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:

    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:

- 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.

Successfully processed refunds will trigger a success email sent to your inbox, example:
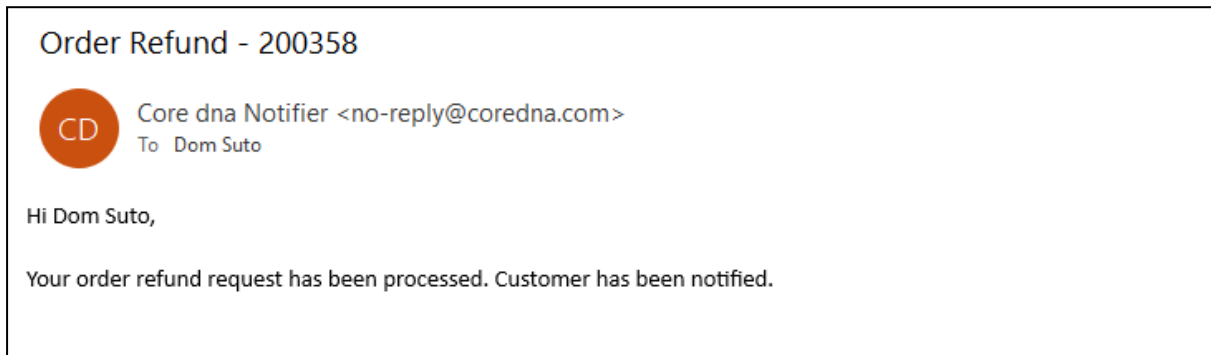
Processing a Partial refund (single product)
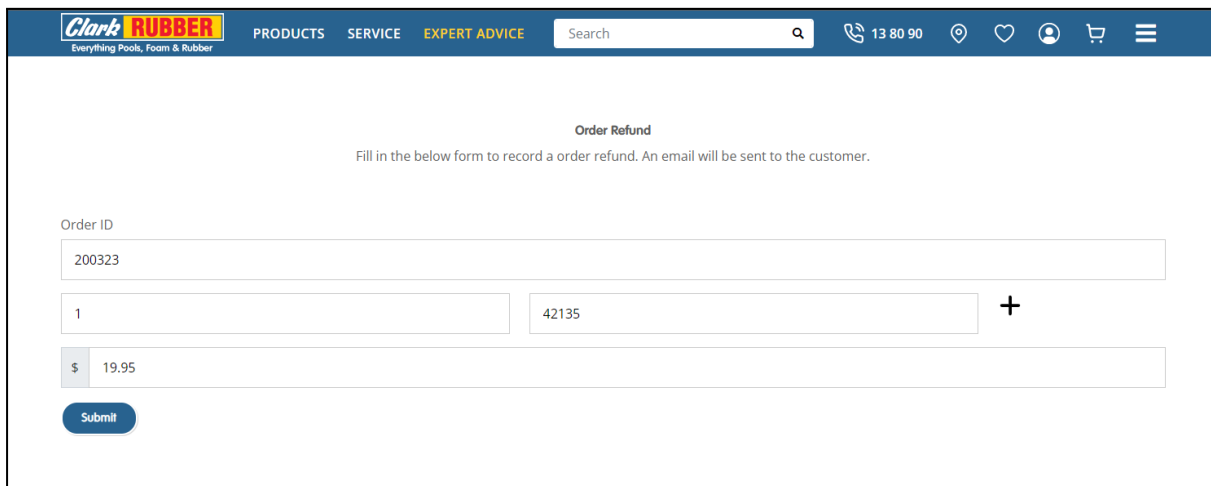
In the event the order has already been partially refunded, it is not possible to fully refund it. The remaining items will need to be processed using the partial refund process. If attempted an email with the below error will be sent:
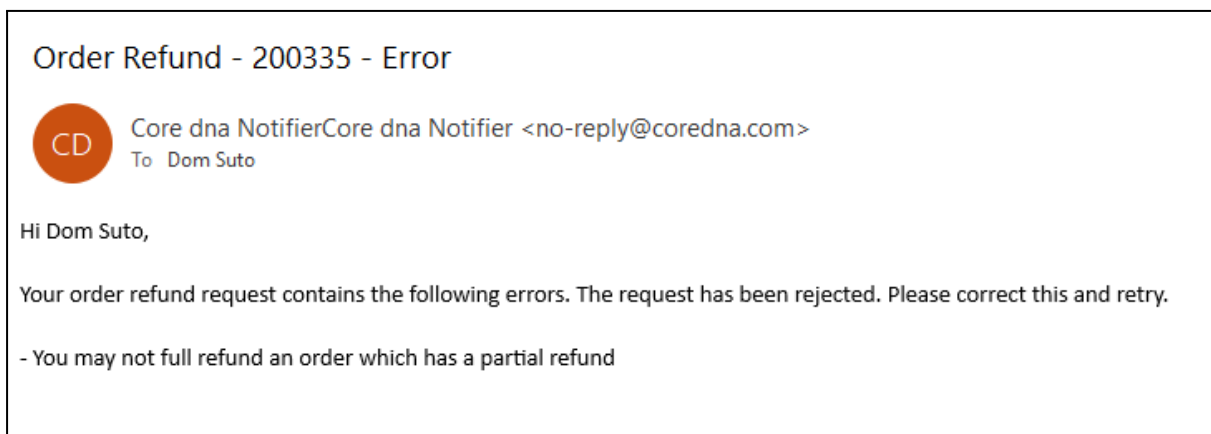
Successfully processed refunds will trigger a success email sent to your inbox, example:

Order Refund - 200358

CD 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 do 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:

Successful Submission (Full & Partial Refunds)

1. Upon successful refund submission an email will be sent to the user processing the refund, eg:
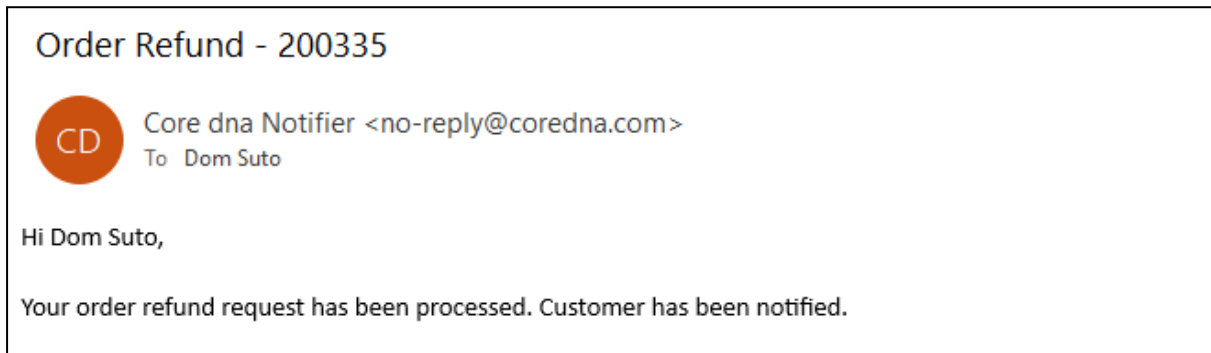
2. At the same time the customer will receive an email notification as well:
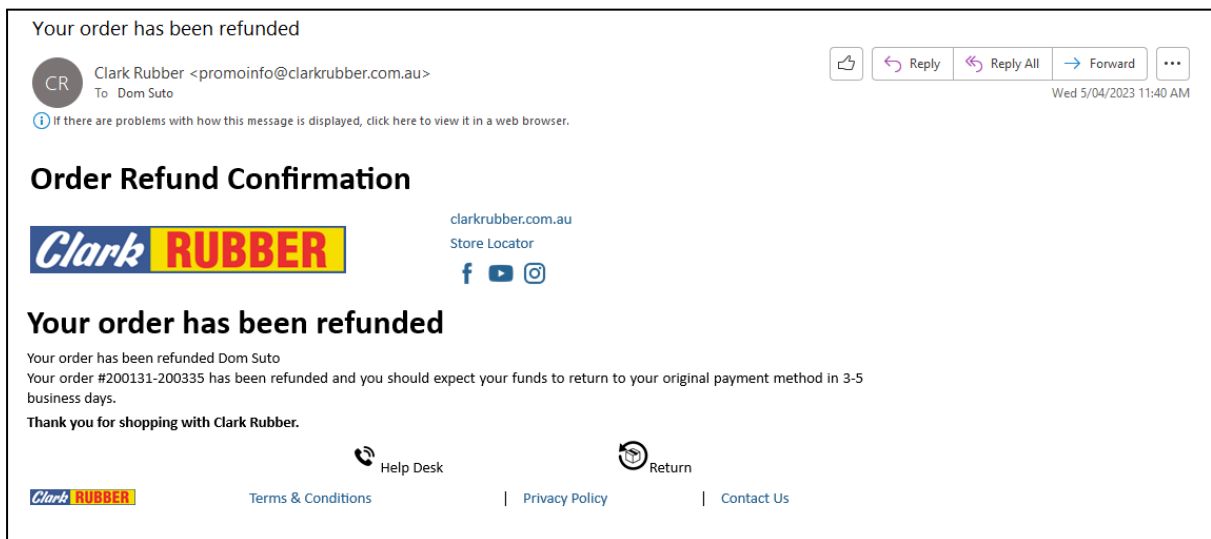
3. User account will also reflect the same refund information within the Order Details page:

4. Finance reports will also be updated as well:

	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

refundedAmout

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

CD 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

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Order Refund - 200335 - Error

CD 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

CD 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