

# 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	<b>\$-100.00</b>	<button>Remove</button>

Vendor Price  
(Optional)

Add Line

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

Reset Form

Submit

Cancel

Revision #3

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

Updated 5 February 2025 22:33:29 by Elliot Francis