

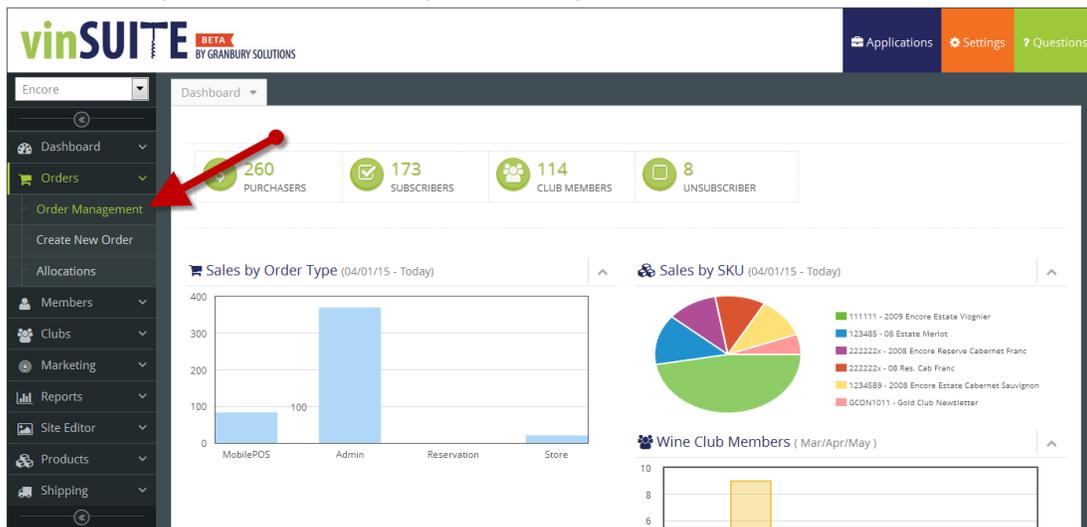
Returns, Refunds & Voids

When it comes to reversing credit card charges there are several options for how this is done in vinSuite. The method that you use is reliant on two things. First, whether or not the credit card charge has settled then if there are products to be returned back to inventory. The option to Void or Return/Refund will be managed in the order record depending on the status of the credit card charge. Below you will find definitions for a return, refund and a void. Note that only orders that were completed in vinSuite and the payment type is credit card.

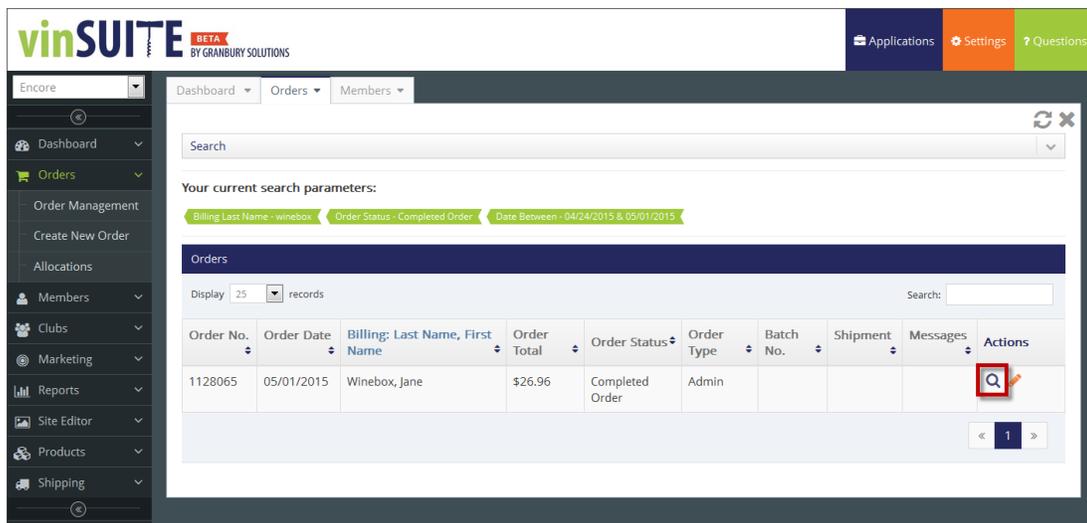
Voiding an Order in vinSuite

Orders can be voided up until the point where the credit card charge has settled through the payment gateway. Voids completely reverse all aspects of an order; credit card charges, wine inventory, committed the order to ShipCompliant. Voided orders will not show in reports unless specifically requested in the report setup.

1. Open the Order Record using either of these 2 methods:
 - **From the Orders section:** In vinSuite, expand the Orders section in the left hand menu then choose 'Order Management' from the list of options. The 'Orders' tab will open in the workspace, use the search fields provided to find and open the completed order.



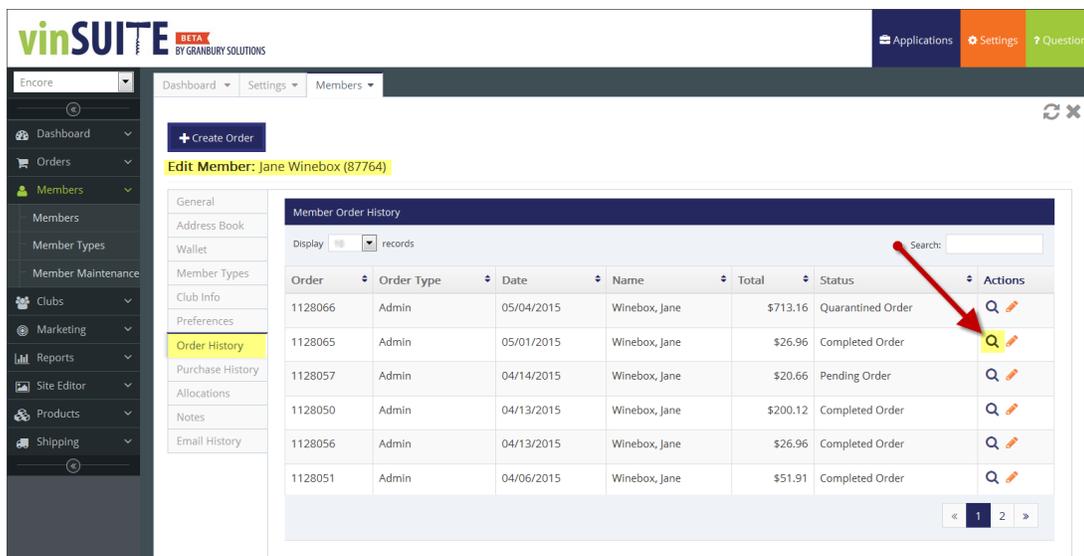
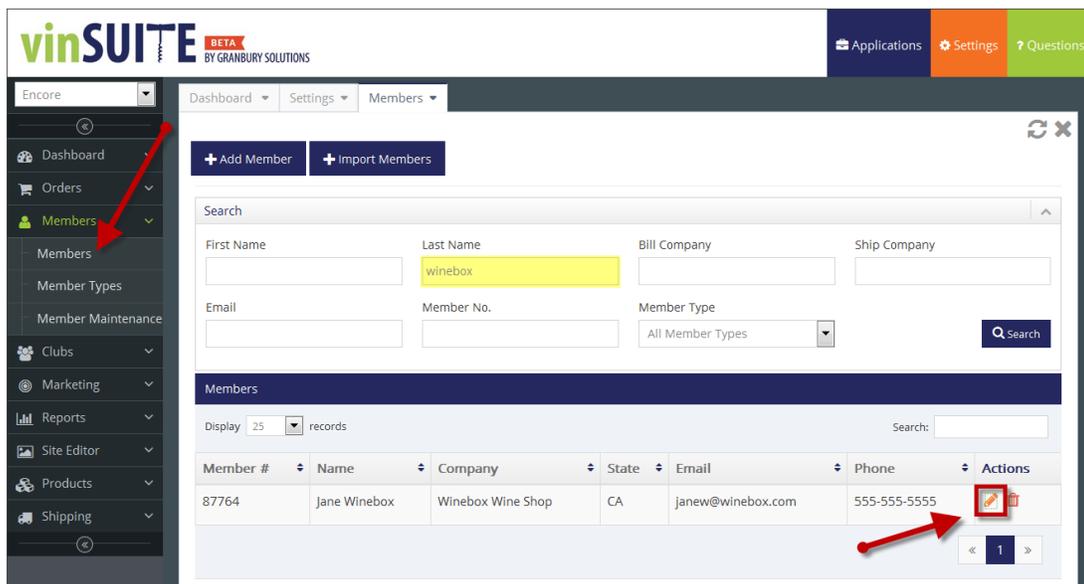
The screenshot shows the vinSuite dashboard. The left-hand menu is expanded to the 'Orders' section, with 'Order Management' highlighted. A red arrow points to 'Order Management'. The dashboard displays several key metrics: 260 PURCHASERS, 173 SUBSCRIBERS, 114 CLUB MEMBERS, and 8 UNSUBSCRIBER. Below these are two charts: 'Sales by Order Type (04/01/15 - Today)' and 'Sales by SKU (04/01/15 - Today)'. The 'Sales by Order Type' chart shows a bar for 'Admin' at approximately 380. The 'Sales by SKU' chart is a pie chart with several categories. At the bottom, there is a 'Wine Club Members (Mar/Apr/May)' bar chart.



The screenshot shows the 'Orders' section in vinSuite. The top navigation bar includes 'Applications', 'Settings', and 'Questions'. The left-hand menu is expanded to 'Orders', with 'Order Management' selected. The main workspace shows a search bar and 'Your current search parameters: Billing Last Name - winebox, Order Status - Completed Order, Date Between - 04/24/2015 & 05/01/2015'. Below this is a table of orders. The first row is highlighted, and a red box around the 'Actions' column indicates the search icon.

Order No.	Order Date	Billing: Last Name, First Name	Order Total	Order Status	Order Type	Batch No.	Shipment	Messages	Actions
1128065	05/01/2015	Winebox, Jane	\$26.96	Completed Order	Admin				

- From the Member Record:** In VinSuite, expand the Members section in the left hand menu then choose 'Members' from the list of options. The 'Members' tab will open in the workspace, use the search fields provided to find and open the member record. Go to the 'Order History' tab on the left then choose the order in question from the list.



- In the open Order Record, Click the "Void" button. You will be prompted to confirm the void; once that is confirmed the void order will go through.



**This tab will only show if a void is available and the credit card charge has not been settled. In cases where a void is not available, this tab will read 'Create Refund'.*

Create a Return

Returns can be made once the credit card charge has settled through the payment gateway. Returns will both reverse the charge on the credit card AND will return product to inventory. You will have the option to perform a full or partial return. Full returns will reverse the entire charge and return all products to inventory. Partial returns will reverse the charges for select line items on the order and return any products included in those line items to inventory.

1. Open the Order Record using either of these 2 methods:
 - **From the Orders section:** In vinSuite, expand the Orders section in the left hand menu then choose 'Order Management' from the list of options. The 'Orders' tab will open in the workspace, use the search fields provided to find and open the completed order.
 - **From the Member Record:** In VinSuite, expand the Members section in the left hand menu then choose 'Members' from the list of options. The 'Members' tab will open in the workspace, use the search fields provided to find and open the member record. Go to the 'Order History' tab on the left then choose the order in question from the list.
2. In the open Order Record, click the "Create Refund". *This will open the refund window in the old eWinery styles. The process of creating a refund is the same as eWinery from here forward.
3. Select Full Return form the 'Return or Refund Type' drop down.

The screenshot shows a window titled "Refund for Order 285555". It contains a list of instructions for creating a refund:

1. Select **Return or Refund Type**.
 - 1.1 Full Return. All products of a given order are returned. A credit is issued for all monies paid toward a given order.
 - 1.2 Partial Return. Some but not all of the products are returned. A credit is issued equal to the dollar amount of the returned products.
 - 1.3 Full Refund. All monies for a given order are credited back to the customer. No products are returned.
 - 1.4 Partial Refund. Some but not all monies associated with a given order are credited back to the Customer. No products are returned.
2. Select if items will be returning to inventory.
3. Select a **Reason for Refund** from the drop down list.
4. Optionally adjust the quantity to be refunded, the inventory that will be returned, the amount to be refunded for products, sales tax, shipping and handling.
5. Process the refund.

Below the instructions is a section labeled "Return or Refund Type" with a dropdown menu. The dropdown is open, showing the following options: "Select...", "Select", "Full Return", "Partial Return", "Full Refund", and "Partial Refund".

4. Select the Return reason code from the 'Reason for Return' drop down.

**For instructions and information on how to create 'Return and Refund Reason codes' please visit [Add/Edit Reason Codes](#)*

The screenshot shows the same "Refund for Order 285555" window. The "Return or Refund Type" dropdown is now set to "Full Return". Below it, a red error message reads: "To change your Return or Refund Type, please [restart this process](#)."

Below the error message is a section labeled "Reason for Return" with a dropdown menu. The dropdown is open, showing the following options: "Select a reason code:", "Select a reason code:", "Wrong : Wrong wine sent in shipment", "Cancelled : Customer cancelled shipment", and "Double : Double charge." To the right of the dropdown is a link: "[[Add/edit reason codes](#)]".

5. Once the Return Type and Reason have been selected the order detail will appear.

Return or Refund Type
 Full Return
 To change your Return or Refund Type, please restart this process.

Reason for Return
 Cancelled : Customer cancelled shipment [Add/edit reason codes]
 Cancelled : Customer cancelled shipment

Products

Product Name	Unit	Price *	Current QTY	Remaining QTY	Refund QTY	Return to Inventory	Current Amount	Amount to Refund	Remaining Amount
2008 Encore Estate Cabernet Sauvignon	Each	\$100.000	6	0	6	6	\$600.00	Override: -\$ 600.00	\$0.00

* Price shown here may be an approximation based on case price / 12

Shipping

Current Shipping	Amount to Refund	Remaining Shipping
\$40.98	Override: -\$ 40.98	\$0.00

Handling

Current Handling	Amount to Refund	Remaining Handling
\$0.00	Override: -\$ 0.00	\$0.00

Bottle Deposit

Current Bottle Deposit	Amount to Refund	Remaining Bottle Deposit
\$0.00	Override: -\$ 0.00	\$0.00

Sales Tax

Current Tax	Amount to Refund	Remaining Tax
\$48.00	Override: -\$ 48.00	\$0.00

Total

Current Total	Amount to Refund	Remaining Total
\$688.98	-\$688.98	\$0.00

Process Refund

The following line items will appear with corresponding amounts for the order:

- **Products**
 - Product Name
 - Unit
 - Price
 - Current Quantity
Will default to maximum quantity for that product in the order
 - Refund Quantity
Will match 'Current Quantity'
 - Return to Inventory
Will match 'Refund Quantity'
 - Current Amount
 - Amount to Refund
Will be the same as Current Amount
 - Remaining Amount
Will be \$0.00 when processing a full return
- **Shipping**
 - Current Shipping
 - Amount to Refund
Will be the same as current shipping
 - Remaining Shipping
Will be \$0.00 when processing a full return
- **Current Handling**
 - Current Handling
 - Amount to Refund *Will be the same as current handling*
 - Remaining Handling *Will be \$0.00 when processing a full return*
- **Bottle Deposit**
 - Current Bottle Deposit
 - Amount to Refund *Will be the same as current bottle deposit*
 - Remaining Bottle Deposit *Will be \$0.00 when processing a full return*
- **Sales Tax**
 - Current Tax
 - Amount to refund *Will be the same as Current tax*
 - Reaming Tax *Will be \$0.00 for a full return*
- **Total**
 - Current Total *Full Order Total from completed order*
 - Amount to Refund *Will match Current Total and the amount of the complete order*
 - Remaining Total *Will be \$0.00 for full return*

NOTE: None of the fields on the above line items will be editable when processing a full return. The system will automatically enter the correct amounts to issue a full credit. Should you need to adjust the values you may want to issue a Partial Return or Partial Refund.

- Verify that all the order information is correct and that the 'Amount to Refund' is the correct amount. When you are satisfied with the full return amount click the 'Process Refund' button at the bottom of the screen.

Total			
	Current Total	Amount to Refund	Remaining Total
	\$688.98	-\$40.98	\$648.00

- When the full return has processed, the order will complete with the original order number followed by a R-1, 2, 3 (depending on the number of previous refunds against the order).

Summary	Edit Order	Edit Addresses	Compliance	Notes	Functions	Refund
# 285555 : Refund Order						
Refund History						
Order#	Date	Refund By	Reason	Refund Amount		
285555-R1	07/09/2014	Jacki Wood	Refund	\$40.98		
285555-R2	07/09/2014	Jacki Wood	Refund	\$648.00		
				Original Total:	\$688.98	
				Current Total:	\$0.00	

- The [order number]-R1 will have a Refund Summary.

# 285581-R1 : Refund Summary				
Order Number:	285581			
Refund Number:	285581-R1			
Refund Date:	07/10/2014			
Payment By:	Credit Card			
Personal Information				
Billing Information:		Shipping Information:		
Jeff McNamara		Jeff McNamara		
1700 Soscol Ave.		1700 Soscol Ave.		
Suite 3		Suite 3		
Napa, CA, 94559		Napa, CA, 94559		
Phone: 7072537400		Phone: 7072537400		
Email: jmcnamara@ewinerysolutions.com		Email: jmcnamara@ewinerysolutions.com		
Order Detail:				
Qty	SKU	Product	Price	Total Price
-6 Each	1234589	2008 Encore Estate Cabernet Sauvignon	-\$100.00	-\$600.00
Subtotal:				-\$600.00
Shipping:				-\$40.98
Handling:				-\$0.00
Sales Tax:				-\$48.00
Total:				-\$688.98
Reason for Refund:				
Return				
Close Window / Refresh List				

This will provide the following information to be viewable at any time:

- Order Number - *original order number*
- Refund Number
- Refund Date
- Payment By - *payment type*
- Personal Information
 - Customer Billing Information
 - Customer Shipping Information
- Order Details - *items and amounts returned*
 - Qty - *quantity returned*
 - SKU
 - Product - *Product Name*
 - Price
 - Total Price
 - Subtotal
 - Shipping
 - Handling
 - Sales Tax
 - Total
- Reason for Refund - *reason code selected at the time the return was created.*

9. Returns and Refunds can be searched in the Order section by Order Number or by Order Type of "Refund".

The screenshot displays the vinSUITE BETA BY GRANBURY SOLUTIONS interface. The top navigation bar includes 'Applications', 'Settings', and 'Questions'. The left sidebar shows a menu with 'Orders' highlighted, containing sub-items like 'Order Management', 'Create New Order', and 'Allocations'. The main content area is titled 'Search' and contains several filter fields: 'Bill To First Name', 'Bill To Last Name', 'Ship To First Name', and 'Ship To Last Name' (all text inputs); 'From Date' (04/29/2015) and 'To Date' (05/06/2015) (calendar pickers); 'More Than' (\$) and 'Less Than' (\$) (text inputs); 'Order Type' (Refund, highlighted in yellow), 'Payment Type' (All Payment Types), 'Order Status' (Completed, highlighted in yellow), and 'Picked Up' (dropdown); 'Shipment Status' (All Statuses), 'Fulfillment Status' (All Statuses), 'Shipped' (dropdown), and 'Order #' (text input); and 'Club Batch #' and 'Club Batch Name' (text inputs). A 'Search' button is located at the bottom right of the search area.

Create a Refund

Refunds can be made once the credit card charge has settled through the payment gateway. Refunds reverse the charge on the credit card only, no items will be returned to inventory. Like returns, refunds can be performed as a full (entire order) or partial (specific line items only).

1. Open the Order Record using either of these 2 methods:
 - **From the Orders section:** In vinSuite, expand the Orders section in the left hand menu then choose 'Order Management' from the list of options. The 'Orders' tab will open in the workspace, use the search fields provided to find and open the completed order.
 - **From the Member Record:** In VinSuite, expand the Members section in the left hand menu then choose 'Members' from the list of options. The 'Members' tab will open in the workspace, use the search fields provided to find and open the member record. Go to the 'Order History' tab on the left then choose the order in question from the list.
2. In the open Order Record, click the "Create Refund". *This will open the refund window in the old eWinery styles. The process of creating a refund is the same as eWinery from here forward.
3. Select Full Refund from the 'Return or Refund Type' drop down.

The screenshot shows a window titled "Refund for Order 285555". It contains a list of instructions for creating a refund, including selecting a return or refund type, a reason for refund, and adjusting quantities. Below the instructions, there is a section titled "Return or Refund Type" with a dropdown menu. The dropdown menu is open, showing options: "Select...", "Full Return", "Partial Return", "Full Refund", and "Partial Refund".

4. Select the Refund reason code from the 'Reason for Refund' drop down.

The screenshot shows the same "Refund for Order 285555" window. The "Return or Refund Type" dropdown is now set to "Full Return". Below it, there is a red warning message: "To change your Return or Refund Type, please restart this process." Below that, there is a section titled "Reason for Return" with a dropdown menu. The dropdown menu is open, showing options: "Select a reason code:", "Wrong : Wrong wine sent in shipment", "Cancelled : Customer cancelled shipment", and "Double : Double charge." There is also a link "[Add/edit reason codes]" with a refresh icon.

For instructions and information on how to create 'Return and Refund Reason codes' please visit [Add/Edit Reason Codes](#).

5. Once the Refund Type and Reason have been selected the order detail will appear.

Return or Refund Type

Full Refund
 To change your Return or Refund Type, please [restart this process](#).

Reason for Refund

Broken : Wine broken in transit [Add/edit reason codes]

Broken : Wine broken in transit

Products

Product Name	Unit	Price *	Current QTY	Remaining QTY	Refund QTY	Return to Inventory	Current Amount	Amount to Refund	Remaining Amount
2008 Encore Estate Cabernet Sauvignon	Each	\$100.000	6	0	6 <input type="button" value="v"/>	0 <input type="button" value="v"/>	\$600.00	<input type="checkbox"/> Override: -\$ 600.00	\$0.00

* Price shown here may be an approximation based on case price / 12

Shipping

Current Shipping	Amount to Refund	Remaining Shipping
\$40.98	<input type="checkbox"/> Override: -\$ 40.98	\$0.00

The following line items will appear with corresponding amounts for the order;

- a. Product(s)
 - i. Product Name
 - ii. Unit
 - iii. Price
 - iv. Current Quantity
 - v. Refund Quantity - *will default and remain at zero (0) as no items will return to inventory on a refund*
 - vi. Return to Inventory
 - vii. Current Amount
 - viii. Amount to Refund - *this will default to the amount on the 'Current Amount'*
 - ix. Remaining Amount - *will be \$0.00 when processing a full refund*
- b. Current Shipping
 - i. Amount to Refund - *will default to current shipping amount*
 - ii. Remaining Shipping - *will be \$0.00 when processing a full refund*
- c. Handling
 - i. Current Handling
 - ii. Amount to Refund - *will default to current handling*
- iii. Remaining Handling - *will be \$0.00 when processing a full refund*
- d. Bottle Deposit
 - i. Current Bottle Deposit
 - ii. Amount to Refund - *will default to current bottle deposit*
 - iii. Remaining Bottle Deposit - *will be \$0.00 when processing a full refund*
- e. Sales Tax
 - i. Current Tax
 - ii. Amount to refund - *will default to Current tax*
 - iii. Reaming Tax - *will be \$0.00 for a full refund*
- f. Total
 - i. Current Total - *Full Order Total from completed order*
 - ii. Amount to Refund - *will match Current Total and the amount of the complete order*
 - iii. Remaining Total - *will be \$0.00 for full refund*

6. Along with all fields not being editable the 'Return to Inventory' will remain at zero (0) as no items are returned to inventory when issuing a refund.

Products									
Product Name	Unit	Price *	Current QTY	Remaining QTY	Refund QTY	Return to Inventory	Current Amount	Amount to Refund	Remaining Amount
2008 Encore Estate Cabernet Sauvignon	Each	\$200.000	3	0	3	0	\$600.00	<input type="checkbox"/> Override: -\$ 600.00	\$0.00

* Price shown here may be an approximation based on case price / 12

7. Verify that all the order information is correct and that the 'Amount to Refund' is the correct amount. When you are satisfied with the full refund amount click the 'Process Refund' button at the bottom of the screen.

Total			
	Current Total	Amount to Refund	Remaining Total
	\$688.98	-\$40.98	\$648.00

8. When the full refund has processed, the order will complete with the original order number followed by a R-1, 2, 3 (depending on the number of previous refunds against the order).

Summary	Edit Order	Edit Addresses	Compliance	Notes	Functions	Refund
# 285555 : Refund Order						
Refund History						
Order#	Date	Refund By	Reason	Refund Amount		
285555-R1	07/09/2014	Jacki Wood	Refund	\$40.98		
285555-R2	07/09/2014	Jacki Wood	Refund	\$648.00		
				Original Total:	\$688.98	
				Current Total:	\$0.00	

9. The [order number]-R1 will have a Refund Summary.

This will provide the following information to be viewable at any time:

- a. Order Number - *original order number*
- b. Refund Number
- c. Refund Date
- d. Payment By - *payment type*
- e. Personal Information
 - i. Customer Billing Information
 - ii. Customer Shipping Information
- f. Order Details - *items and amounts returned*
 - i. Qty - *quantity returned*
 - ii. SKU
 - iii. Product - *Product Name*
 - iv. Price
 - v. Total Price
 - vi. Subtotal
 - vii. Shipping
 - viii. Handling
 - ix. Sales Tax
 - x. Total
- g. Reason for Refund - *reason code selected at the time the return was created.*

10. Returns and Refunds can be searched in the Order section by Order Number or by Order Type of "Refund". See Searching Orders for additional information.

The screenshot displays the vinSUITE BETA interface. The top navigation bar includes the logo, a 'BETA' badge, and links for Applications, Settings, and Questions. The left sidebar lists various modules such as Dashboard, Orders, Order Management, Create New Order, Allocations, Members, Clubs, Marketing, Reports, Site Editor, Products, and Shipping. The main content area is titled 'Orders' and features a search window with the following filters:

- Bill To First Name:
- Bill To Last Name:
- Ship To First Name:
- Ship To Last Name:
- From Date:
- To Date:
- More Than:
- Less Than:
- Order Type:
- Payment Type:
- Order Status:
- Picked Up:
- Shipment Status:
- Fulfillment Status:
- Shipped:
- Order #:
- Club Batch #:
- Club Batch Name:

A 'Search' button is located at the bottom right of the search window.