



Refunding an Order

Example 4: I need to do a refund, but the original order is not known, was deleted, or doesn't exist in PetExec.

In this scenario, we do not have an order to start with, but we still want to reflect a refund in PetExec. (Perhaps the customer lost the receipt and the order is not known, the order was created prior to implementing PetExec, or the order was deleted.) This will involve 2 steps since we need to generate a refund order which will show a debit on the account until we complete step 2 to balance out the account.

Step 1: Generate an order to reflect the refunding of funds, add a note annotating the reason for the return, and indicate the amount being refunded. (This amount should be negative since it is reflective of funds being subtracted from the business.) **Note that after step 1, the owner's account reflects a debit until Step 2 is completed.**

Step 2: Complete the refund by modifying the order created in step 1 in order to add the item being refunded.

Step 1 begins here:

The Administrator does an Owner Payment / Refund for the amount of the item including tax.

Note the following:

- 1) Payment Type is **Refund**
- 2) Order Type is **Credit Account**
- 3) Be sure to add detailed notes with details of why the original order is not in the system and the reason for the refund (You will value this information when referring back.)
- 4) The price of the item being refunded is negative and should include tax if necessary. We make this a **NEGATIVE** number so it reflects money going out of the business TO the

customer, so it will temporarily show a debit against the account. That's okay, because we are going to balance it out in step 2!

Account Balance

As of 01/30/2016 02:40:25 AM, this account has a DEBIT of (\$ 5.50).

Step 2 begins here:

When you get to the receipt, click on the "Modify Order" link at the bottom of the page to modify the order. (If you have the Preference set to skip the receipt, you can access the order via Order Processing ---> Modify Orders.)

PetExec Training - Order Receipt: 8934790

Transaction Detail

Transaction Type	Price	Qty	Subtotal
Owner Payment	(\$ 5.50)	1	(\$ 5.50)
Discount	\$ 0.00		
Subtotal			(\$ 5.50)
Tax			\$ 0.00
Total			(\$ 5.50)

Payment Information

Payment Date	01/30/2016 02:40 AM
Order Type	Payment
Payment Type	Refund
Amount Applied	(\$ 5.50)

Account Balance

As of 01/30/2016 02:40:25 AM, this account has a DEBIT of (\$ 5.50).

Thank you for your business! See you next time!
PetExec Training 111 Park Ave City, VA 11111 Phone:

[Click to Print This Receipt](#)

[Click to Download PDF](#)

[Click to Email Receipt](#)

[Click to Modify this Order](#)

Now you are back in the refund order.

Billing Information for Order Id: 8934790 i

Transaction Detail

Product/Service	Price	Quantity	Subtotal
Owner Payment	0.00	1	\$ 0.00
Collar - Blue	5.00	-1	(\$ 5.00)

Discount

Discount (Discounts Against Entire Order) 0.00

Subtotal (\$ 5.00)

Tax (\$ 0.50)

Total (\$ 5.50)

1 Add a Product

Account Balance

This account is **in balance**

- 1) Click on the "Add a product" link to add the item/service being refunded
- 2) Note the **NEGATIVE** quantity of the item/service you are refunding. For retail items, this is in effect returning it to stock. However, the negative quantity also applies to services in order to balance the account. After adding the relevant item & returning to the Modify Order screen, the account is balanced. Note that the original order is intact and a new "Refund" for the amount is applied with the current date.

Now let's take a look at the purchase history for this customer to see what we've accomplished. This is the recommended way to refund orders since it is clear and easy to track.

Transaction Detail							
Order Id	Order Date	Charge	Amount Applied	Discount	Difference	Payment Type	Additional info
8934790	01/30/2016 02:40 AM	-5.50	-5.50	0.00	0.00	Refund	Payment - Refunding collar from order 8934789. (Bob decided to only keep 1.)
8934789	01/30/2016 02:19 AM	11.00	11.00	0.00	0.00	Cash	Initial Transaction