

# Refund / Discount Process

For historical reasons orders cannot be voided or deleted from the system. Occasionally mistakes are made and a refund must be issued. To do so a manager must submit a new order with a negative value to be processed with the next billing cycle.

## Process

1. Go to a "Dynamic Order Form" service as a manager
2. Select the user the refund will be applied to
3. Select the account the refund will be applied to
4. Enter a line item that results in a negative number
5. Submit the form
6. Approve the created order for inclusion in the next billing cycle.

Dynamic Order Form - Test Line Items

### User/Account

PO Number :

Order Date : 2021-04-08

### Order Lines

Description	Amount	Rate	Commercial Rate	Line Total	
Test Refund for Order # 12:	<input type="text" value="1"/>	<input type="text" value="-100"/>	<input type="text" value="-100"/>	<input type="text" value="\$-100.00"/>	<input type="button" value="Remove"/>

Vendor Price

Order Total :  $\$-100.00 \times 1.525 = \$-152.50$

Revision #2

Created 1 April 2021 15:38:54 by Elliot Francis

Updated 5 September 2023 21:06:10 by Elliot Francis