

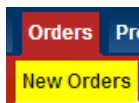
Etail Systems Tip Sheet

Objective: To cancel or refund an order in COMS.

The following tells you how to achieve this;-

Cancelling & refunding items are basically the same thing – cancelling just refers to any non-despatched items, whereas any that have been marked as despatched are classed as being returned. The method is the same for cancelling & refunding items - please see below.

Cancelling Items



Cancel Items - To cancel any items, you'll need to go to Orders > New Orders & click the magnifying glass on the order you wish to cancel.

	Status	Order No.	Order date	Value	Site	Source	Name	Ship to	Deadline	Actions
1		10088	14/02/13 16:54	£28.50	Etail Demo	COMS: AB	Mr David Herington	LA11 7QN		

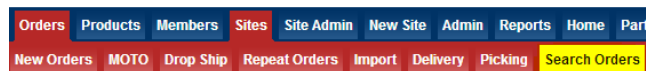
Once that page has loaded, scroll to the bottom of the order screen & click the 'Cancel items' button. **Cancelling items can only be done if the items haven't been despatched & are still in 'New Orders'.**

NB: Please see from the top of page 2 for the next step – the process is the same for refunding.

Reference	Description	Attributes	Quantity	Discount	Net Price	VAT	Price	Status
	Great Birthday Gift Photo Album							

Refunding Items

This can only be done once the order has been despatched. Any orders that have been despatched will be in 'Search Orders' rather than 'New Orders'.



12		10078	13/09/12 12:13	£365.85	Etail Demo	Computer	Website	Miss Kim Ross	LA14 2PN	
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


Once you've found the order, click on the 'View' button (magnifying glass), scroll to the bottom, & click 'Return Items' to return them, or 'Cancel Items' to cancel them.

Reference	Description	Attributes	Quantity	Discount	Net Price	VAT	Price	Status
	Canvas Print 8" x 8" - 20.5cm x 20.5cm							

Cancelling & Refunding an Order

Order No: 10004

Order Invoice Details	Order Delivery Details	Payment Total: £18.56
Miss Kim Ross Trinity Enterprise Centre Barrow LA12 1AA United Kingdom	Miss Kim Ross Trinity Barrow LA12 1AA United Kingdom	Cancel Amount: 0.00

Order Item(s)	Price	
 Bonjela Sugar Free Teething Gel 15gm	2.97	<input type="checkbox"/>
 Item 1	2.97	<input type="checkbox"/>
 Elvive Full Restore Conditioner 250ml	5.59	<input type="checkbox"/>
 Item 1	5.59	<input type="checkbox"/>
Shipping	£10.00	
 Order Value - Next Day	£10.00	<input type="checkbox"/>

[Return to order](#)

To refund or cancel all the items in an order, please tick the tick box in the red header.

To refund or cancel certain items in the order, tick the appropriate box. If a customer has bought more than 1 of a particular product & you want to cancel or refund every one, tick the box in the dark grey border to select every individual piece of that item.

To refund or cancel any shipping charges, please tick the bottom tick box under the 'shipping' heading.

If you scroll down you'll see this screen:

Cancellation Details				
Reason:	<input type="text" value="Purchased wrong product"/>			
Customer message:	<input type="text" value="As discussed via phone call on 4/10/12"/>			
Send email to Customer:	<input checked="" type="checkbox"/> This will include the Customer message above.			
Payments:	Payment type	Provider	Transaction	Remarks
	Debit - Credit Card	SagePay	Purchase	Card No: *****0006
				Amount: £18.56
	<input checked="" type="checkbox"/> Refund card			
Total Cancellation Amount:	£8.56			
Cancel Selected Item(s)				

[Return to order](#)

You can add a reason for cancelling / refunding, and add a message to the customer to be sent as an email. If they have paid by Sage Pay or PayPal, **make sure the 'Refund card' box has been ticked, or their card won't be refunded** and you'll have to do this via your SagePay or PayPal account.

NB: If you need to refund an amount which is a not a particular item's cost, please contact us.

To confirm the cancellation or refund of the items, click the 'Cancel Selected Item(s)' or 'Refund Selected Item(s)' button. A popup will appear letting you know if your refund has been successful. If there are any problems with this, please contact the appropriate company (either ourselves, Sage Pay or PayPal).

NB: If you're refunding anything that's been paid on Amazon, eBay or Play Trade, then you can mark it as refunded in COMS, but to actually process the refund, you'll need to go into your seller account / PayPal account & refund it from there.

If you need any help with refunding & cancelling orders in COMS, please call 0844 482 0908 or email support@etailsystems.com