



# **Order Management: Processing Refunds**

v 1.0

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## Processing Refunds

This training module will focus specifically on processing Refunds within Exigo. Refunds are typically only processed via Exigo Admin (Exigo.com). A few things to understand about refunds:

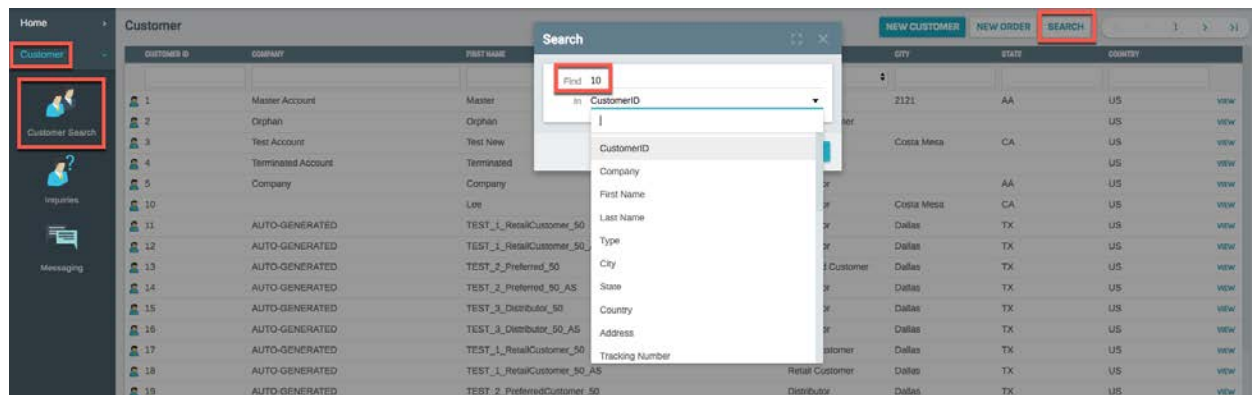
1. A Refund in Exigo is a New Order with a New Order ID. The Refund ID is tied to the Original Order ID in the Database for reporting purposes.
2. A Refund will never show on the Original Order ID.
3. Processing of Refunds must be completed via the Refund Button on the Order Screen. Simply Canceling an Order will not cause a Refund to be processed.

### HOW TO PROCESS A REFUND

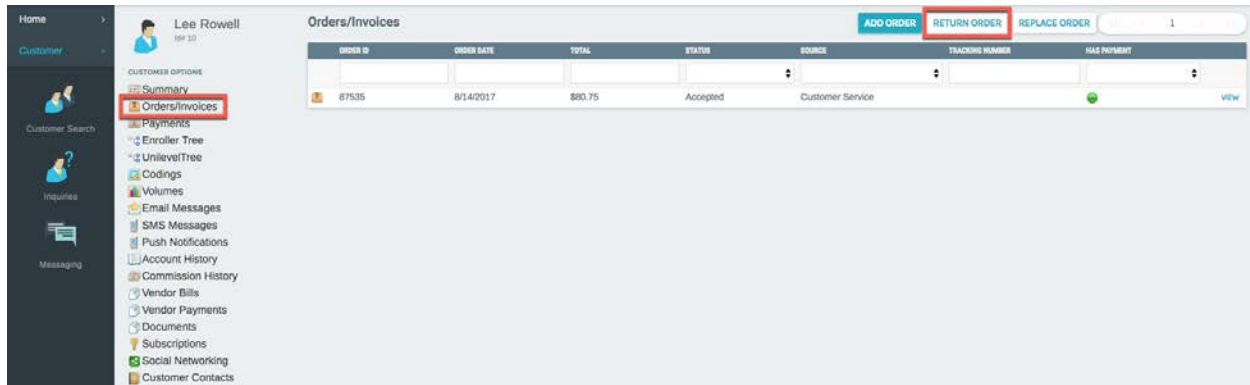
To process a refund, locate the Order in Exigo. This may be done via the following process:

Click on Customer > Customer Search > Search

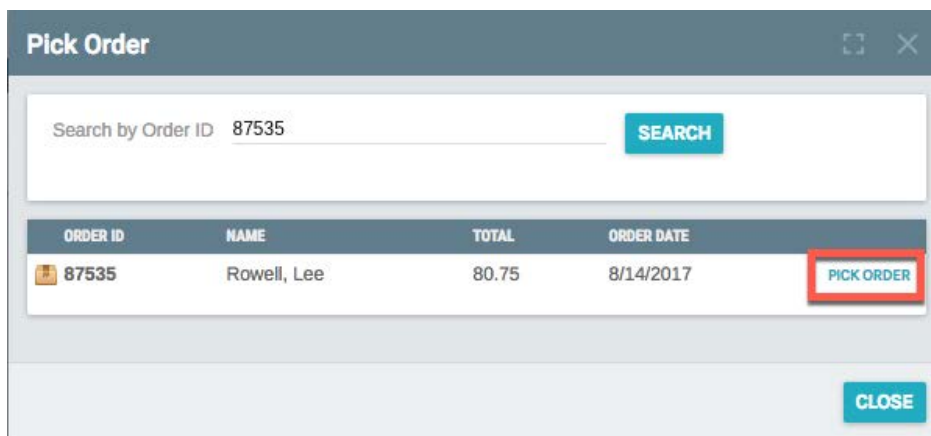
Enter the Customer ID in the 'Find' field.



After locating the Customer Record, click on "Orders/Invoices". This will display a list of all Orders for this Customer.



Clicking on “Return Order” will display the following window. Enter the Order to be refunded and click on “Search”.



If the correct Order ID is found, click on “Pick Order”. This will open up the following window to process a Refund. The window will populate with all information from the Original Order.

Ensure all Tabs (Ship To, Items, Ship Method, and Payment) are complete prior to clicking on “Add Order”.

### Order Detail

- Ship To
- Items
- Ship Method
- Payment

Choose an address to Ship the Order to:

**Shipping Address**  
Lee Rowell  
130 McCormick Ave  
Costa Mesa CA 92626-3316  
[EDIT](#) [CHECK](#) Verified

**Mailing Address**  
Lee Rowell  
5427 W Flight Ave  
Santa Ana CA 92704-1815  
[EDIT](#) [CHECK](#)

**Drop Ship Address**  
Country United States  
Company  
First Name Lee  
Last Name Rowell  
Address 130 McCormick Ave  
City Costa Mesa California 92626-3316  
[CHECK](#) Verified

[CANCEL](#) [ADD ORDER](#)

To Finalize the Refund Process, click on the "Payment" tab and ensure a payment method is entered via the "Refund" button. The Refund will not process successfully until the payment method has been entered.

### Order Detail

Ship To | Items | Ship Method | **Payment**

**REFUND** | ACCOUNT | SHIPPING | TAX | CHANGE STATUS

TYPE	ACCOUNT	AMOUNT
No payments yet		

SubTotal	\$-74.95	Order Status	Accepted
Tax	\$-5.80	Order Type	Return Order
Manual Shipping	\$0.00	Order Date	8/14/2017 11:12:14 AM
Total	\$-80.75	Last Modified	8/14/2017 11:12:00 AM -05:00

Return OrderID: 87535

Modified By: leer  
Created By: leer

FreeCreditItem: \_\_\_\_\_

ExactorCalculate Date: \_\_\_\_\_

Transfer Order Volume To Customer ID: \_\_\_\_\_

Suppress packing slip price  
Do not display the price on the invoice

Do not ship  
The invoice will be created manually

CANCEL ADD ORDER

Clicking on the "Refund" button opens the following window:

### Add Payment

**Payment Method:** Credit Card

**Payment Amount:** -80.75

**Currency:** Dollars (US)

**Payment Date:** 8/14/2017 11:20:29 AM

Primary  Alternate

**Name on Card:** Wilson Nguy

**Billing Address 1:** 5427 W Flight Ave

**City / State / Zip:** Santa Ana CA 92704-1815

**Country:** United States

**Email:** leer@exigo.com

**Phone:** 4698654984

**Credit Card Type:** Visa

**CreditCard Number:** \*\*\*\*\*1111 **CVC:**

**Expiration:** 6 - June 2019

**Authorization Code:** not yet authorized

Manual Authorization  
 Meritus Authorization

**AUTHORIZE NOW**

**CANCEL** **ADD PAYMENT**

This window is pre-populated with the original payment method. NOTE: The original payment method should be used for the Refund. Exigo cannot process a Refund to a different Credit Card.

Once you have completed the information, click on "Add Payment".

Clicking on "Add Payment" opens the following window showing the Return Order in Accepted Status.

### Order Detail

Ship To | Items | Ship Method | Payment

**ADD PAYMENT**      ACCOUNT   SHIPPING   TAX   CHANGE STATUS

TYPE	ACCOUNT	AMOUNT
Cash		(\$80.75) <a href="#">EDIT</a> <a href="#">DELETE</a>

SubTotal	\$-74.95	Order Status	Accepted
Tax	\$-5.80	Order Type	Return Order
Manual Shipping	\$0.00	Order Date	8/14/2017 11:12:14 AM
Total	\$-80.75	Last Modified	8/14/2017 11:12:00 AM -05:00

Return OrderID: 87535

Modified By: leer  
Created By: leer

FreeCreditItem: \_\_\_\_\_

ExactorCalculate Date: \_\_\_\_\_

Transfer Order Volume To Customer ID: \_\_\_\_\_

**Supress packing slip price**  
Do not display the price on the invoice

**Do not ship**  
The invoice will be created manually

[CANCEL](#) [ADD ORDER](#)

Click on "Add Order" to complete the process.

This will open the Invoice for the Return Order:



**Order Number 87537 Accepted**
⊞ ×

EDIT ORDER
RMA
CHANGE STATUS ▾
COMMISSIONS
HISTORY

Invoice

Details

Invoice 1

Lee Rowell 130 McCormick Ave Costa Mesa, CA 92626-3316	Order Type: Return Order Shipping Method: Will Call Customer ID: 10 Customer Name: Lee Rowell Sales Tax ID: Date: 8/14/2017 11:12:14 AM -05:00 Email: leer@exigo.com Phone: 4698654984 Created By: leer Fulfilled By:
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**Payment Info**

Payment Date: 8/14/2017 11:20:29 AM -05:00  
 Payment Method: Cash  
 Payment Amount: \$-80.75  
 Payee Name

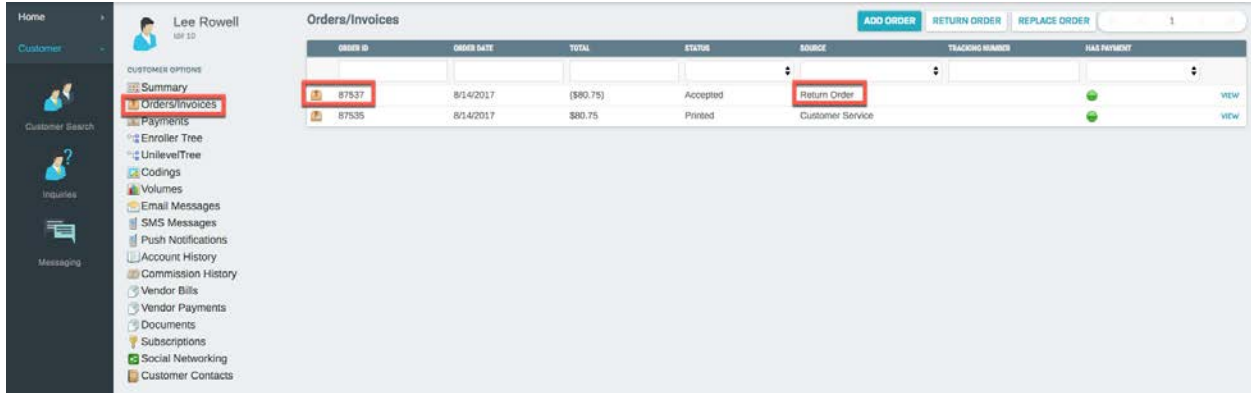
Quantity	ItemID	Description	Price	Total
-1	10-S001-01	MentaBiotics	\$74.95	\$-74.95
			<b>Subtotal:</b>	\$-74.95
			Shipping:	\$0.00
			Taxes:	\$-5.80
			<b>Total:</b>	<b>\$-80.75</b>
			<b>Amount Paid:</b>	<b>\$-80.75</b>

CLOSE

The "Amount Paid" on the invoice is proof that the Refund processed successfully. **NOTE: If the Amount Paid shows \$0.00, the refund did not process correctly.**

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As a final check, click on Orders/Invoices to see the new Order ID created for the Refund. The Refund is identified by the Source.



The screenshot displays the 'Orders/Invoices' section of the Exigo system. On the left, a navigation menu lists various customer options, with 'Orders/Invoices' highlighted. The main area shows a table of orders. The first row is highlighted with a red box, indicating a 'Return Order' with an order ID of 87537, dated 8/14/2017, for a total of \$80.75, in an 'Accepted' status. The second row shows a 'Printed' order with ID 87535, also dated 8/14/2017, for a total of \$80.75, with a source of 'Customer Service'.

ORDER ID	ORDER DATE	TOTAL	STATUS	SOURCE	TRACKING NUMBER	HAS PAYMENT	
87537	8/14/2017	(\$80.75)	Accepted	Return Order		●	VIEW
87535	8/14/2017	\$80.75	Printed	Customer Service		●	VIEW