

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" (Often labeled "Line Item") 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

 Elliot Francis

 Developer Test Dummy Account

PO Number : PO # (Optional)

Order Date : 2021-04-08

Order Lines

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

Vendor Price
(Optional)

Add Line

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

Reset Form

Submit

Cancel

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