

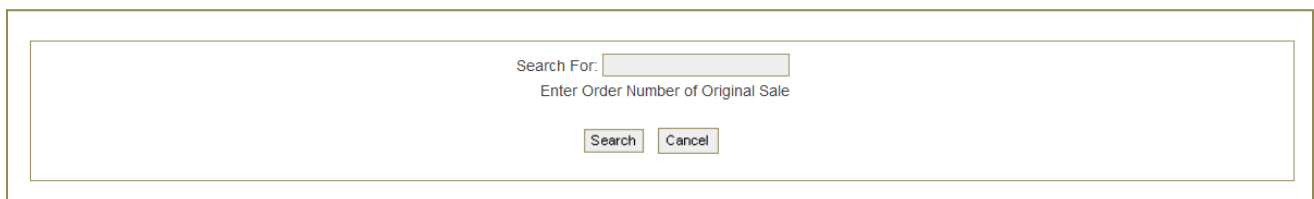
REFUND ENTRY

Effective February 2010, refunds for charges entered in CORES will be tracked to the original order. All refunds are now processed using the Refund Entry option (CORES Main Menu).

In general, to ensure appropriate function be sure to enable pop-ups in your browser.

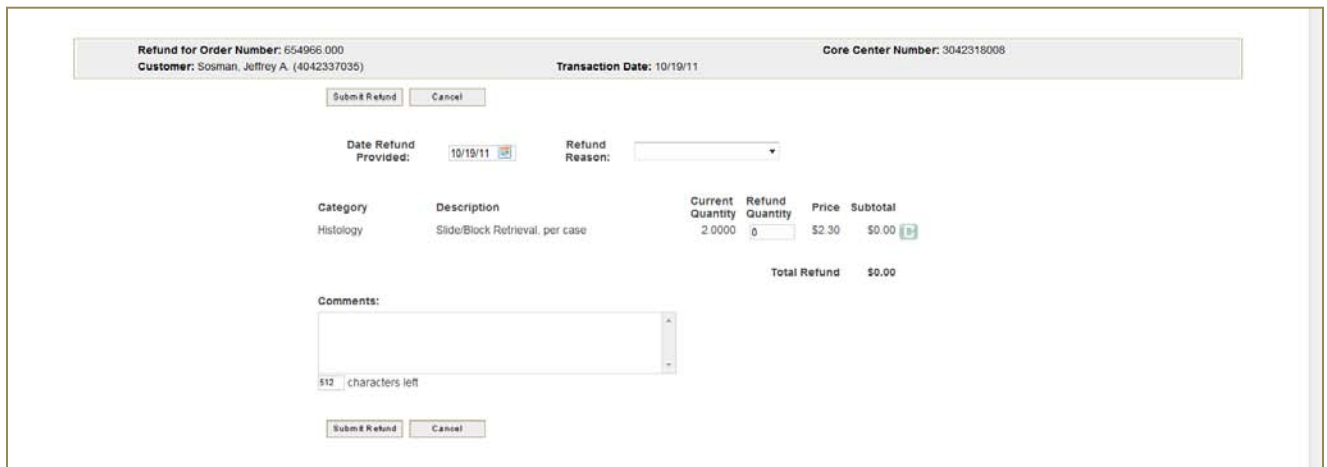
To refund a CORES charge:

1. Log into CORES. In the top left corner of your Main Menu screen, click on **Entry**, then **Refund Entry**.
2. Enter the CORES Order Number in the search field, and click **Search**.



A screenshot of a search field in the CORES system. The field is labeled "Search For:" and contains the text "Enter Order Number of Original Sale". Below the field are two buttons: "Search" and "Cancel".

Details from the original order are displayed.



A screenshot of the Refund Entry form in the CORES system. The form displays the following information:

- Refund for Order Number: 654966 000
- Customer: Sosman, Jeffrey A. (4042337035)
- Transaction Date: 10/19/11
- Core Center Number: 3042318008

Below this information are two buttons: "Submit Refund" and "Cancel".

The form also includes a "Date Refund Provided:" field with a calendar icon showing "10/19/11" and a "Refund Reason:" dropdown menu.

Category	Description	Current Quantity	Refund Quantity	Price	Subtotal
Histology	Slide/Block Retrieval, per case	2.0000	0	\$2.30	\$0.00
Total Refund					\$0.00

Below the table is a "Comments:" field with a text area and a "512 characters left" indicator. At the bottom are two buttons: "Submit Refund" and "Cancel".

3. A **Refund Reason** (dropdown list) must be provided.
4. Enter the quantity of each item to be refunded. (Note that the entire order does not have to be refunded.)
5. Enter any comments or details that are pertinent to the refund in the **Comments** box.
6. Click **Submit Refund** to complete the process. Once confirmed, a receipt will pop-up displaying refund details; this can be printed and forwarded to the user.

NOTE: Note that the refund will have a new Order Number, but will reference the original sales order number on the receipt.

Notes:

- An Order Number is required to begin the process. If you don't know the order number, use Main Menu >> Reports Menu >> Query to find the correct order details

- If the order has already been split using Center Number Correction/Distribution, CORES may require that you enter the 3-digit extension (ex: 123456.010) and refund each portion of the order separately.
- New line items cannot be added in Refund Entry.
- Categories, Descriptions and Price cannot be changed.
- Quantities can be decreased, but cannot be greater than original order.
- Items remaining unrefunded can be refunded in the future.