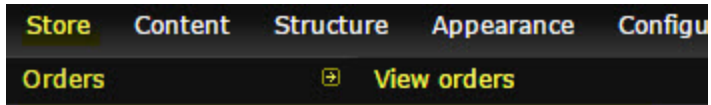
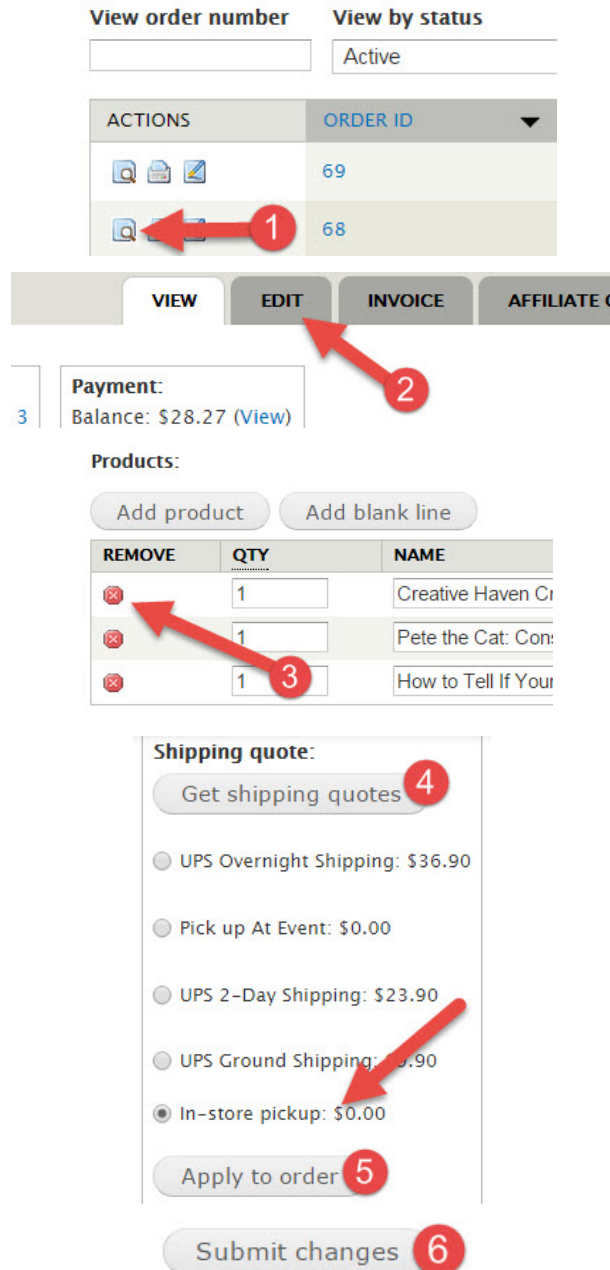


CANCELING ORDERS

If an order is in a 'Pending' or 'Processing' state, and an item needs to be removed from the order, or the entire order needs to be cancelled, this can be done with store administrator access or order admin access.









A. Remove Specific Items






The screenshot shows the order management interface with several steps highlighted by red arrows and numbers:

- 1:** Points to the 'EDIT' button in the 'ACTIONS' column of the order list.
- 2:** Points to the 'EDIT' button in the order details header.
- 3:** Points to the 'REMOVE' button (marked with a red 'x') in the 'Products' table.
- 4:** Points to the 'Get shipping quotes' button in the 'Shipping quote' section.
- 5:** Points to the 'Apply to order' button.
- 6:** Points to the 'Submit changes' button.

ACTIONS	ORDER ID
  	69
  	68

Payment:
Balance: \$28.27 (View)

Products:

REMOVE	QTY	NAME
	1	Creative Haven Ci
	1	Pete the Cat: Con
	1	How to Tell If Your

Shipping quote:

- UPS Overnight Shipping: \$36.90
- Pick up At Event: \$0.00
- UPS 2-Day Shipping: \$23.90
- UPS Ground Shipping: \$12.90
- In-store pickup: \$0.00

There should be new entries under the 'Log' tab reflecting your updates and the order can now be processed as usual. If the customer is paying with a credit card they will automatically be charged the new lower cost upon completion of the order.

B. Cancel the Entire Order

View order number View by status

ACTIONS	ORDER ID
	69
	68

Order status

ADD AN ORDER COMMENT

ADD AN A

AFFILIATE

Order status Send e-mail notification on update.

Once the page refreshes, you should have a message regarding the cancellation and a new admin comment should also appear:

✓ • The authorization on the credit card has been successfully voided. Please see admin comments for more information.
• Order updated.

08/20/2015 - 10:35am [RyanQuinn](#) **Void:**
Transaction ID: 2235174326
Authorization code: EDGVVT
ACCEPTED: This transaction has been approved.

It is important you review the admin and order comments, though the previously message may say 'Order Updated' that only means the order was updated in some way, it isn't confirming the cancellation was completed - read the admin comments carefully to confirm the update you wanted was made. No charges were completed and no further action needs to be taken.

- C. **Canceling an Order with an Expired Authorization:** In the event you run into a scenario when you are unable to fulfill an older order and need to cancel the transaction, you may encounter an error message ('transaction not found') when attempting to cancel older orders. This means that the original authorization is expired and the system cannot locate the original card reference. If you do encounter such a message, you can still cancel the order, however, you will first need to change the payment method to 'Pay at Store'.

VIEW EDIT INVOICE

Payment:

Payment method

Pay at Store

Submit changes

You should now be able to return to the 'View' screen and change the order status from 'Pending' or 'Processing' to 'Canceled', don't forget to select 'Update'.

REFUNDING ORDERS

A. Payment Received

'Payment Received' secures the payment from the credit card, but in such a way that it is still reversible. When an order is marked as 'Payment Received', the customer's card is charged.

The screenshot shows an order management interface. At the top, there are two input fields: 'View order number' (empty) and 'View by status' (set to 'Active'). Below these is a table with two columns: 'ACTIONS' and 'ORDER ID'. The table contains two rows: one with 'ORDER ID' 69 and another with 'ORDER ID' 68. A red arrow labeled '1' points to the 'ACTIONS' column of the row with 'ORDER ID' 68. Below the table, there is a dropdown menu for 'Order status' currently set to 'Payment received'. A red arrow labeled '2' points to this dropdown. Below the dropdown is a checkbox labeled 'Send e-mail notification on update.' and a button labeled 'Update'. A red arrow labeled '3' points to the dropdown menu, which is open and shows options: 'Payment received', 'Abandoned', and 'Canceled'. A red arrow labeled '4' points to the 'Update' button.

Admin comment should reflect the 'credit' transaction on the credit card.
The entire order is now canceled and the customer's card credited.

B. Completed (Credit Card)

If you are using the ABA shared Authorize.net account and the order is in a 'Completed' state an ABA staff member will need to process this refund for you.

- Email staff@bookweb.org a request to process the refund, include the order number, customer name, and the details of the refund (amount to be refunded, items, etc).

Once ABA has processed the refund we will confirm via a response to your initial email, add an admin comment on the order and an email notification will be sent to the customer as well.