



## Refunding an Order

Example 3: Non credit card purchase. (i.e. Cash, check, etc.)

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, Receipt, Email Receipt, Purchase History, Modify Owner, Apply Refund

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

**Transaction Detail**

Product/Service	Price	Quantity	Subtotal	Delete
Collar - Blue	5.00	1	\$ 5.00	<input type="checkbox"/>
<b>Subtotal</b>			\$ 5.00	
<b>Tax</b>			\$ 0.00	
<b>Total</b>			\$ 5.00	

Add a Product

**Payment History**

Order Date: 05/12/2016 10:11 PM Employee: Training User

Additional Info	Type	Amount Applied	Delete
Initial Transaction	Cash	5.00	<input type="checkbox"/>

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 cash 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.

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 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** | Photo

Smith, Bob ⓘ

123 Main Street  
Anywhere, VA 11111  
Cell: 1112223333  
Work: 7195551212  
Email: ✉ Email  
Emergency Contact: John Smith / 444-555-6666

Signed Contract: Yes  
Signed Boarding Contract: No  
Read-Only Notes

Modify Owner  
Owner Pre-Payment  
Owner Purchase  
**Purchase History**  
Boarding History

**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	Owner 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	Cash	Initial Transaction

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

**Modify Order** ⓘ

Hello Training User! Log Out

Menu

Order Processing -  
Modify Orders

**Search**

10343118 Search

**Search Results**

Click on the order #

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** ⓘ

Menu

Order Processing -  
Modify Orders  
Deleted Orders  
Refund Order

**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

Apply Refund

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**

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

- That brings us to the refund page. 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.

**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	☒
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 \*  
Cash

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 02:13 AM
Order Type	Refund
Payment Type	Cash
Amount Applied	(\$ 5.00)

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

3. 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: Cash

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: Cash

The original order shows the refund order number for reference.