Total</b>			\$ 5.00		
Add a Product					
<b>Payment History</b>					
Order Date 05/12/2016 12:55 PM	Employee Training User	<b>Additional Info</b>	<b>Type</b>	<b>Amount Applied</b>	<b>Delete</b>
		Initial Transaction Card Type: Visa Card Number: XXXX-XXXX-XXXX-1111 Expiration Date: 0422	Credit	\$ 5.00	
Update History					

Notice the highlighted areas since they show us the order number, the item purchased and the payment history which contains the payment type and amount applied. It is important to note that this example illustrates a credit card purchase for a retail item. However, the same logic applies if you were refunding a service or even doing a partial refund.

Now, let's walk through the process of providing a refund for this order.

1. [Find the order you want to refund](#)
2. [Create a refund order with the relevant information](#)
3. [Logged entry in order history](#)

1. We first locate the order needing a refund. This can be accomplished via several venues.
  - a) Pull up the applicable order using the owner's purchase history. Simply use the menu next to the owner's name and select Purchase History. Then search for and select the order.

**Purchase History for Bob Smith (Active Owner)**

Owner Options Smith, Bob

Search

**Just These Dates** Start Date (mm/dd/yyyy) 05/12/2016 05/12/2016

All Dates Disable Initial Order Notes **Narrow Results**

Account Balance

As of 05/12/2016 09:18:20 PM, this account is in balance

There are a total of 1 orders, shown 50 per page.

Transaction Detail

Order Id	Order Date	Charge	Amount Applied	Discount	Difference	Payment Type	Additional Info
10343118	05/12/2016 12:55 PM	5.00	5.00	0.00	0.00	Credit	Initial Transaction
		5.00	5.00	0.00	0.00		

- b) Pull up the order using the Modify Orders menu option from the PetExec main menu.

**Modify Order**

Search

10343118 **Search**

Search Results

Order Id	Owner Name	Transaction Date	Charge	Tax	Discount	Amount Applied	Receipt	Delete
10343118	Smith, Bob	05/12/2016 12:55 PM	5.00	0.00	0.00	5.00	Receipt PDF Email	Delete

- c) Pull up the order using the Refund Order menu option from the PetExec main menu.

**Owner Refund**

Search

10343118 **Search**

Search Results

Order Id	Owner Name	Transaction Date	Charge	Tax	Discount	Amount Applied
10343118	Smith, Bob	05/12/2016 12:55 PM	5.00	0.00	0.00	5.00

Now, just open the order and click on the Apply Refund button to begin the process.

**Billing Information for Order Id: 10343118** ⓘ

Order Date: 05/12/2016 12:55 PM

Click to Toggle Owner Information for **Bob Smith**

Buttons: Permanently Delete This Order, Email Receipt, Modify Owner, Receipt, Purchase History, **Apply Refund**

**Transaction Detail**

Product/Service	Price	Quantity	Subtotal	
Collar - Blue	5.00	1	\$ 5.00	Delete

2. That brings us to the refund page.

**Owner Refund for Smith, Bob** ⓘ

Account Balance: This account is in balance

**Owner Information**

First Name: Bob, Last Name: Smith, Address: 123 Main Street, City: Anywhere, State: Virginia, Zip Code: 11111, Email: gpc@petexec.net

**Selected Order - 10343118 - Associated Services**

Product/Service	Quantity	Price	
Collar - Blue	1	5.00	<input checked="" type="checkbox"/>
Tip / Gratuity	1	0.00	<input type="checkbox"/>

**Payment History**

Payment Type	First Data Order ID	Card Type	Card Number	Amount Applied	Refund to First Data
Credit	10343118_1463082915	visa	Last 4: 1111	5.00	<input checked="" type="checkbox"/>

**Payment Information**

Select a Payment Type: **Credit Card**

Additional Notes: Customer changed his mind, nothing is wrong with the item.

Taxable Amount: 5.00

Total Refund Amount: 5.00

**Process Refund**

Notice the highlighted areas which require input. (Do note that when the Refund to First Data button is selected, the payment Type will automatically be Credit Card.) Select the item you want to refund. For our example, we are refunding the full value, but keep in mind that you can do a partial refund by changing the price. (The price must be less than the original charge.) Also keep in mind that PetExec will calculate applicable taxes.

Once we click the Process Refund button, we generate a new order with the

refund details.

PetExec Training - Order Receipt: **10343119**  
 Order Date/Time 05/13/2016 12:45 AM  
 Name Bob Smith  
 Address 123 Main Street  
 City Anywhere  
 State  
 Zip Code 11111  
 Email  
 Work Phone  
 Signature \_\_\_\_\_

Notice the new order # and the payment details indicating the cc refund.

Transaction Detail

Transaction Type	Price	Qty	Subtotal
Collar - Blue	(\$ 5.00)	1	(\$ 5.00)
<small>(Original Unit Price: \$5.00)</small>			
Discount	\$ 0.00		
Subtotal			(\$ 5.00)
Tax			\$ 0.00
Total			(\$ 5.00)

Payment Information

Payment Date	05/13/2016 12:45 AM
Order Type	Refund
Payment Type	Credit
Amount Applied	(\$ 5.00)
Credit Card Holder	Bob Smith
Credit Card Type	visa
Credit Card Number	XXXX-XXXX-XXXX-1111

- If we look at the order history for both our refund order and the original order, we will see an entry for the refund.

**Order History**

**(Last 10 Changes Shown, Most Recent On Top)**

Date: 05/12/2016 09:45:14 PM, changed by Training User  
 Applied a refund for -5.00 against order 10343118 using payment type: Credit

The refund order shows the original order number for reference.

**Order History**

**(Last 10 Changes Shown, Most Recent On Top)**

Date: 05/12/2016 09:45:14 PM, changed by Training User  
 Applied a refund via order ID 10343119 for -5.00 using payment type: Credit

The original order shows the refund order number for reference.

You can check your credit card interface to get familiar with how these transactions are logged on the First Data Virtual Terminal.

**Note: If the refund involves an item that is being returned and needs to be added back into inventory, go to Main Menu → Products & Services to edit the item and update the Quantity On-Hand value.**