

# 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.

Types of order information

Your orders

Search filters

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

**FILTER**

× Clear all filters

By order date

2020-11-02

To date

**Search** **Reset**

By Order Number

**Search**

By Table Name

**Search**

By External ID

**Search**

By Table Type

All

Collection

Delivery

Table Service

By Refund Status

All

Not refunded

Partially refunded

Fully refunded

A partially refunded order

A fully refunded order



# ORDER HISTORY AND REFUNDS

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



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**

× Clear all filters

By order date

2020-11-02

2020-11-02

**Search** **Reset**

By Order Number

**Search**

By Table Name

Table 1

× 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 Manhattan was ordered mistakenly. We can see it cost £9.99. In the 'Amount' box, type the amount to be refunded. In this case £9.99 as the other drink was correct.

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 drink was ordered for your records if you wish. Then simply press the 'Refund' button.

You have general information at the top here such as the date and time of the order. If the details of the customer were taken, they will be here too.

Product Name	Category	Quantity	Sale Price
Manhattan	Bar Buddies	1	9.99
Huluhu	Bar Buddies	1	7.50

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

