

core dna



“Order Refunds”

04/2023 v1.0

Orders

Full Sub Order & Partial Refunds

In the event a customer requests a full sub order refund (all products from a sub order) OR partial refund (just one product from a sub order) this can be processed using the below form on DXP2:

<https://clarkrubbercomau.coredna.site/admin/order-refund>

Note: in order to access the above form you will need to be logged into DXP2 admin, eg:

<https://clarkrubbercomau.coredna.site/cdna-admin>. To view the order in DXP1 admin login via

<https://coredna.com/login>

Required form fields include:

- **Order ID** from Core dna DXP1 sub order, eg:

	Orders	Subscriptions	Voucher Codes	
<input type="checkbox"/>	Customer Name	Order Number	Order ID	Payment
	Name	Number	Id	Payment
<input type="checkbox"/>	- SARAH Nuna	200130	200332	Zip Pay
<input type="checkbox"/>	Split Order 1 (Nunawading)		200333	
	Details Audit Log			

Please note parent order ID is not supported, and will return an error.

- **Quantity:** define the number of items that should be refunded (in the event the customer has purchased a number of same products)

- **Product Code (SKU):** define the product code. This can be found on the sub order in DXP1:

Edit Order

Order Number: 200126 (200323) Resend Order Receipt >

Parent Order: 200322




Order Placed: 30.03.2023 05:52pm
 Order Updated: 30.03.2023 06:00pm
 Warehouse: Nunawading (NUNAWADING)

Customer Details Order Status

Split Order 1 (Nunawading)
 0412356789
 test@test.com.au
 Shipdate:

Pending Payment ▾

Order Contents: Download as CSV ▾ Go >

Order Items	Quantity	Options	Price
 Smooth Dynatex Pillow Protector	1	(42135)	\$19.95
 Intex Quick Fill AC Electric Pump	1	(48782)	\$44.95
 Intex Quick Fill DC Electric Pump	1	(48781)	\$44.95

- Amount Refunded: define the refunded total in \$, eg. \$24.34

Processing a Full Sub Order refund

To process the full sub-order refund add the order ID and check the “Full Refund” checkbox. Once checked the item fields will disappear. Click “Submit” to generate the report.

Clark RUBBER Everything Pools, Foam & Rubber

PRODUCTS SERVICE EXPERT ADVICE Search 13 80 90

Order Refund

Fill in the below form to record a order refund. An email will be sent to the customer.

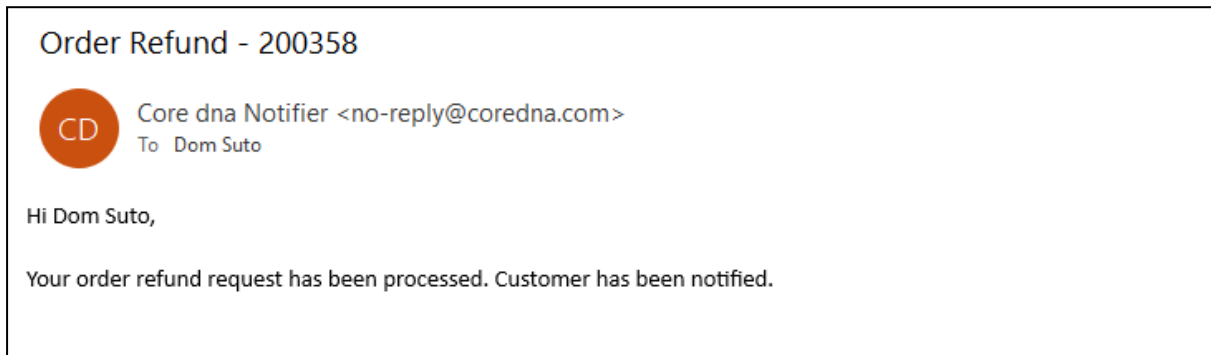
Order ID

200335

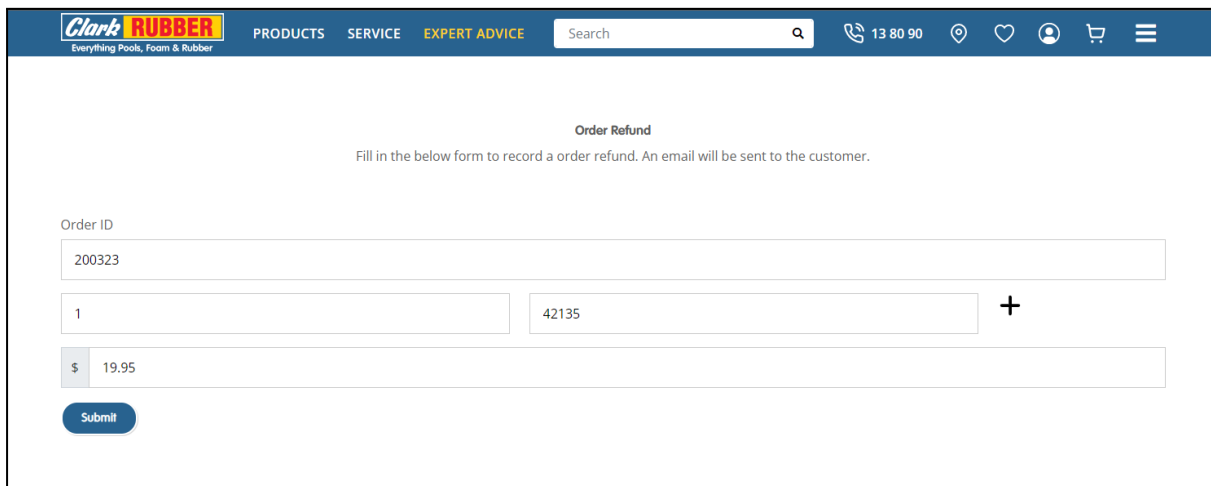
Full Refund

Submit

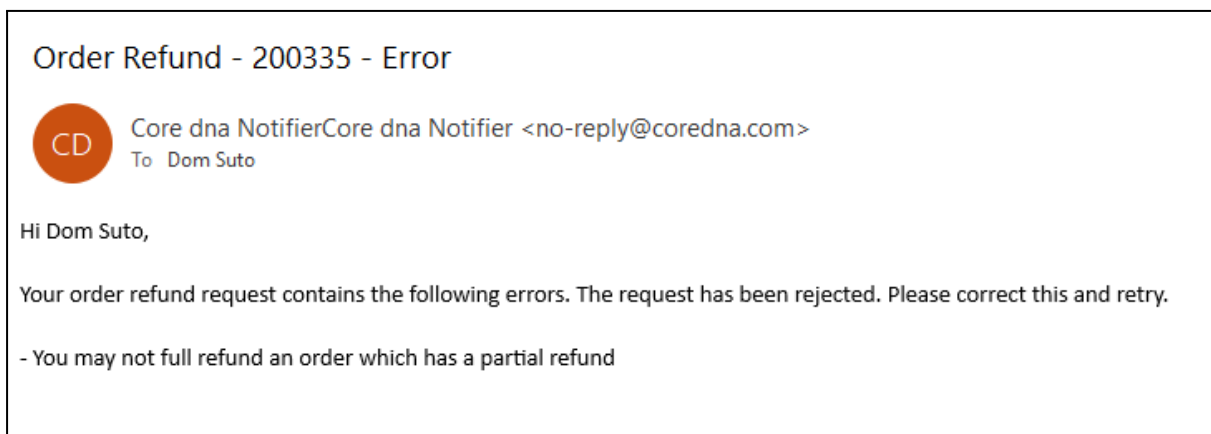
Successfully processed refunds will trigger a success email sent to your inbox, example:



Processing a Partial refund (single product)



In the event the order has already been partially refunded, it is not possible to fully refund it. The remaining items will need to be processed using the partial refund process. If attempted an email with the below error will be sent:



Successfully processed refunds will trigger a success email sent to your inbox, example:

Order Refund - 200358



Core dna Notifier <no-reply@coredna.com>
To Dom Suto

Hi Dom Suto,

Your order refund request has been processed. Customer has been notified.

Processing a Partial refund (multiple products)

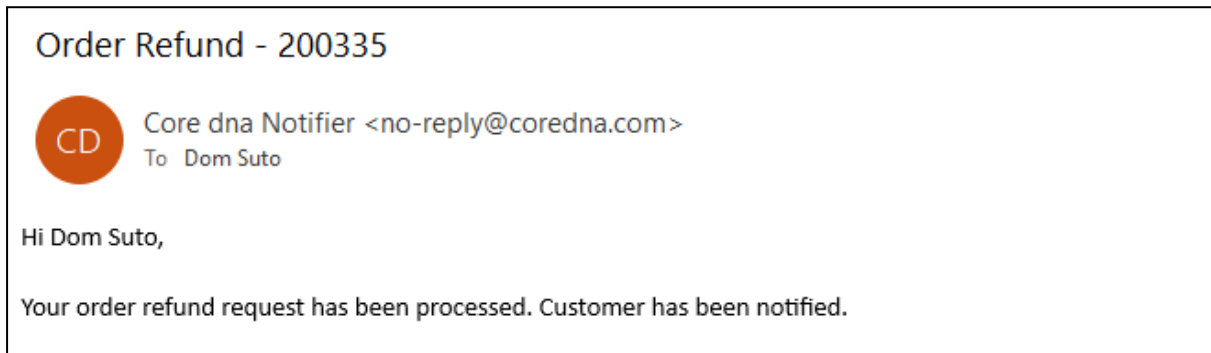
- Use the “plus” icon to add multiple items to the list
- Use the “trash” icon to delete the items from the list
- Note: in the event where multiple items items needs to be processed the total refund sum needs to be accurately calculated (ProdA + ProdB), example:

The screenshot shows the Clark RUBBER website's 'Order Refund' form. The header includes the logo 'Clark RUBBER' with the tagline 'Everything Pools, Foam & Rubber', navigation links for 'PRODUCTS', 'SERVICE', and 'EXPERT ADVICE', a search bar, and contact information '13 80 90'. The form itself is titled 'Order Refund' and includes the instruction: 'Fill in the below form to record a order refund. An email will be sent to the customer.' The form contains the following fields and elements:

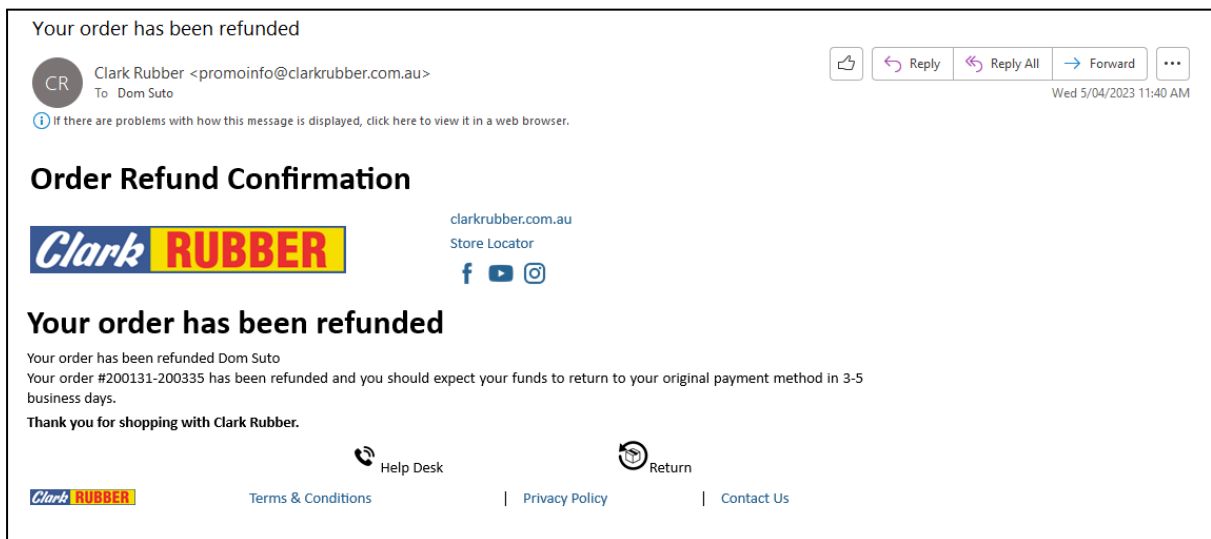
- 'Order ID' field with the value '200323'.
- A table with two columns for product IDs and a '+' icon for adding items. The first row contains '1' and '42135'. The second row contains '1' and '48782', with a trash icon next to the second product ID.
- A total amount field showing '\$ 64.9'.
- A 'Submit' button.

Successful Submission (Full & Partial Refunds)

1. Upon successful refund submission an email will be sent to the user processing the refund, eg:



2. At the same time the customer will receive an email notification as well:



3. User account will also reflect the same refund information within the Order Details page:

Refunded Items		
Qty	Item	Store
1	27507 Mermaid Pool Salt 20kg	Nunawading
		Total Refunded
		\$15.95

4. Finance reports will also be updated as well:

A21		Total Refunded \$					
A	B	C	D	E	F	G	H
1	Order ID: 200335	Customer name: Dom Suto		Payment : Merchant Order status: refunded			
2	Date: 05/04/2023	Payment reference:					
3							
4	27507	\$15.95	1	\$15.95	Nunawading		
5	42398	\$139.00	2	\$278.00	Nunawading		
6	38110	\$66.95	1	\$66.95	Nunawading		
7	50803	\$30.00	1	\$30.00	Nunawading		
8	48764	\$12.95	1	\$12.95	Nunawading		
9	48793	\$4,655.00	1	\$4,655.00	Nunawading		
10							
11	TOTAL	\$4,919.85		\$5,058.85			
12							
13							
14	Payment method	Zip Pay					
15	Merchant fee \$	0					
16	Shipping fee \$	1531.83					
17	Voucher/Discount \$	0					
18	Net \$	5058.85					
19	Total \$	6590.68					
20	Pronto Order Total \$						
21	Total Refunded \$	615.95					
22							
23							

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Order #	Payment #	Customer Payment :	Payment :	Merchant	Merchant	Shipping f	Voucher \$	Net \$	Total \$	Order stat	Pronto Or	Total Refunded \$	Location	
2	200335		Dom Suto	Paid	Zip Pay		1531.83	0	5058.85	6590.68	refunded	0	615.95	Nunawading	
3						0	1531.83	0	5058.85	6590.68			615.95		
4															
5															
6															
7															
8															
9															
10															

5. The same refund information is also available within Core dna DXP1 > Transactions > Commerce > Edit Order (Arbitrary data):

refundedItems

refundedItems	
27507	
qty	1
42398	
qty	2

refundedAmount

refundedAmount	615.95
----------------	--------

refunds (one or multiple records)

refunds	
0	
date	Wed, 05 Apr 2023 11:27:05 1000
by	dom.suto@coredna.com
amount	15.95
items	
0	
qty	1
sku	27507
1	
date	Wed, 05 Apr 2023 11:39:31 1000
by	dom.suto@coredna.com
amount	300
items	
0	
qty	1
sku	42398

Unsuccessful Submissions

In the event of errors caused by entered order information, an email will be sent to the admin indicating there was an issue with the submitted request, example:

Finance Order Detail Export - Error



Core dna Notifications <no-reply@coredna.com>
To Dom Suto

Hi Dom Suto,

The following error was encountered while processing your request:

You have provided a parent order ID. Sub order IDs are only supported with this export

Order Refund - 200335 - Error



Core dna NotifierCore dna Notifier <no-reply@coredna.com>
To Dom Suto

Hi Dom Suto,

Your order refund request contains the following errors. The request has been rejected. Please correct this and retry.

- Refund quantity for 27507 exceeds the ordered quantity (including previous refunds)

Order Refund - 200335 - Error



Core dna NotifierCore dna Notifier <no-reply@coredna.com>
To Dom Suto

Hi Dom Suto,

Your order refund request contains the following errors. The request has been rejected. Please correct this and retry.

- You may not full refund an order which has a partial refund