



# **Order Management: Processing Refunds**

v 1.1

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## Processing Refunds

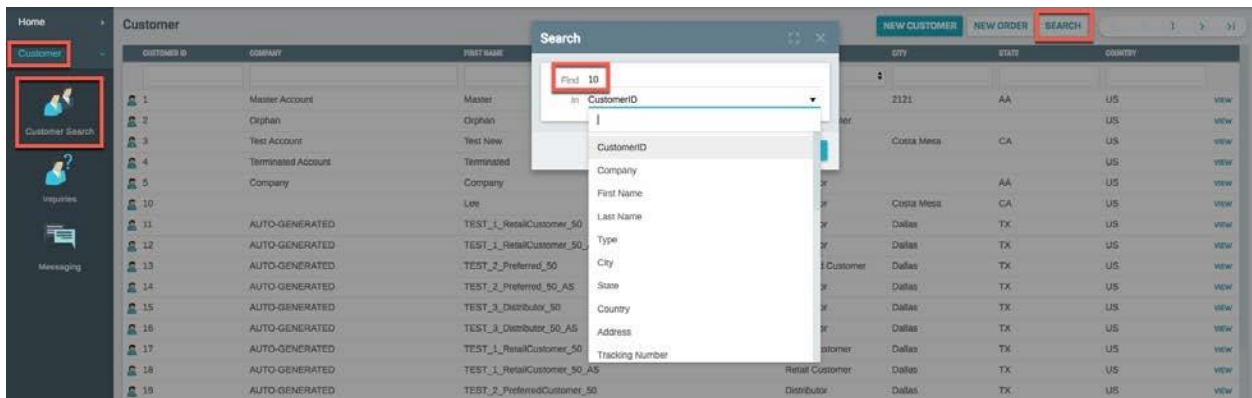
This training module will focus specifically on processing Refunds within Exigo. Refunds are typically only processed via Exigo Admin (Exigo.com). A few things to understand about refunds:

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.

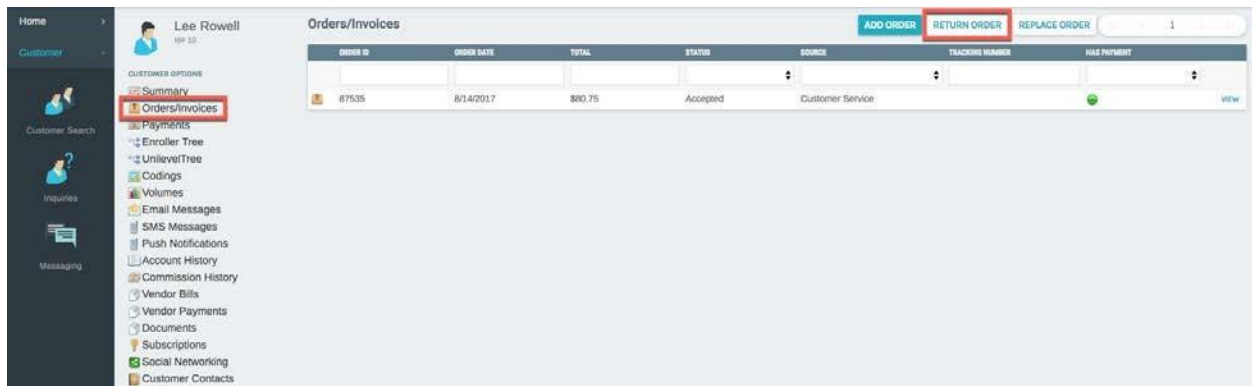
### HOW TO PROCESS A REFUND

To process a refund, locate the Order in Exigo.

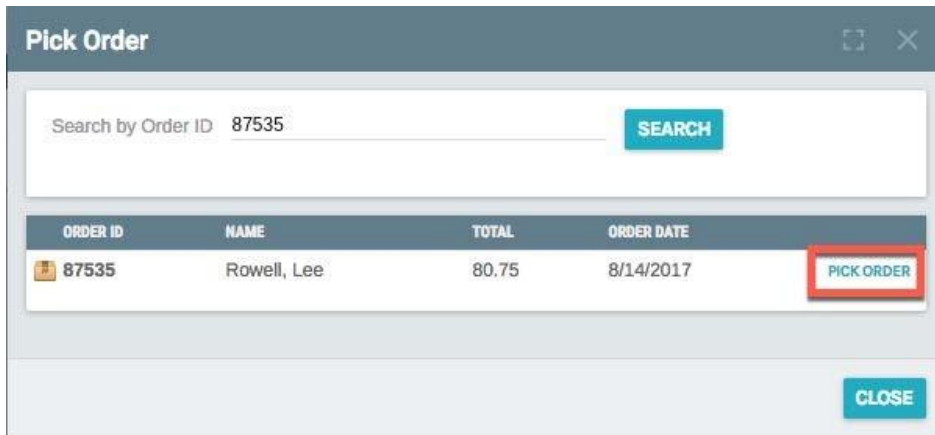
- Click on Customer > Customer Search > Search
- Enter the Customer ID in the 'Find' field.



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



- Click on “Return Order” to display the following window. Enter the Order ID to be refunded and click “Search”.



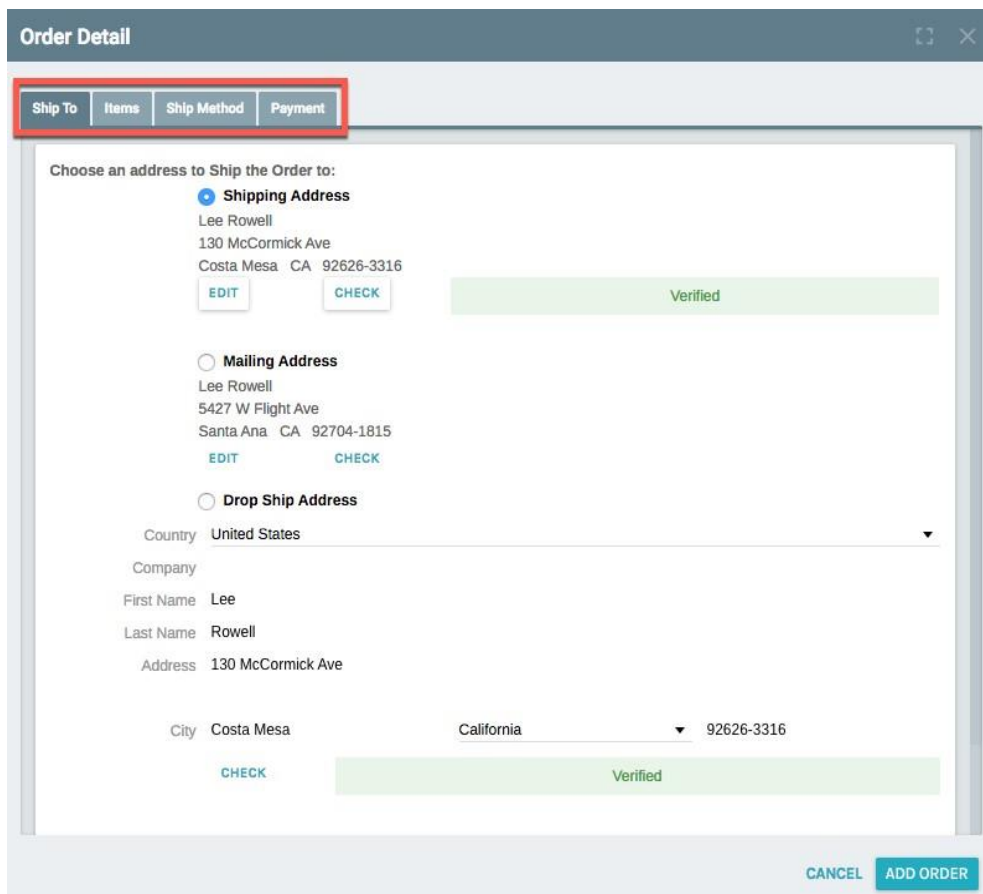
The "Pick Order" window features a search bar at the top with the text "Search by Order ID" and the value "87535". A blue "SEARCH" button is positioned to the right of the search bar. Below the search bar is a table with the following data:

ORDER ID	NAME	TOTAL	ORDER DATE	
87535	Rowell, Lee	80.75	8/14/2017	<b>PICK ORDER</b>

A red box highlights the "PICK ORDER" button in the table. At the bottom right of the window is a blue "CLOSE" button.

- Click on “Pick Order” next to the order to be refunded.
- This will open 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”.



The "Order Detail" window has a tabbed interface at the top with four tabs: "Ship To", "Items", "Ship Method", and "Payment". The "Ship To" tab is selected and highlighted with a red box. Below the tabs, the text "Choose an address to Ship the Order to:" is followed by three radio button options:

- Shipping Address**  
Lee Rowell  
130 McCormick Ave  
Costa Mesa CA 92626-3316  
Buttons: EDIT, CHECK, Verified
- Mailing Address**  
Lee Rowell  
5427 W Flight Ave  
Santa Ana CA 92704-1815  
Buttons: EDIT, CHECK
- Drop Ship Address**

Below these options are form fields for "Country" (United States), "Company", "First Name" (Lee), "Last Name" (Rowell), and "Address" (130 McCormick Ave). At the bottom, there are fields for "City" (Costa Mesa), "State" (California), and "Zip" (92626-3316), with a "CHECK" button and a "Verified" status bar. At the bottom right of the window are "CANCEL" and "ADD ORDER" buttons.

- To Finalize the Refund Process, click on the “Payment” tab.
- Verify 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
Tax	\$-5.80
Manual Shipping	\$0.00
<b>Total</b>	<b>\$-80.75</b>

Order Status	<b>Accepted</b>
Order Type	Return Order
Order Date	8/14/2017 11:12:14 AM
Last Modified	8/14/2017 11:12:00 AM -05:00
Modified By	leer
Created By	leer

Return OrderID: 87535	<input type="checkbox"/> <b>Supress packing slip price</b> <small>Do not display the price on the invoice</small>
FreeCreditItem	<input type="checkbox"/> <b>Do not ship</b> <small>The invoice will be created manually</small>
ExactorCalculate Date	
Transfer Order Volume To Customer ID	

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
			Subtotal:	\$-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.

- 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.

Home

Customer

Customer Search

Inquiries

Messaging

Lee Rowell

Customer Options

- Summary
- Orders/Invoices**
- Payments
- Enroller Tree
- Unlevel Tree
- Codings
- Volumes
- Email Messages
- SMS Messages
- Push Notifications
- Account History
- Commission History
- Vendor Bills
- Vendor Payments
- Documents
- Subscriptions
- Social Networking
- Customer Contacts

ADD ORDER

RETURN ORDER

REPLACE ORDER

1

ORDER ID	ORDER DATE	TOTAL	STATUS	SOURCE	TRACKING NUMBER	HAS PAYMENT
87537	8/14/2017	(\$80.75)	Accepted	Return Order		<span style="color: green;">●</span>
87535	8/14/2017	\$80.75	Printed	Customer Service		<span style="color: green;">●</span>