

Creating Refunds and Partial Refunds

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Full Refunds

You can apply a Full Refund from any Payment

The screenshot shows the OrderTime web application interface. The top navigation bar includes Home, Sales, Purchasing, Production, Warehouse, and Reports. The main content area is titled 'Sales > Payments and Refunds'. On the left, a sidebar menu has 'Payments and Refunds' highlighted with a red box. In the main area, there is a search bar and a table of payment records. A 'New Payments/Refunds' button is highlighted with a red box in the top right corner of the table area.

ID	CUSTOMER	DATE	PAYMENT METHOD	AMOUNT	ACTIONS
313	A BEAUTIFUL MESS BOUTIQUE	9/14/2020	Credit Card	1,322.93	<input type="checkbox"/> <input type="checkbox"/>
312	1111 Nelson Brothers	9/13/2020	Credit Card	595.89	<input type="checkbox"/> <input type="checkbox"/>
311	1111 Nelson Brothers	9/13/2020	Credit Card	500.00	<input type="checkbox"/> <input type="checkbox"/>
310	1111 Nelson Brothers	9/10/2020	Cash	-72.00	<input type="checkbox"/> <input type="checkbox"/>
308	Advance Packaging Technologies	8/27/2020	Credit Card	62.50	<input type="checkbox"/> <input type="checkbox"/>
309	Adam Milto	8/27/2020	Check	208.90	<input type="checkbox"/> <input type="checkbox"/>
306	1111 Nelson Brothers	8/16/2020	Credit Card	695.89	<input type="checkbox"/> <input type="checkbox"/>

Pull up the Payments and Refunds List and either Create a New Payment or click on one from the List

The screenshot shows the 'Payment - 309' detail view. The 'REFUND' button is highlighted with a red box. The page is divided into 'General' and 'Other' sections. The 'General' section contains fields for Customer (Adam Milto), Payment Method (Check), Date (8/27/2020), Memo, and Check / Ref # (5253). The 'Other' section shows Amount (208.90), Applied Amount (208.90), and Unapplied (0.00). Below these sections is an 'Applied To' table.

NO.	TRAN TYPE	DATE	CUSTOMER PO	AMOUNT	TOTAL APPLIED	APPLIED	UNAPPLIED
1000436	Ship Doc	8/25/2020	444	288.90	288.90	288.90	0.00
38	Customer Return	8/27/2020		50.00		-50.00	0.00
39	Customer Return	8/27/2020		30.00	30.00	-30.00	0.00

After clicking on a Payment that has been Applied, click on the Refund Button at the top-left

The screenshot shows the 'Refund' form. The 'REFUND' button is highlighted with a red box. The form includes fields for Customer (Adam Milto), Payment Method (Check), Date (9/21/2020), Memo, Check / Ref # (REFUND-309), and Account (Cash on hand). There is an 'Amount' field with the value 0.00. Below the form are sections for 'Open Transactions' and 'Credits', each with a table of transaction details.

NO.	TRAN TYPE	DATE	CUSTOMER PO	AMOUNT	PREV. REFUNDED	APPLIED	UNAPPLIED
309	Payment	8/27/2020		208.90	0.00	0.00	0.00

Fill out the necessary information and the Amount and hit Save to Apply that full refund.

Another method is pulling up the Payment from the Ship Doc. Open up the Ship Doc that you would like to Fully Refund.

The screenshot shows the 'Ship Doc - 1000440' interface. The 'Payments' tab is highlighted with a red box. Below the tabs, a table lists payment records. The first record has ID 313, Record Type 'Payment', Date '9/14/2020', Amount '1,322.93', and Applied Amount '1,322.93'. An edit icon (pencil) next to this record is also highlighted with a red box.

ID	RECORD TYPE	DATE	AMOUNT	APPLIED AMOUNT	ACTIONS
313	Payment	9/14/2020	1,322.93	1,322.93	

Click on the Payments tab and Click on the Edit button next to the Payment you wish to Fully Refund.

The screenshot shows the 'Payment' dialog box open over the Ship Doc. The 'Refund' button at the bottom right of the dialog is highlighted with a red box. The dialog contains fields for Payment Method (Credit Card), Date (9/13/2020), Amount Due (1,322.93), and various credit card details.

On this next window make sure to click Refund in the bottom-right

The screenshot shows the 'Refund' dialog box open. The 'Refund' button at the bottom right is highlighted with a red box. The 'Amount' field is set to 0.00 and is also highlighted with a red box. The 'Check / Ref #' field is set to 'REFUND-313' and is highlighted with a red box. The dialog also shows the original payment amount of 1,322.93.

Now you'll notice there is a new Ref # and you can input the amount and hit Save to Apply the Full Refund.

There is a different process for a Partial Refund, see below!

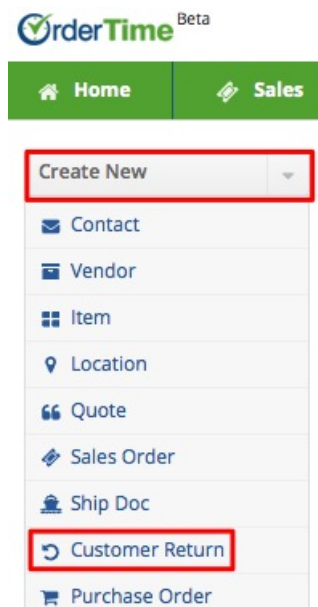
Partial Refunds Must Be Processed As A Customer Return

- Create a non-inventory item called Refund Item or Partial Refund
- Create a Customer Return with the instructions below
- Add that Item to the Return
- Make the Price the amount you want to Refund
- Process the 'Return' as normal and you're done!
- You can change the Description as well to explain what is going on and why the Refund was necessary

You will notice that the Customer Return form is nearly identical to that of the **Ship Doc**. The only difference is the direction of the shipment: with Ship Docs, Items are shipping *from you to* the Customer; a Customer Return merely reverses the process.

Customer Returns can be easily processed by selecting the Create New drop down menu and selecting the Customer Return option.

1. Click on the side menu.
2. Select **Create New**.
3. Select **Customer Return** from the drop down menu.



4. Enter the customer name on the *Create a new Customer Return for* box. A drop-down menu will provide you with a list of customers that are already in your database. Select the appropriate customer.
5. Click on **Next>>** to proceed to the next screen.

Sales > Customer Returns > Customer Return

Create a new Customer Return for:

6. Review the customer information, specifically the shipping address. If they are different, make changes as needed to insure that the Return has the correct billing address and will be returned to the correct shipping address.
7. Select the Date if it is different from the day of origination. (Date is auto-filled)
8. Enter Customer's Purchase Order (PO) Number and Tracking Number, if applicable.
9. Provide more details by completing the other tabs: Default, Memo & Instructions and Custom.
10. Click **Save**.

Sales > Customer Returns > Customer Return

Customer Return - 2

Customer ABCCom

No. Date Customer PO Tracking No

Address Defaults Memo & Internal Notes Custom

Billing Address **Shipping Address** copy billing address

<p>Name/Company <input type="text" value="Comp1"/></p> <p>Street <input type="text" value="123"/></p> <p>Floor/Suite <input type="text" value="4"/></p> <p>Care of <input type="text"/></p> <p>City <input type="text" value="Miami"/></p> <p>State/Prov./Reg. <input type="text" value="FL"/></p> <p>Zip/Postal code <input type="text" value="45778"/></p> <p>Country <input type="text" value="US"/></p> <p>Contact <input type="text" value="Jack Frost"/></p> <p>Alt. Contact <input type="text"/></p> <p>Phone <input type="text" value="(301) 898-6765"/></p> <p>Alt. Phone <input type="text"/></p> <p>Fax <input type="text" value="(301) 898-6760"/></p> <p>Website <input type="text"/></p> <p>Email <input type="text" value="abccom@email.com"/></p> <p><input type="checkbox"/> Copy changes to customer</p>	<p>Primary <input type="text"/></p> <p>Name/Company <input type="text" value="Comp1"/></p> <p>Street <input type="text" value="123"/></p> <p>Floor/Suite <input type="text" value="4"/></p> <p>Care of <input type="text"/></p> <p>City <input type="text" value="Miami"/></p> <p>State/Prov./Reg. <input type="text" value="FL"/></p> <p>Zip/Postal code <input type="text" value="45778"/></p> <p>Country <input type="text" value="US"/></p> <p>Contact <input type="text" value="Jack Frost"/></p> <p>Alt. Contact <input type="text"/></p> <p>Phone <input type="text" value="(301) 898-6765"/></p> <p>Alt. Phone <input type="text"/></p> <p>Fax <input type="text" value="(301) 898-6760"/></p> <p>Website <input type="text"/></p> <p>Email <input type="text" value="abccom@email.com"/></p> <p><input type="checkbox"/> Copy changes to customer</p>
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You can also do the following in Customer Return page:

- Use the Edit button next to the Create PDF drop down menu to make changes.
- Process refund, send emails, add attachments, create a log, and add notes to your Vendor Return.
- Under the Memo & Instruction tab, you can include notes and Date Stamp as needed.
- Create a PDF file of the Customer Return.
- Update the status of the Customer Return.

Sales > Customer Returns > Customer Return

Customer Return - 2 Create PDF EDIT Status Pending Return

General	Bill Address	Ship Address	Summary Revision: 1
No. 2 Customer ABCCom Date 3/9/2018 Customer PO Contact	COMP1 123 4 MIAMI, FL 45778 US	COMP1 123 4 MIAMI, FL 45778 US	Subtotal 0.00 Ship 01 20.00Tax Discount \$ 0.00Tax TaxRec1 (0.500 %) 0.10 Total Amount 20.10 Refunds/Credits 0.00 Balance 20.10

Items Details Memo & Instructions Attachments Custom Refund Open Activities Activity History

Name/Number Search Items

ITEM	DESCRIPTION	QUANTITY	UOM	PRICE	EXT.	TAX CODE	ACTIONS
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Alternatively, you can also create a Customer Return from a **Shipped** or **Closed** Ship Doc by clicking the **Return** button.

Sales > Ship Docs > Ship Doc

Ship Doc - 3 Create PDF RETURN Status Closed

General	Bill Address	Ship Address	Summary Revision: 1
No. 3 Customer 1496316 Ontario Inc. Date 1/17/2018 Customer PO Contact	TORONTO, ON M4V 3T5	TORONTO, ON M4V 3T5	Subtotal 10.00 Ship Amount 0.00Non Discount \$ 0.00Non Taxes 0.00 Total Amount 10.00

Items Details Memo & Instructions Attachments Custom Open Activities Activity History Packages

IMAGE	ITEM	DESCRIPTION	QUANTITY	UOM	PRICE	EXT.	TAX CODE	LINKEDINFO DOCNO
	106	PCR PET	1	EA	10.00	10.00	Non	5

Processing Customer Return Transaction

Once the Customer Return has been created, the return can be processed by selecting the appropriate status from the drop down menu. On the top right side of the screen next to Status, use the drop down menu to change the status of the Customer Return. The following status options will be available for the Customer Return:

- Pending Return: Customer Return is on hold until items are received.
- Returned: The Items have been returned.
- Voided: The Customer Return has been voided.
- Closed: The Customer Return is closed.

When the status is not returned or closed, the inventory is shown as Pending Returns. Pending returns are not Owned until the bill customer actually returns.

When the Customer Return status has been changed to Returned, the item will be received and available in inventory.

Creating a PDF for the Customer Return

A Customer Return can be printed and emailed to the addressee.


1. Click the *Create PDF* icon next to the Customer Return number.

Sales > Customer Returns > Customer Return

Customer Return - 2 Create PDF EDIT

2. The PDF version of the Customer Return will open.
3. Click the *Save and Email* button to send out the PDF file. Alternatively, you can Save (only) the PDF file by clicking the *Save* button.

CUSTOMER RETURN Project021



Project021
15
Gaithersburg, MD 20878
No. 3
Date 3/13/2018
Terms Due on receipt

BILL TO **SHIP TO**

Comp1 Comp1
Comp1 Comp1

Save Save and Email Close

4. The *Send Email* screen will pop up. Fill out the fields. You will have the option to attach additional information, carbon copy individual in your company.
5. An email template is provided, select the appropriate template from the Template drop down box.
6. Click Send.

Send Email - x

Contact:

Additional To:

CC:


BCC:

Template:

Subject:

Body:

Attachment: Attach File

FILE:	SIZE:	ACTION:
Customer Return_3_1.pdf	51.78 KB	

Send Cancel