

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

PO Number :

Order Date : 2021-04-08

Order Lines

Description	Amount	Rate	Commercial Rate	Line Total	
<input type="text" value="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 #3

Created 2021-04-01 15:38:54 UTC by Elliot Francis

Updated 2025-02-05 22:33:29 UTC by Elliot Francis