



Refunding an Order

Example 2: Purchase with credit card and NOT Integrated with First Data GGe4 or you have an external credit card processing method.

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

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

Click to Toggle Owner Information for Bob Smith

Transaction Detail

Product/Service	Price	Quantity	Subtotal	
Collar - Blue	5.00	1	\$ 5.00	Delete
Subtotal			\$ 5.00	
Tax			\$ 0.00	
Total			\$ 5.00	

Add a Product

Payment History

Order Date	Employee	Additional Info	Type	Amount Applied	Delete
05/12/2016 10:11 PM	Training User	Initial Transaction	1 - External CC	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 an external credit card purchase for a retail item. However, the same logic applies if you were refunding a service or even doing

Note: The payment type, *1-External CC*, used in this document is for display purposes only. It is not a standard payment type. A custom payment type can be added to PetExec via Company Preferences → Additional Payment Types.

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

1. Find the order you want to refund
2. Create a refund order with the relevant information
3. Logged entry in order history
4. Be sure to complete the refund to the owner's credit card via your external cc terminal

1. We first locate the order we need to 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

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.

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	1 - External CC	Initial Transaction

- 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, Address 2 Additional Address
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	W
Tip / Gratuity	1	0.00	

Payment History

Payment Type	First Data Order ID	Card Type	Card Number	Amount Applied
1 - External CC	N/A	N/A	N/A	5.00

Payment Information

Select a Payment Type * 1 - External CC

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

Taxable Amount: \$0.00
Total Refund Amount: 5.00

Process Refund

Notice the highlighted areas which require input. 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: _____

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 01:27 AM
Order Type	Refund
Payment Type	1 - External CC
Amount Applied	(\$ 5.00)

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

- 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: 1 - External CC

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: 1 - External CC

The original order shows the refund order number for reference.

- PetExec now shows the refund was generated. Now, you can use your credit card interface (merchant service provide, external machine, or virtual terminal) to issue the refund to the cc. Do not forget this part since the customer will not reflect a refund on their cc statements until this step is complete.