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

1. View order number
2. View by status
3. ACTIONS
4. ORDER ID
5. View
6. Edit
7. Invoice
8. Affiliate

Payment:
Balance: $28.27 (View)

Products:
Add product
Add blank line

REMOVE | QTY | NAME
-------|-----|-------
0 | 1 | Creative Haven C
0 | 1 | Pete the Cat: Con
0 | 1 | How to Tell If You

Shipping quote:
Get shipping quotes

<table>
<thead>
<tr>
<th>Option</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPS Overnight Shipping</td>
<td>$36.90</td>
</tr>
<tr>
<td>Pick up At Event</td>
<td>$0.00</td>
</tr>
<tr>
<td>UPS 2-Day Shipping</td>
<td>$23.90</td>
</tr>
<tr>
<td>UPS Ground Shipping</td>
<td>$9.90</td>
</tr>
<tr>
<td>In-store pickup</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Apply to order
Submit changes

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

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’.

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’.
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.

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.