

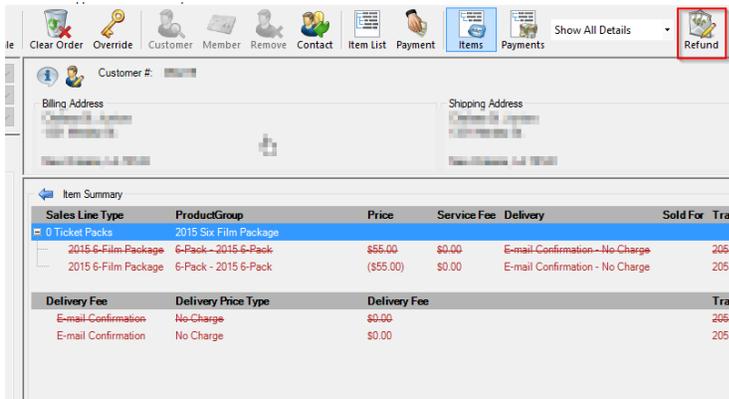
Processing a Refund After Items Have Been Returned:

1. Login to the **Sales** side of Agile.
2. Click the **Maintenance** icon.



3. Pull up the order record in Maintenance. (For more information, see [Order Maintenance: Viewing a Specific Order.](#))

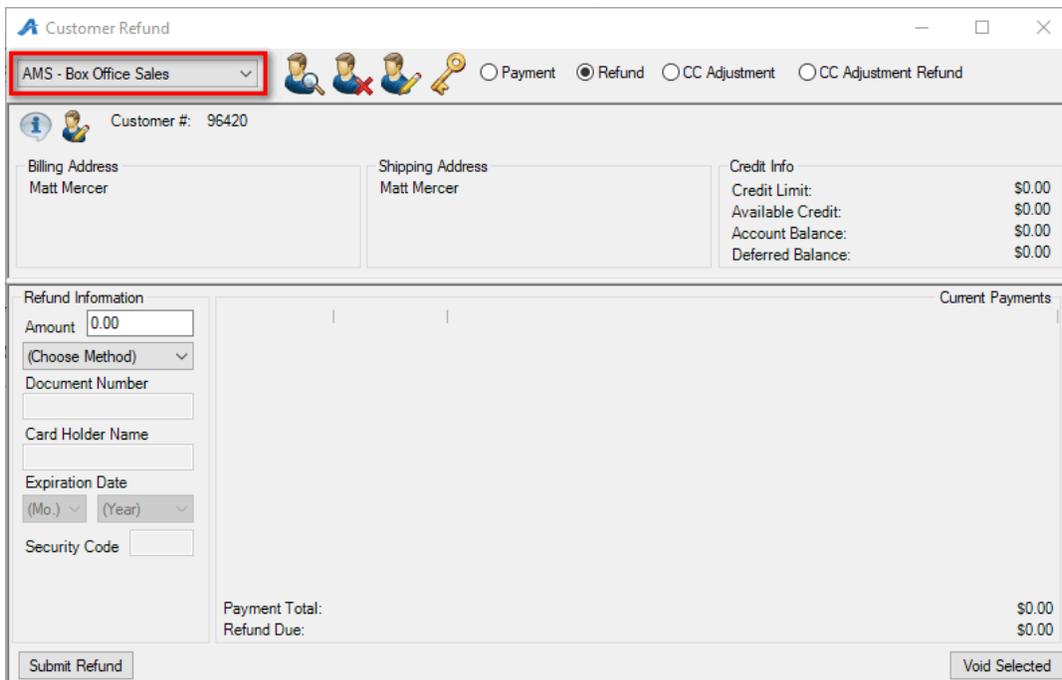
2. Click the **Refund** icon.



The screenshot shows the Agile software interface. At the top, there is a navigation bar with various icons. The "Refund" icon, which depicts a hand holding a coin, is highlighted with a red rectangular box. Below the navigation bar, there is a section for "Customer #:" followed by a dropdown menu. Below that, there are fields for "Billing Address" and "Shipping Address". The main part of the screen displays an "Item Summary" table.

Sales Line Type	ProductGroup	Price	Service Fee	Delivery	Sold For	Trans
0 Ticket Packs	2015 Six Film Package					
2015 6-Film Package	6-Pack - 2015 6-Pack	\$55.00	\$0.00	E-mail Confirmation - No Charge		20526
2015 6-Film Package	6-Pack - 2015 6-Pack	(\$55.00)	\$0.00	E-mail Confirmation - No Charge		20533
Delivery Fee	Delivery Price Type	Delivery Fee				Trans
E-mail Confirmation	No Charge	\$0.00				20526
E-mail Confirmation	No Charge	\$0.00				20533

3. The **Customer Refund** window will appear. Choose your **Buyer Type** from the drop-down menu.



The screenshot shows the "Customer Refund" window. At the top, there is a title bar with the Agile logo and the text "Customer Refund". Below the title bar, there is a dropdown menu for "Buyer Type" with "AMS - Box Office Sales" selected and highlighted by a red box. To the right of the dropdown menu, there are several icons and radio buttons: "Payment", "Refund" (selected), "CC Adjustment", and "CC Adjustment Refund". Below the dropdown menu, there is a section for "Customer #:" with the value "96420". Below that, there are fields for "Billing Address" (Matt Mercer) and "Shipping Address" (Matt Mercer). To the right of these fields, there is a "Credit Info" section with the following values: Credit Limit: \$0.00, Available Credit: \$0.00, Account Balance: \$0.00, and Deferred Balance: \$0.00. Below the "Billing Address" and "Shipping Address" fields, there is a "Refund Information" section with the following fields: "Amount" (0.00), "(Choose Method)" (dropdown), "Document Number", "Card Holder Name", "Expiration Date" (with "(Mo.)" and "(Year)" dropdowns), and "Security Code". To the right of the "Refund Information" section, there is a "Current Payments" section. At the bottom of the window, there is a "Payment Total:" field with a value of \$0.00 and a "Refund Due:" field with a value of \$0.00. At the bottom left, there is a "Submit Refund" button, and at the bottom right, there is a "Void Selected" button.

4. Enter the amount to be refunded in the **Refund Information** box below. Select the **Payment Method** of the refund and enter all the listed credit card details. Click **Submit Refund** to finalize.

Customer Refund

AMS - Box Office

Payment Refund CC Adjustment CC Adjustment Refund

Customer #: [Redacted]

Billing Address: [Redacted]
Shipping Address: [Redacted]
Credit Info:
Credit Limit: \$0.00
Available Credit: \$0.00
Account Balance: (\$55.00)
Deferred Balance: \$0.00

Refund Information

Amount: 55.00

MasterCard

Credit Card Number: [Redacted]

Card Holder Name: [Redacted]

Expiration Date: (Mo.) [Redacted] (Year) [Redacted]

Security Code: [Redacted]

Card Present:

Current Payments

Payment Total: \$0.00
Refund Due: \$0.00

Submit Refund Void Selected