

# ORDER HISTORY AND REFUNDS

THIS IS THE ORDER HISTORY AND REFUNDS PAGE. FROM HERE YOU CAN PROCESS FULL AND PARTIAL REFUNDS AND LOOK AT THE HISTORY OF YOUR SALES.

**HOPT Admin Panel**

Your Venue: [Venue Name]

Main Menu: Venue Info, Table Service, Collection, Delivery, **Order History and Refunds**, Category Timings, Data Refresh

DATE	ORDER NUMBER	TOTAL AMOUNT	TABLE	TIME SELECTED	REFUNDED
Nov. 4, 2020, 9:07 p.m.	0009	7.80	Table 2	ASAP	Not refunded
Nov. 4, 2020, 8:46 p.m.	0008	32.50	Table 1	ASAP	Not refunded
Nov. 4, 2020, 7:18 p.m.	0007	2.00	Table 15	ASAP	Not refunded
Nov. 4, 2020, 7:13 p.m.	0006	16.00	Table 15	ASAP	Not refunded
Nov. 4, 2020, 7:07 p.m.	0005	7.00	Table 5	ASAP	Not refunded
Nov. 4, 2020, 6:54 p.m.	0004	9.80	Table 13	ASAP	Not refunded
Nov. 4, 2020, 6:39 p.m.	0003	9.10	Table 13	ASAP	Not refunded
Nov. 4, 2020, 6:35 p.m.	0002	10.50	Table 1	ASAP	Not refunded
Nov. 4, 2020, 6:34 p.m.	0001	4.80	Table 13	ASAP	Not refunded
Nov. 3, 2020, 8:55 p.m.	0023	4.80	Table 11	ASAP	Not refunded
Nov. 3, 2020, 8:55 p.m.	0022	4.20	Table 11	ASAP	Not refunded
Nov. 3, 2020, 8:54 p.m.	0021	4.80	Table 11	ASAP	Not refunded
Nov. 3, 2020, 8:49 p.m.	0020	4.90	Table 2	ASAP	Not refunded
Nov. 3, 2020, 8:45 p.m.	0019	4.90	Table 2	ASAP	Not refunded
Nov. 3, 2020, 8:44 p.m.	0018	3.00	Table 10	ASAP	Not refunded
Nov. 3, 2020, 8:18 p.m.	0017	7.90	Table 1	ASAP	Not refunded
Nov. 3, 2020, 8:18 p.m.	0016	7.20	Table 1	ASAP	Not refunded
Nov. 3, 2020, 8:17 p.m.	0015	7.90	Table 1	ASAP	Not refunded
Nov. 3, 2020, 8:15 p.m.	0014	10.00	Table 1	ASAP	Partially refunded
Nov. 3, 2020, 8:14 p.m.	0013	10.50	Table 1	ASAP	Fully refunded
Nov. 3, 2020, 8:08 p.m.	0012	17.90	Table 3	ASAP	Not refunded
Nov. 3, 2020, 8:07 p.m.	0011	18.70	Table 3	ASAP	Not refunded
Nov. 3, 2020, 8:06 p.m.	0010	5.00	Table 3	ASAP	Not refunded
Nov. 3, 2020, 8:05 p.m.	0009	8.30	Table 2	ASAP	Not refunded
Nov. 3, 2020, 8:04 p.m.	0008	14.80	Table 2	ASAP	Not refunded

Search filters: FILTER, Clear all filters, By order date (2020-11-02), To date, Search, Reset, By Order Number, By Table Name, By External ID, By Table Type (All, Collection, Delivery, Table Service), By Refund Status (All, Not refunded, Partially refunded, Fully refunded)

Types of order information: DATE, ORDER NUMBER, TOTAL AMOUNT, TABLE, TIME SELECTED, REFUNDED

Your orders: [Table Rows]

A partially refunded order: [Row with 'Partially refunded' status]

A fully refunded order: [Row with 'Fully refunded' status]



# ORDER HISTORY AND REFUNDS

1) Select the 'Order History and Refunds' tab from the Main Menu

Order History and Refunds

2) Find the order that you would like to refund. Use the 'Filter' area to search by date, order number etc. You could even combine search filters to really narrow down what you are looking for. When you find the order you want to look at, simply click on it.

DATE	ORDER NUMBER	TOTAL AMOUNT	TABLE	TIME SELECTED	REFUNDED
Nov. 2, 2020, 9:24 p.m.	0056	4.90	Table 1	ASAP	Not refunded
Nov. 2, 2020, 9:07 p.m.	0055	21.00	Table 1	ASAP	Not refunded
Nov. 2, 2020, 6:20 p.m.	0053	3.50	Table 1	ASAP	Not refunded
Nov. 2, 2020, 6:19 p.m.	0052	5.00	Table 10	ASAP	Not refunded
Nov. 2, 2020, 5:25 p.m.	0050	2.50	Table 11	ASAP	Not refunded
Nov. 2, 2020, 5:24 p.m.	0049	5.90	Table 10	ASAP	Not refunded
Nov. 2, 2020, 3:19 p.m.	0042	2.70	Table 10	ASAP	Not refunded
Nov. 2, 2020, 2:08 p.m.	0034	3.40	Table 1	ASAP	Not refunded
Nov. 2, 2020, 1:42 p.m.	0033	3.90	Table 1	ASAP	Not refunded
Nov. 2, 2020, 1:36 p.m.	0031	3.50	Table 10	ASAP	Not refunded
Nov. 2, 2020, 1:30 p.m.	0027	1.50	Table 10	ASAP	Not refunded
Nov. 2, 2020, 1:24 p.m.	0025	2.00	Table 10	ASAP	Not refunded
Nov. 2, 2020, 1:15 p.m.	0023	15.00	Table 11	ASAP	Not refunded
Nov. 2, 2020, 1:05 p.m.	0020	5.90	Table 10	ASAP	Not refunded

**FILTER**

X Clear all filters

By order date

2020-11-02

2020-11-02

**Search** **Reset**

By Order Number

**Search**

By Table Name

Table 1

x Remove

**Search**

I have chosen to see only the orders from this date and this table



# ORDER HISTORY AND REFUNDS

3) In this example, let's pretend that the wrong mixer was ordered. We can see the lime mixer cost 50p. In the 'Amount' box, type the amount to be refunded. In this case £0.50.

Order Details

Number: 0339      Date: Nov. 4, 2020, 9:15 p.m.

Product Name	Category	Quantity	Sale Price
House Vodka 50ml	Spirits > Vodkas	1	6.50
Lime Cordial Mixer	Soft Drinks	1	0.50

Refunded amount: 0.00      Total Amount: 7.00

Refund

Amount:

Reason: Duplicated Order

Note:

Refund      Back

The 'Reason' box will give you potential reasons for needing to refund. In this case I will choose 'Customer Requested Refund'. In the 'Note' area, you can then add that the wrong mixer was ordered for your records if you wish. Then simply press the 'Refund' button.

4) If the whole order needed refunding, you would refund the 'Total Amount' that you can see in the top right hand corner. You would put this total in the 'Amount' box. You can also see that there is a 'Refunded Amount' tally so that if anything has already been refunded, you don't end up doing it twice!

5) Now press 'Back' to return to the main list of orders. You will notice that the order will now show the red 'Partially Refunded' or 'Refunded' status.

- Not refunded
- Partially refunded
- Fully refunded

