Rolling Back Transactions

There is a one-click solution for refunding store orders and registrations, while updating all relevant records at the same time. The Roll back button does the following:

* Provides the selection of one or more items in the shopping cart to be rolled back from the view store details page under store management
* Refunds the entire amount of the purchase for each item selected inclusive of the shipping amounts.
* Deletes the registration if the item is an event
* Add the quantity back into the available inventory
* Update the settlement records for the refund
* Zeros our the quantity order and quantity fulfilled
* Updates the order status:

   - If all items are rolled back set the order status to cancelled.
   - If all remaining items (items that were not rolled back) are fulfilled sets the order status to complete
   - If non the above are true leave the order status the same as it previously was

* Sends a receipt to the customer and administrator

How to Perform the Rollback

1. From the Feature List, under Administer, click **Store Management**

2. Click **List Orders**

3. Click **View Details**, next to the store order you want to roll back

Order #	Date	Customer	Total	Status	One Click Fulfill	Details
5580	8/6/2011 11:41:08 AM	Doubleknot Test	$210.00	In Progress - Authorized and Unfulfilled	☐	[View Details]
5581	8/6/2011 11:43:12 AM	Doubleknot Test	$210.00	In Progress - Authorized and Unfulfilled	☐	[View Details]
5582	8/6/2011 12:00:51 PM	Doubleknot Test	$210.00	In Progress - Authorized and Unfulfilled	☐	[View Details]
5583	8/6/2011 12:04:04 PM	Doubleknot Test	$210.00	In Progress - Authorized and Unfulfilled	☐	[View Details]
5586	8/6/2011 12:35:00 PM	Doubleknot Test	$36.00	In Progress - Authorized and Unfulfilled	☐	[View Details]
5587	8/6/2011 1:21:37 PM	Doubleknot Test	$40.39	In Progress - Authorized and Unfulfilled	☐	[View Details]
5594	8/7/2011 11:49:27 AM	Doubleknot Test	$252.22	In Progress - Authorized and Unfulfilled	☐	[View Details]
5597	8/7/2011 12:52:05 PM	Doubleknot Test	$252.22	In Progress - Authorized and Unfulfilled	☐	[View Details]

4. Check the **Refund** checkbox next to the item(s) you want to roll back, then press the **Rollback** button

Ordered	Previously Fulfilled	Fulfill Amount	Scheduled Fulfillment	Date Fulfilled	Supplier	Supplier Reference	Available	Number	Description	Unit Price	Discount	Amount	Refund
1	0						896		Emergency Kit	$20.00		$20.00	☐
1	0						42		Golf Ball	$5.00		$5.00	☐

ID	Transaction Date	Account	Posting Date	Type	Details	Amount
946863	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Online Purchase	Order ID 5661	$25.00
946864	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Online credit card payment received	($25.00)
946865	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	New Emergency Kit	($20.00)
946866	9/22/2011 4:50:17 PM	General2	9/22/2011	Online Purchase	Purchased Emergency Kit	$20.00
946867	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment allocated to product Emergency Kit	$20.00
946868	9/22/2011 4:50:17 PM	General2	9/22/2011	Charge	Payment made through store order 5661	($20.00)
946869	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	New Golf Ball	($5.00)
946870	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Online Purchase	Purchased Golf Ball	$5.00
946871	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment allocated to product Golf Ball	$5.00
946872	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment made through store order 5661	($5.00)
					Balance:	$0.00

Order Received on Sep 22 2011 4:50PM

Order Authorized on Sep 22 2011 4:50PM

5. The item is now refunded, fulfillment and settlement records updated, registration deleted (if an event), quantity added back to inventory, quantity ordered and quantity fulfilled is zeroed out, and the order status is updated.

Ordered	Previously Fulfilled	Fulfill Amount	Scheduled Fulfillment	Date Fulfilled	Supplier	Supplier Reference	Available	Number	Description	Unit Price	Discount	Amount	Refund
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946865	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	New Emergency Kit	($20.00)
946866	9/22/2011 4:50:17 PM	General2	9/22/2011	Online Purchase	Purchased Emergency Kit	$20.00
946867	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment allocated to product Emergency Kit	$20.00
946868	9/22/2011 4:50:17 PM	General2	9/22/2011	Charge	Payment made through store order 5661	($20.00)
946869	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	New Golf Ball	($5.00)
946870	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Online Purchase	Purchased Golf Ball	$5.00
946871	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment allocated to product Golf Ball	$5.00
946872	9/22/2011 4:50:17 PM	All ORGs	9/22/2011	Charge	Payment made through store order 5661	($5.00)
946925	9/23/2011 11:40:42 AM	All ORGs	9/23/2011	Credit	Online credit issued	$25.00
946926	9/23/2011 11:40:42 AM	All ORGs	9/23/2011	Credit	Credit	($20.00)
946927	9/23/2011 11:40:42 AM	General2	9/23/2011	Credit	Credit	$20.00
946928	9/23/2011 11:40:42 AM	General2	9/23/2011	Misc Credit	Deletion	($20.00)
					Balance:	$5.00

Order Received on Sep 22 2011 4:50PM

Order Authorized on Sep 22 2011 4:50PM
The completed following items were refunded on 9/23/2011 11:40:42 AM

Emergency KitA credit was issued to original payment method in the amount of $20.00.