

Orders management

/ Getting started

In this article, you can find information about orders and their management in the admin panel. There are a few types of orders currently supported in the application:

- **E-commerce orders** - Orders created via the Yves Rocher e-commerce platform. Mobile app orders also fit in this section. This order management will be described within this article.
- **Beauty Advisor orders** - For more information about Beauty Advisor and order creation in the BA platform, please see [Beauty Advisor - getting started](#)
- **Allegro / Baselinker orders** - For more information about Allegro or Baselinker orders please see [Baselinker](#) article.

Table of contents:

1. [Order system settings](#)
 1. [Orders API](#)
 2. [Carts / Orders](#)
 3. [Order cancellation](#)
 2. [Orders list](#)
 1. [Filters](#)
 2. [List of orders](#)
 3. [Order details](#)
 3. [Orders to verify](#)
 4. [JOY check order](#)
 5. [Orders payment](#)
 6. [PayU refunds](#)
 1. [Creating a refund](#)
 2. [Importing multiple refunds](#)
-

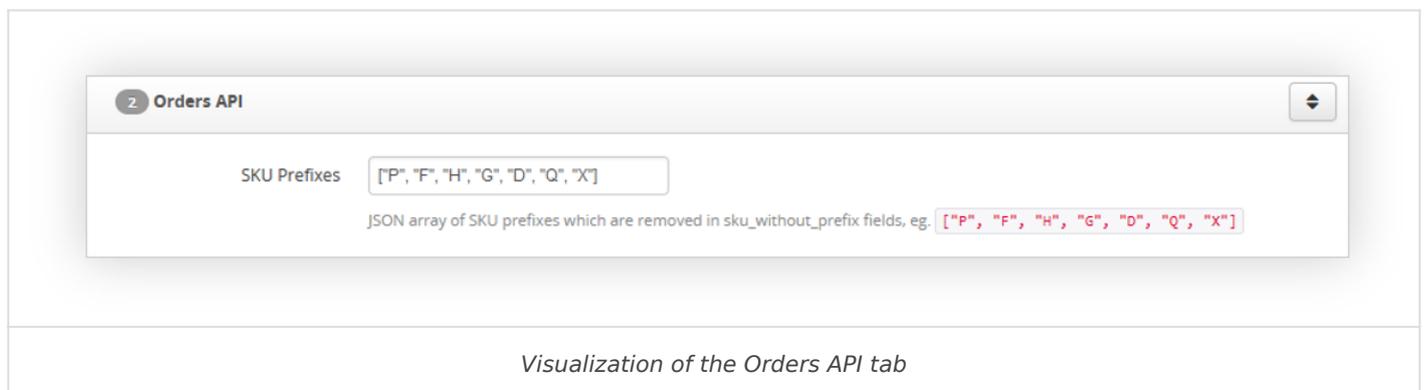
/ Order system settings

Order-related settings are configurable in the admin panel's system settings.

Orders API

JOY accepts only product names without prefixes. In this case it is necessary to define, which prefixes should be removed from the products in the order when they are for example a gift. This option can be found in:

System > System / Settings > Built-in functions > Orders API



In this tab you can define the prefixes in an array format. Example of such array:

```
["P","F","H","G","D","Q","X"]
```

In this case every product that contains one of the defined prefixes will have it's prefix removed when exporting the order to JOY. For example if the product SKU is **F54321** JOY will receive **54321**.

Carts / Orders

General Cart / order options can be found in the:

System > System / Settings > E-commerce > Cart / orders

4 Carts / orders
⌵

Disable onetime orders OFF

Minimum order value

Maximum order value

Free shipment from

Used only for customer information, not used for any calculations

Order ID prefix

Consider order closed after

Order will be also considered closed if it has delivered, sent, returned or cancelled status.

Payment fee visibility for zero ON

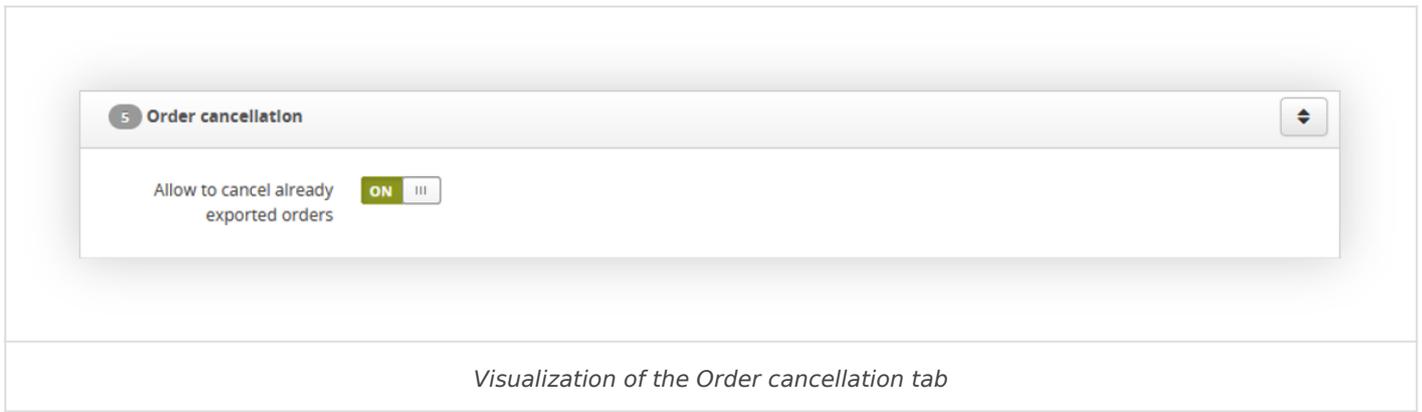
Visualization of the Cart / orders tab

In this tab you can find the following options:

- **Disable onetime orders** - A switch that defines if customers are able to create one-time orders without creating an account on the e-commerce platform. When this switch is enabled customers have to create an account on the website to create an order.
- **Minimum order value** - The minimum order value that is needed to create an order.
- **Maximum order value** - The maximum order value that is allowed to create an order.
- **Free shipment from** - A value from which customer won't have to pay for an shipment.
- **Order ID prefix** - A prefix that will be applied to all order numbers.
- **Consider order closed after** - After how many days orders should be automatically closed.
- **Payment fee visibility for zero** - A switch, that defines if the payment fee should be visible in the order process for the customer if it's value is equal 0. In case of it enabled if the payment method "PayU" has a fee of 0, the customer will see below the PayU method, that they won't pay any fee for this payment method. Nonetheless if this switch is enabled or disabled the payment fee is always visible if it's above 0.

Order cancellation

Order cancellation tab allows defining if orders can be cancelled in the admin panel if they were already exported to JOY or TC Logistics system.



This tab only contains **Allow to cancel already exported orders** switch. When it's disabled the order cannot be cancelled in the admin panel once it is exported.

/ Orders list

Every created order on the e-commerce platform is visible and accessible in the admin panel. In the Orders / list tab it is possible to filter out necessary criteria, verify order details as well as manage the order itself. Orders / list section is available in the

Orders > Orders / list

Filters

By default orders are not loaded due to their amount. It is necessary to apply any filter criteria to show the available orders.

🔍 **Filters** ⌵

Order ID	<input type="text"/>
Processed on	From: <input type="text" value="2024-02-27"/> To: <input type="text" value="2024-02-27"/>
Order value	From: <input type="text"/> To: <input type="text"/>
Alt shop	<input type="text"/>
Status	<input type="text"/>
Delivery method	<input type="text"/>
Payment method	<input type="text"/>
Deferred payment status	<input type="text"/>
Check status	<input type="text"/>
Paid?	<input type="text"/>
Customer ID	<input type="text"/>
Only with vouchers	<input type="checkbox"/>
Status (Balikobot)	<input type="text"/>

Apply filters
Clear filters

Visualization of the filter tab in orders / list

There are the following filters available:

- **Order ID** - The internal ID of the order. This ID doesn't contain the order ID prefix, so the correct value would be **5840318**, not **CZVPI5840318**.
- **Processed on** - A range of dates when the order was processed by the system.
- **Order value** - A range of total value of the orders.
- **Alt shop** - A list of altshops that the selected orders were created at.
- **Status** - Current status of the order. Statuses change automatically according to the received information regarding the order. The available statuses are:
 - **New**
 - **Processing**

- **Sent**
- **Delivered**
- **Returned**
- **Cancelled**
- **Delivery failure**
- **Shipping in progress**
- **Delivery method** - A list of delivery methods used in the orders.
- **Payment method** - A list of payment methods used in the orders.
- **Deferred payment status** - A current status of a deferred payment. Available statuses are:
 - **Paid**
 - **Overdue**
 - **Pending**
- **Check status** - Current order verification status. Available statuses are:
 - **New (1/4)** - The order was just created, and it wasn't yet checked by our internal verification system nor JOY.
 - **Successfully checked internally (2/4)** - The order has passed our internal verification system, and is ready to be exported to JOY
 - **Internal check failed (2/4)** - The order has failed our internal verification system. The error will be visible in the order details, or in the Orders / to verify tab.
 - **Successfully exported (3/4)** - The order has passed the JOYs order verification system and has been exported to the JOY platform.
 - **Export failed (3/4)** - The order has failed in the JOYs order verification system, and was not exported to the JOY platform. The error will be visible in the order details, or in the Orders / to verify tab.
 - **Successfully processed (4/4)** - The order has been correctly verified and exported, and no other actions are required for it.
- **Paid?** - A **yes** / **no** selection, which defines if the order was paid for.
- **Customer ID** - ID of the customer that has created an order.
- **Only with vouchers** - A switch that displays only orders that contain vouchers.
- **Status (Balikobot)** - A status of the order in the Balikobot. Available statuses are:
 - **Pending**
 - **Unpaid**
 - **Confirmed**
 - **Created**
 - **Picked**
 - **Delivered**

After applying filters by pressing the **Apply filters** button the list of orders will be shown.

List of orders

After applying a filter an Orders / list table will be visible with the filtered content

Orders / list

1 Show 10 entries 2 Search: 3

ID	Processed on	Value	First name	Last name	E-mail	Paid?	DP Status	Status	Actions
16314542	2024-02-27 10:41:40	1126 Kc				Paid		Zpracovano	Show Cancel
16314550	2024-02-27 10:32:29	395 Kc				Paid		Zpracovano	Show Cancel
16314551	2024-02-27 10:30:52	386 Kc				Paid		Zpracovano	Show Cancel
16314523	2024-02-27 10:26:48	1673 Kc				Paid		Zpracovano	Show Cancel
16309112	2024-02-27 10:24:36	990 Kc				Paid		Zpracovano	Show Cancel
16314540	2024-02-27 10:23:05	1317 Kc				Paid		Zpracovano	Show Cancel
16314543	2024-02-27 10:23:02	1467 Kc				COD/DP		Zpracovano	Show Cancel
16312938	2024-02-27 10:22:59	1153 Kc				Paid		Zpracovano	Show Cancel
16314533	2024-02-27 10:22:19	2577 Kc				Paid		Zpracovano	Show Cancel
16290202	2024-02-27 10:21:47	994 Kc				COD/DP		Zpracovano	Show Cancel

Showing 1 to 10 of 70 entries 4

← Previous 1 2 3 4 5 Next →

Visualization of the orders / list table

Below you will find a description of all possible actions you can perform in the orders / list section.

- Select the **Show X entries(1)** field to set the number of orders, displayed on one page (min 10 / max 100).
- The names of the columns **(2)** that contain information about target orders. Each column is susceptible to sorting.

To sort the records, click on the title of the column in question.

- **ID** - Internal ID of an order
- **Processed on** - A date and an hour when the order was processed.
- **Value** - A total value of an order.
- **First name** - Customers first name
- **Last name** - Customers last name
- **E-mail** - Customers e-mail address
- **Paid?** - A yes / no option, if the selected order is paid for.

- **DP status** - Delivery point status received from the API.
- **Status** - Current status of the order. Statuses change automatically according to the received information regarding the order. Possible statuses are:
 - **New**
 - **Processing**
 - **Sent**
 - **Delivered**
 - **Returned**
 - **Cancelled**
 - **Delivery failure**
 - **Shipping in progress**
- **Actions**
 - A **Show** button, which will open the selected order details.
 - A **Cancel** button, which cancels the selected order after a confirmation.
- **Search box (3)** where you can search for orders by customers e-mail address, mobile number, name and surname, order ID.
- **Page buttons (4)**, which allows users to change the page of currently viewed orders.

Order details

In the order details view you can find every aspect of the selected order.

Order details

 Order #16314542  Order e-mails »

General data

Processed on	2024-02-27 10:41:40
Order value	1126 Kč
Alt shop	Default (ID: 1)
Campaign code	3CYN1WS11
Paid?	Paid
Invoice	Not available yet

Status

Check status	Successfully processed (4/4)
JOY status	<input type="button" value="Check"/>
JOY response	<input type="button" value="Show"/>
Status	Zpracovano <input type="button" value="Change"/> <input type="button" value="History"/> <input type="button" value="Cancel this order"/>

Delivery

Delivery method	DPD Doručení domů
Dopravné	0 Kč
Payment fee	0 Kč

Payment

Payment method	PayU - platebni brana
Payment date	2024-02-27 10:42:25
Paid amount	1126 Kč
Payment tries	Show

Customer data

E-mail	<input type="button" value="Show"/>
ID	90165
JOY customer ID	036405611

Invoice data

First name	<input type="button" value="Show"/>
Last name	<input type="button" value="Show"/>
Street	<input type="button" value="Show"/>
House	<input type="button" value="Show"/>
Flat	
Postal code	<input type="button" value="Show"/>
City	<input type="button" value="Show"/>
E-mail	<input type="button" value="Show"/>
Mobile	<input type="button" value="Show"/>

Shipment data

First name	<input type="button" value="Show"/>
Last name	<input type="button" value="Show"/>
Street	<input type="button" value="Show"/>
House	<input type="button" value="Show"/>

In the order details main table you can find all important data regarding the selected order. There are the following fields:

- **Processed on** - A date when the order was processed.
- **Order Value** - A total order value.
- **Alt shop** - An altshop from which the order has been made.
- **Campaign code** - A campaign code assigned to the selected altshop that has been used for the selected product.
- **Paid?** - A status if the order has been paid for.
- **Invoice** - A generated invoice. If the invoice was not generated it will show such information. If the invoice was generated the button will be available to download the invoice.
- **Check status** - Current order verification status. When a status is set to a **failed internal check**, or **export failed** a **re-export** and **mark as correctly exported** buttons are available. You can find more about these buttons in the [Orders to verify](#) section. Available statuses are:
 - **New (1/4)** - The order was just created, and it wasn't yet checked by our internal verification system nor JOY.
 - **Successfully checked internally (2/4)** - The order has passed our internal verification system, and is ready to be exported to JOY
 - **Internal check failed (2/4)** - The order has failed our internal verification system. The error will be visible in the [order details](#), or in the [Orders / to verify](#) tab.
 - **Successfully exported (3/4)** - The order has passed the JOYs order verification system and has been exported to the JOY platform.
 - **Export failed (3/4)** - The order has failed in the JOYs order verification system, and was not exported to the JOY platform. The error will be visible in the [order details](#), or in the [Orders / to verify](#) tab.
 - **Successfully processed (4/4)** - The order has been correctly verified and exported, and no other actions are required for it.
- **JOY status** - A button that redirects to [JOY check order](#).
- **JOY response** - A response for a selected JOY order. It is also available in [JOY check order](#).
- **Status** - Current status of the order. Statuses change automatically according to the received information regarding the order. In this row, it is possible to change the status manually, check the history of status changes as well as cancel the order. Possible statuses are:
 - **New**
 - **Processing**
 - **Sent**
 - **Delivered**
 - **Returned**

- **Cancelled**
- **Delivery failure**
- **Shipping in progress**
- **Delivery method** - Shows which delivery method was selected by the customer
- **Delivery fee** - Shows the delivery fee that the customer has paid for the order. This fee is added to the order's total value.
- **Payment fee** - Shows the payment fee that customer has paid for the order. This fee is added to the orders total value.
- **Payment method** - Shows which payment method was selected by the customer.
- **Payment date** - A date when the payment has been registered.
- **Paid amount** - An amount of money that has been paid for the order.
- **Payment tries** - A button that shows all of the payment tries for the selected order. From this view, you can create a PayU refund. More about it can be found in the [PayU refunds](#) tab.

ID	Amount	Status	Provider	Creation date	Last changed	Actions
5c7f6f527a86e4d95202134f7609bcdb	79.00 zł	Received	PROVIDER_PAYU	2024-02-20 13:51:43	2024-02-20 13:51:55	<input type="button" value="Create refund"/>

Visualization of the payment tries

- **E-mail** - Customers e-mail address
- **ID** - Customers internal ID
- **JOY customer ID** - Customers JOY ID
- **Invoice data** - All the data provided by the customer for their invoice. It is possible to edit this data by pressing the **Change** button.
- **Shipment data** - Customers shipment data provided by the client. It is possible to edit this data by pressing the **Change** button.
- **Balikobot** - Data provided by Balikobot regarding the selected order. Balikobot provides with:
 - **Status** - Balikobot delivery status.
 - **JOY invoice ID** - Invoice ID in the JOY platform.
 - **Order date** - Date of the order.
- **Discount code** - This section contains the main code and personal code (if applicable) that has been used by the customer in the selected order.

The order details table contains in the top right corner an Order e-mails button, which opens a new window containing all system e-mails related to this order sent to the customer

E-mails generated for order #5833413						
Type	Status	Title	Content	Creation time	Last changed	
Order confirmation	Sent (3/3)	Visszaigazolas a HU5833413 számú rendelés beerkezéséről	Show »	2024-02-13 22:38:09	2024-02-13 22:38:09	
Order summary	Sent (3/3)	Visszaigazolas a HU5833413 számú rendelés beerkezéséről	Show »	2024-02-13 22:38:09	2024-02-13 22:38:09	
Payment confirmation	Sent (3/3)	Bankkartyás fizetés - Yves Rocher webáruház	Show »	2024-02-13 22:41:47	2024-02-13 22:41:47	

Visualization of the generated e-mails for a selected order

You can find the following fields in the E-mails generated for the order window:

- **Type** - Type of a sent e-mail.
- **Status** - Status of a sent e-mail.
- **Title** - Title of a sent e-mail.
- **Content** - A show hyperlink, which shows an e-mail content.
- **Creation time** - A date when the e-mail sent functionality was initiated.
- **Last changed** - A date when there was a last change to the selected type (e.g. status change).

Below the order details table, there is an **Order lines** table containing all of the products contained in the selected order.

Order lines						
ID	Product name	Type	Price	Quantity	Value	Set SKU
90686	Jemny mycí gel na tělo a vlasy	PRODUCT	259 Kc	1	259 Kc	
90791	Vyživující mléko na tělo a ruce	PRODUCT	389 Kc	1	389 Kc	
90378	Obnovující péče	PRODUCT	339 Kc	1	339 Kc	
64642	Tekuté mydlo na ruce Morská rasa & motar primorský	PRODUCT	139 Kc	1	139 Kc	
F14971	Sada šperky	GIFT	0 Kc	1	0 Kc	
F33392	Tekuté mydlo na ruce Oves & pohanka	GIFT	0 Kc	1	0 Kc	
F23193	Denní regenerační péče Elixir Botanique	GIFT	0 Kc	1	0 Kc	

Visualization of the order lines table

In the order lines table you can find the following data:

- **ID** - Products SKU number
- **Product name**
- **Type** - A type of a product. The usual types are **PRODUCT** and **GIFT**.
- **Price** - A price of a singular piece of a product
- **Quantity** - The amount of the same SKU purchased

- **Value** - The overall price of a row (e.g. product with a price of 259 and quantity of 2 will result in a value of 518)
- **Set SKU** - If the product is part of a set, the SKU of the set will be visible here.

Below this table, there is a Promotion rules analysis (by order row) table, which contains all of the products (both type **PRODUCT** and **GIFT**) and lists all of the discount promotions that have affected the selected product.

Promotion rules analysis (by order row)						
ID	Product name	Type	Price	Quantity	Value	Set SKU
90686	Jemny mycí gel na telo a vlasy	PRODUCT	259 Kc	1	259 Kc	
Row wasn't discounted						
90791	Vyživující mléko na telo a ruce	PRODUCT	389 Kc	1	389 Kc	
Row wasn't discounted						
90378	Obnovující peče	PRODUCT	339 Kc	1	339 Kc	
Row wasn't discounted						
64642	Tekuté mydlo na ruce Morská rasa & motar primorský	PRODUCT	139 Kc	1	139 Kc	
Row wasn't discounted						
F14971	Sada sperky	GIFT	0 Kc	1	0 Kc	
Row wasn't discounted						
F33392	Tekuté mydlo na ruce Oves & pohanka	GIFT	0 Kc	1	0 Kc	
Row wasn't discounted						
F23193	Denní regenerační peče Elixir Botanique	GIFT	0 Kc	1	0 Kc	
Row wasn't discounted						

Visualization of the Promotion rules analysis (by order row) table

The last available table is the **Promotion rules analysis (by promotion rule)**, which contains all of the promotion rules that have been applied to the selected order. By selecting promotion rule name or blue promotion action name you will get redirected to the selected rule or action in a view mode.

Promotion rules analysis (by promotion rule)		Display all
Rule	Made actions	
✓ N2 2024 (Purch > 499 CZK = F14971) BEAUTYSET	Gift type: regular gift (added to cart automatically) Available products: F14971 Selected products: F14971	
Add gift to the cart		
✓ NC VPI GoC 290.- Kč	Products list #1: Available products: 250PT, F33392, F64279, F24987, F65072, NOGIFT Selected products: F33392	
NC 2024 VPI (Gift of choice from 990 Kč) NOCODE		
Popis akce		
✓ NC VPI GoC 990.- Kč	Products list #1: Available products: 500PT, F11138, F23193, F83906, F86665, TREE, NOGIFT Selected products: F23193	
NC 2024 VPI (Gift of choice from 990 Kč) NOCODE		
Popis akce		

Visualization of the Promotion rules analysis (by promotion rule) table

Depending on the type of promotion that has been applied the content of this table can vary. For example, if the applied promotion is a gift, then it will list which SKU has been added as a gift. If the applied promotion is a gift of choice, it will list which product has been chosen by the customer in this promotion.

/ Orders to verify

Whenever an order fails an internal verification or JOY verification process it will be visible in

Orders > Orders / to verify

Orders / to verify

Filters

Order ID

Apply filters

Clear filters

Fail checks list

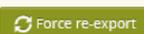
Change all **export failed** statuses to:

 Mark as correctly exported

 Force re-export

Show entries

Search:

Order ID	Status	Last changed	
5840244	Export failed (3/4) CRITICAL ERRORS: 1) Customer zip code/city check: Getting zip code cities failed: SOAP fault: Error Fetching http headers	2024-02-27 09:51:20	 
5839905	Export failed (3/4) CRITICAL ERRORS: 1) Testing order failed: SOAP fault: Transaction line contains invalid product: Error on line 5 Can't find: Product alias country "G84502", code: TRANSACTION_INVALID_PRODUCT	2024-02-26 18:57:02	 
5838500	Export failed (3/4) CRITICAL ERRORS: 1) Testing order failed: SOAP fault: order number already exists, code: ORDER_NO_ALREADY_EXISTS	2024-02-26 10:39:06	 
5818926	Export failed (3/4) CRITICAL ERRORS: 1) Testing order failed: SOAP fault: Order number already exists, code: ORDER_NO_ALREADY_EXISTS	2024-02-19 14:02:02	 

Showing 1 to 4 of 4 entries

← Previous 1 Next →

Visualization of the orders to verify

In this section are listed all of the orders that have an **Internal check failed (2/4)** or **Export failed (3/4)** statuses with their error messages. These orders can be searched or filtered by their Order ID.

For these orders two options are available

- **Mark as correctly exported** - Marks an order as correctly exported in the TC admin panel. **This option severs the connection between JOY and Tau Ceti for this order.** Only use in cases where order exists in JOY with all correct data. Please note as

this option severs the connection it means that JOY won't be able to send to Tau Ceti the necessary invoice information.

- **Force re-export / Force re-check** - Tries to re-check or re-export the order. When an issue that caused an internal check fail, or export fail has been resolved this option will go through the process of verifying the order and correctly importing it to JOY. In case the issue still persists the order will return to **Orders / to verify** with an error code.

The buttons at the top of the page apply an action to **all** orders that are currently blocked, while the buttons to the right of the error code only apply an action to the specified order.

In most cases, errors **Export failed (3/4)** are related to issues from the JOY side, and contacting the JOY team is necessary. If you are unsure what to do or who to contact with a certain error message feel free to contact our helpdesk at [**helpdesk@tauceti.email**](mailto:helpdesk@tauceti.email)

Examples of possible errors:

CRITIAL ERRORS:

1) Testing order failed: SOAP fault: Mailing 3PYL8W061 not found, code: MAILING_NOT_FOUND

This error message informs that the campaign code 3PYL8W061 does not exist or is unavailable in the JOY system. Please verify, if the campaign code is available in JOY.

CRITIAL ERRORS:

1) Testing order failed: SOAP fault: Error Fetching http headers

There was a connection issue with JOY while trying to export this order. Please re-export the order.

CRITIAL ERRORS:

1) Testing order failed: SOAP fault: Transaction line contains invalid product: Error on line 2 Can't find: Product alia

Product G30626 doesn't exist in the JOY system. Please verify if such SKU is available in JOY, and if not, please create it. After the creation try to re-export the order.

CRITIAL ERRORS:

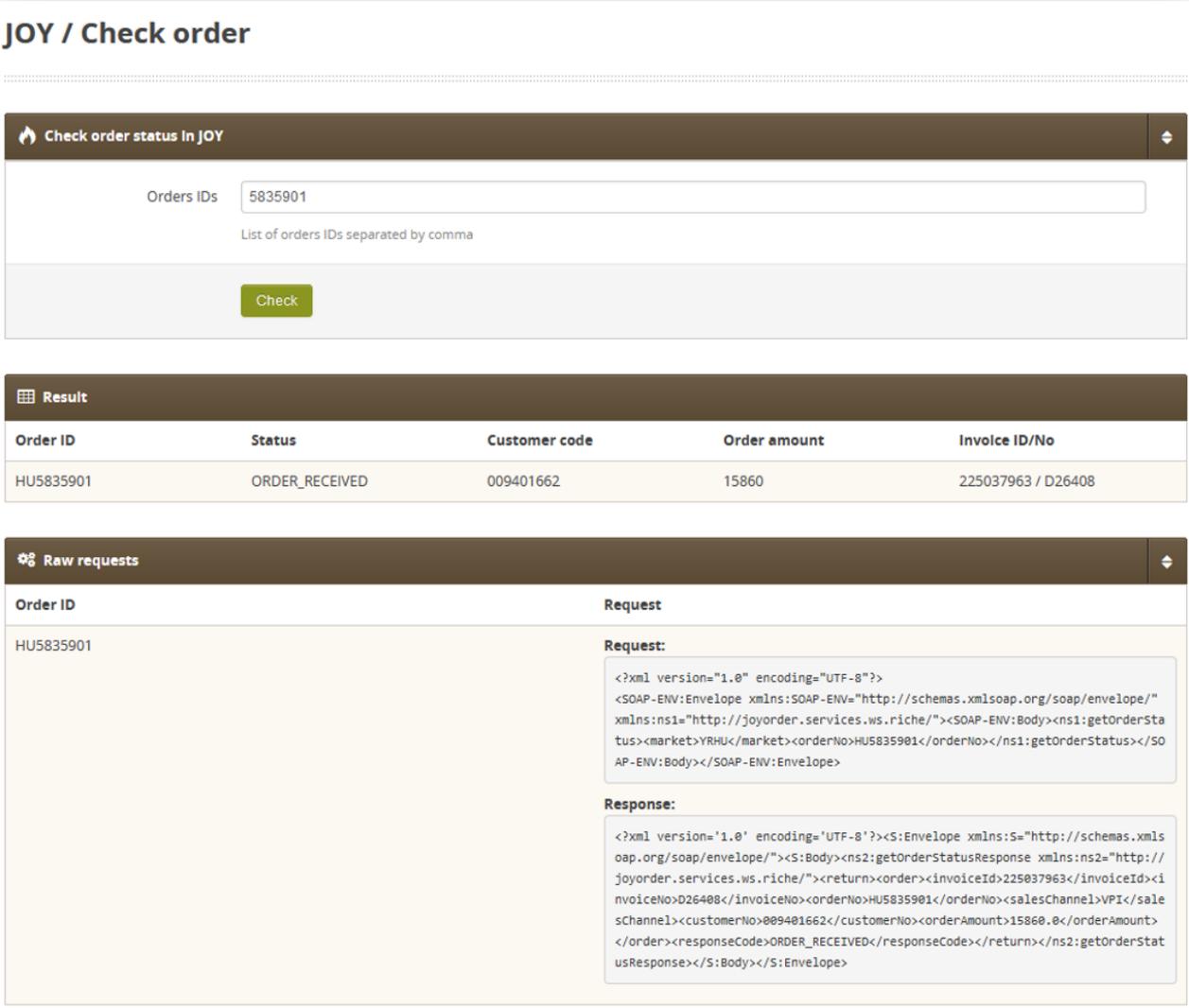
1) Testing order failed: SOAP fault: Order number already exists, code: ORDER_NO_ALREADY_EXISTS

Order number already exists in JOY. Please verify if the exists in JOY, and contact the JOY support, so they can look into it from their side.

/ JOY check order

It is possible to check the information that JOY returns to us regarding the specific order in

Orders > JOY check order



The screenshot displays the 'JOY / Check order' interface. It features a search bar for 'Orders IDs' with the value '5835901' and a 'Check' button. Below this is a 'Result' table with the following data:

Order ID	Status	Customer code	Order amount	Invoice ID/No
HU5835901	ORDER_RECEIVED	009401662	15860	225037963 / D26408

Below the table is a 'Raw requests' section showing the XML request and response for the order ID 'HU5835901'.

Request:

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:ns1="http://joyorder.services.ws.riche/"><SOAP-ENV:Body><ns1:getOrderSta
tus><market>YRHU</market><orderNo>HU5835901</orderNo></ns1:getOrderStatus></SO
AP-ENV:Body></SOAP-ENV:Envelope>
```

Response:

```
<?xml version='1.0' encoding='UTF-8'?><S:Envelope xmlns:S="http://schemas.xmls
oap.org/soap/envelope/"><S:Body><ns2:getOrderStatusResponse xmlns:ns2="http://
joyorder.services.ws.riche/"><return><order><invoiceId>225037963</invoiceId><i
nvoiceNo>D26408</invoiceNo><orderNo>HU5835901</orderNo><salesChannel>VPI</sale
sChannel><customerNo>009401662</customerNo><orderAmount>15860.0</orderAmount>
</order><responseCode>ORDER_RECEIVED</responseCode></return></ns2:getOrderStat
usResponse></S:Body></S:Envelope>
```

Visualization of the joy check order

In this tab, after providing the order ID you will send a request to JOY to check the order status and receive a response from JOY. The response is accessible in both the Result tab in a clear form as well as the Raw requests tab, where the raw XML response is visible.

The following information can be found in the JOY response:

- **Order ID** - Tau Ceti order ID

- **Status** - Current order status in the JOY system
- **Customer code** - Customer ID
- **Order amount** - Total order amount
- **Invoice ID/no** - Invoice ID or number in the JOY system

/ Orders payment

A list of all orders with their payment information can be found in the

Orders > Orders / Order payments

The screenshot displays the 'Orders / Order payments' section of a software interface. It features a table with 13 columns: Order number, Processed on date, Order value, Customer id, MC customer id, Joy customer id, Joy status, Payment method, Payment date, Payment status, DP order payment due date, DP order payment status, and DP order payment accepted by. The table contains 10 rows of data. Callouts 1-5 highlight specific UI elements: 1 points to the 'Show 10 entries' dropdown, 2 points to the table header, 3 points to the 'Export' button, 4 points to the search bar, and 5 points to the pagination controls.

Order number	Processed on date	Order value	Customer id	MC customer id	Joy customer id	Joy status	Payment method	Payment date	Payment status	DP order payment due date	DP order payment status	DP order payment accepted by
1823	2023-11-29 12:29:28	200.00	344302	536709886	007045396		PayU		Order cancelled			
1824	2023-12-06 09:55:20	118.90	344302	536709886	007045396		PayU	2023-12-06 09:55:21	Paid online			
1827	2024-01-25 07:57:27	76.80	344303	269730952			Płatność przy odbiorze		COD			
1828	2024-01-25 07:58:39	350.00	344303	269730952			PayU	2024-01-25 07:58:40	Paid online			
1829	2024-01-25 08:15:15	249.00	344303	269730952			Karta podarunkowa	2024-01-25 08:15:16	Paid online			
1830	2024-01-25 08:15:48	153.90	344303	269730952			PayU	2024-01-25 08:15:48	Paid online			
1835	2024-02-15 15:05:52	251.00	344302	536709886	007045396		Płatność przy odbiorze		COD			
1839	2024-02-20 13:28:28	328.00	344302	536709886	007045396		PayU	2024-02-20 13:39:20	Paid online			
1840	2024-02-16 13:08:50	300.00	344307	743058529			PayU	2024-02-16 13:08:51	Paid online			
1841	2024-02-16 13:19:30	296.60	344307	743058529			Karta podarunkowa	2024-02-16 13:19:31	Paid online			

Showing 1 to 10 of 18 entries

← Previous 1 2 Next →

Visualization of the Order payments tab

Below you will find a description of all possible actions you can perform in the Order payments section.

- Select the **Show X entries(1)** field to set the number of orders, displayed on one page (min 10 / max 100).
- The names of the columns **(2)** that contain information about target orders. Each column is susceptible to sorting.

To sort the records, click on the title of the column in question.

- **Order number** - Internal ID of an order
 - **Processed on date** - A date and an hour when the order was processed.
 - **Order value** - A total value of an order.
 - **Customer ID** - Internal customer ID.
 - **MC Customer ID** - Member club internal customer ID. Member club functionality is no longer supported.
 - **JOY customer ID** - Customer ID in the JOY system.
 - **Payment method** - A method of payment that was used for the selected order.
 - **Payment date** - A date when they payment was created
 - **Payment status** - Current status of the payment
 - **DP order payment due date**- no longer supported.
 - **DP order payment status**- no longer supported.
 - **DP order payment accepted by** - no longer supported.
 - **Export** button **(3)**, which exports all of the filtered orders to the .xlsx file. The content of this file is exactly the same as the content on the page.
 - **Search box (4)** where you can search for orders by the order ID, customers ID, and payment method.
 - **Page buttons (5)**, which allows users to change the page of currently viewed orders.
-

/ PayU refunds

When a customer has paid using the PayU platform and wishes to return a product, cancel the order or there is another reason for them to request a refund it can be finalized in the

Orders > PayU refunds

The screenshot shows the 'PayU refunds' interface. At the top right, there are buttons for 'Import refunds' (3) and 'Create refund' (4). On the left, a 'Show' dropdown (1) is set to '10' entries. A search box (5) is located at the top right. The main table (2) has columns: ID, Creation time, Order, Payment ID, Amount, Status, Operator e-mail, and Reason. The table contains 10 rows of refund data. At the bottom, there is a pagination bar (6) showing 'Showing 1 to 10 of 5,665 entries' and navigation buttons for 'Previous', '1', '2', '3', '4', '5', and 'Next'.

ID	Creation time	Order	Payment ID	Amount	Status	Operator e-mail	Reason
6025	2024-02-21 13:22:49	29837920	2M273V4GSG240210GUEST000P01	14.81 zł	Finalized	[Redacted]	rezygnacja
6026	2024-02-21 13:22:49	29823931	1QT1FKHZ97240208GUEST000P01	14.90 zł	Finalized	[Redacted]	rezygnacja
6027	2024-02-21 13:22:49	29813607	1W2XF6183Q240208GUEST000P01	33.09 zł	Finalized	[Redacted]	rezygnacja
6028	2024-02-21 13:22:49	29823593	B2KPM5M76V240131GUEST000P01	180.01 zł	Finalized	[Redacted]	rezygnacja
6022	2024-02-21 13:22:48	29813635	M9BVF1X1QQ8240219GUEST000P01	35.18 zł	Finalized	[Redacted]	rezygnacja
6023	2024-02-21 13:22:48	29838329	QW5Q9HTK4F240213GUEST000P01	17.90 zł	Finalized	[Redacted]	rezygnacja
6024	2024-02-21 13:22:48	29839602	LZ5JH1HFJ9240211GUEST000P01	36.96 zł	Finalized	[Redacted]	rezygnacja
6020	2024-02-21 13:22:47	29849779	BJP1XBT7SX240220GUEST000P01	124.61 zł	Finalized	[Redacted]	rezygnacja
6021	2024-02-21 13:22:47	29849052	BSNT1CZQZH240218GUEST000P01	34.11 zł	Finalized	[Redacted]	rezygnacja
6017	2024-02-14 11:19:01	29830461	ZHFQD8J61L240204GUEST000P01	160.48 zł	Finalized	[Redacted]	rezygnacja

Visualization of the PayU refunds page

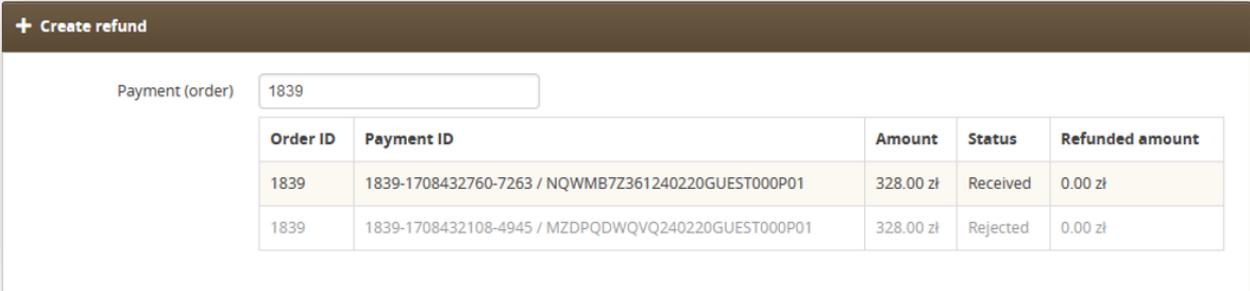
In the PayU refunds table you can find all already created refunds. Below you will find a description of all possible actions you can perform in the PayU refunds section.

- Select the **Show X entries (1)** field to set the number of refunds, displayed on one page (min 10 / max 100).
- The names of the columns **(2)** that contain information about target refunds. Each column is susceptible to sorting.
 - To sort the records, click on the title of the column in question.
 - **ID** - An internal ID of the refund.
 - **Creation time** - A date when the refund request was created.
 - **Order** - Internal order ID. By clicking it you will be redirected to the [Order details](#)
 - **Payment ID** - PayU payment ID.
 - **Amount** - An amount that has been refunded to the customer
 - **Status** - Current status of the refund. This value is received from PayU
 - **Operator e-mail** - E-mail address of an employee who requested a refund.
 - **Reason** - A reason of the refund.
- **Import** button **(3)**, which imports the prepared .xlsx file with refunds. You can find more about this in the [Importing multiple refunds](#) section.
- **Create refund** button **(4)** which allows to create a new refund. You can find more about it in the [Creating a refund](#) section.
- **Search box (5)** where you can search for refunds by their internal ID, order number, PayU payment ID and operator e-mail.

- **Page buttons (6)**, which allows users to change the page of currently viewed refunds.

Creating a refund

Upon pressing on the Create refund button you will be redirected to the refund creation page.

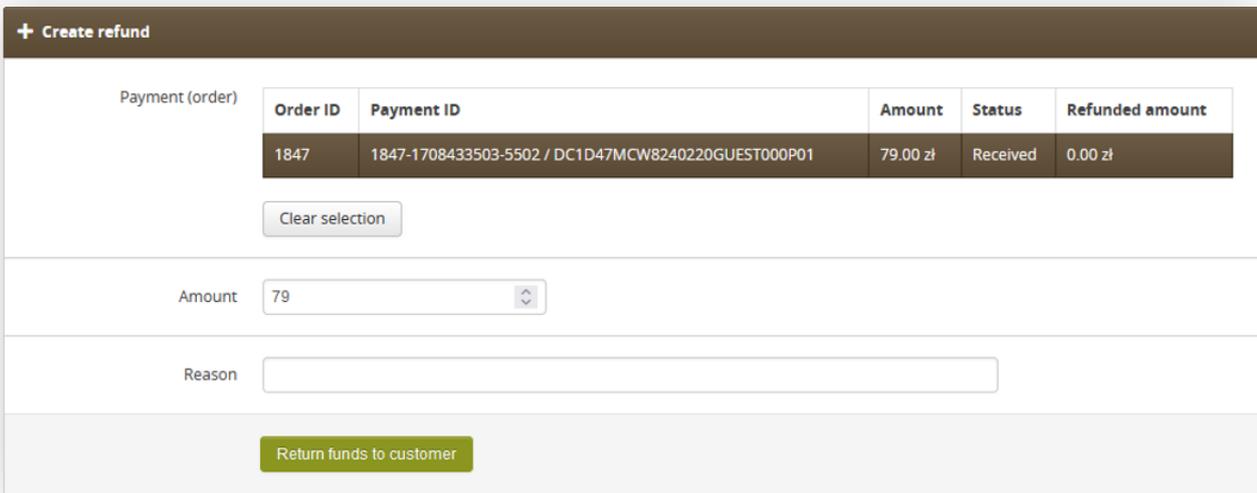


The screenshot shows the 'Create refund' interface. At the top, there is a dark header with a plus icon and the text '+ Create refund'. Below this, there is a form with a 'Payment (order)' field containing the value '1839'. Underneath the field is a table with the following data:

Order ID	Payment ID	Amount	Status	Refunded amount
1839	1839-1708432760-7263 / NQWMB7Z361240220GUEST000P01	328.00 zł	Received	0.00 zł
1839	1839-1708432108-4945 / MZDPQDWVQVQ240220GUEST000P01	328.00 zł	Rejected	0.00 zł

Visualization of the refund creation

To begin the process first you have to provide the internal order ID that should be refunded. After providing such ID you will see all of the payments that have been made for the selected order. If the payment has been rejected it will be greyed out. Other payment tries can be selected



The screenshot shows the 'Create refund' interface after a payment has been selected. The 'Payment (order)' field now contains '1847'. Below it, a table shows the selected payment:

Order ID	Payment ID	Amount	Status	Refunded amount
1847	1847-1708433503-5502 / DC1D47MCW8240220GUEST000P01	79.00 zł	Received	0.00 zł

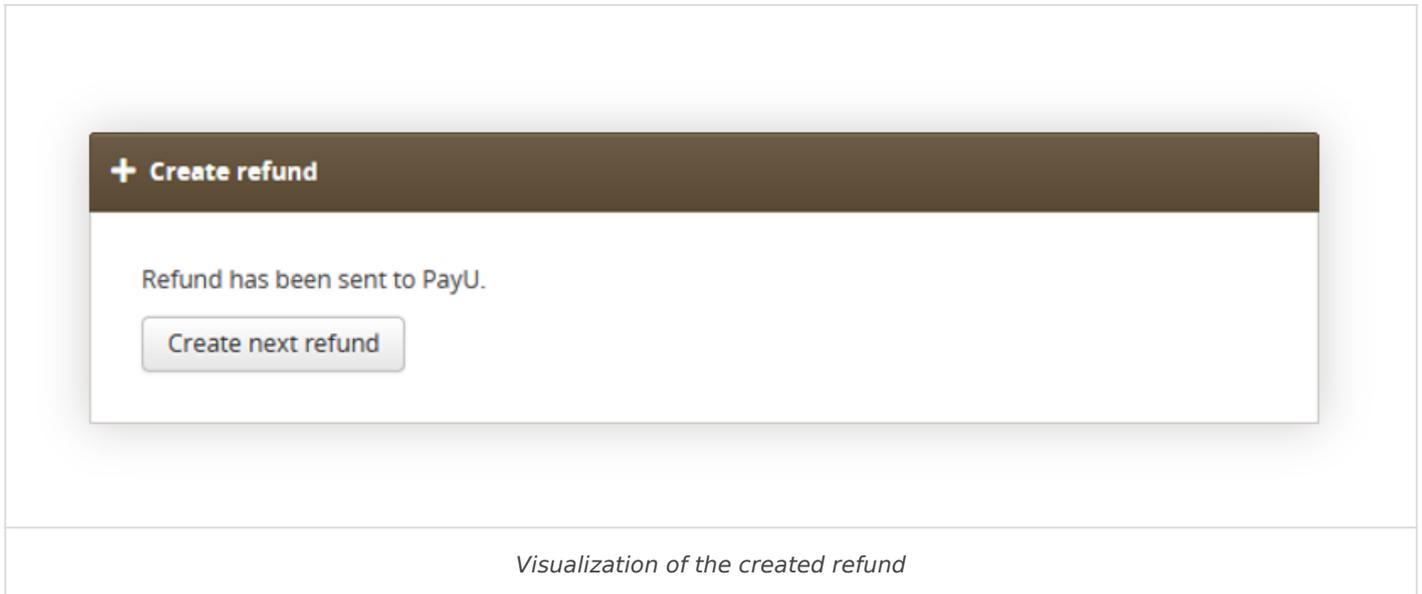
Below the table is a 'Clear selection' button. Further down, there is an 'Amount' field with a dropdown menu showing '79'. Below that is a 'Reason' field. At the bottom, there is a green button labeled 'Return funds to customer'.

Visualization of the selection of refund amount

After selecting the payment you wish to refund you will see two new fields:

- **Amount** - An amount of money that should be refunded to the customer. It is possible to do a partial refund.
- **Reason** - The reason why the refund was processed.

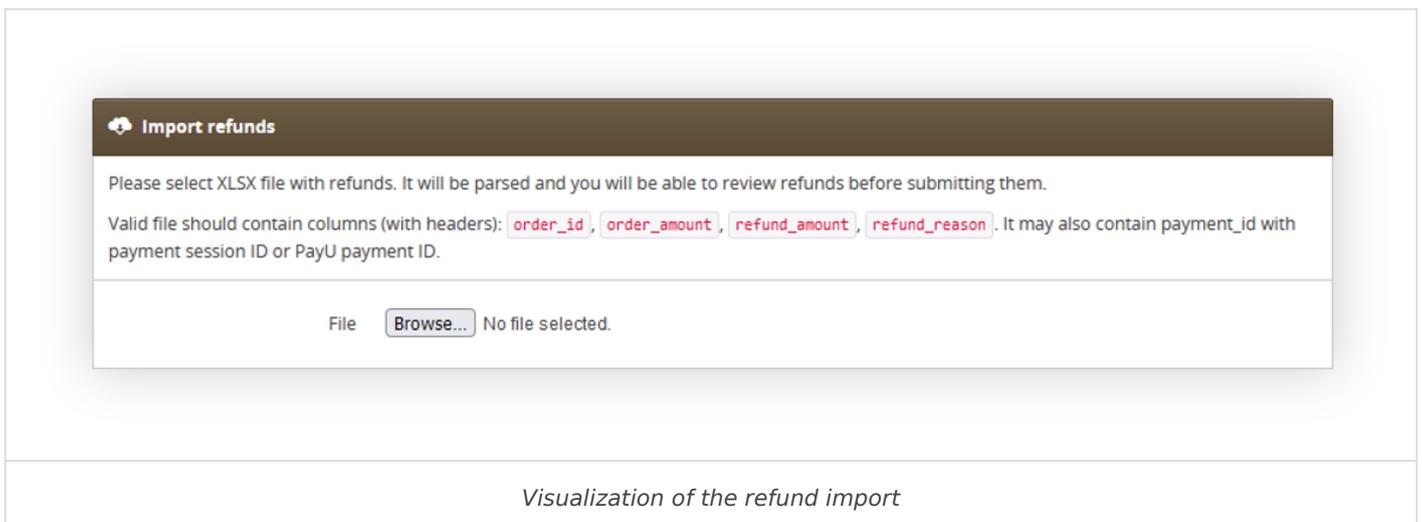
Upon pressing the **Return funds to customer** the refund request will be sent to PayU and money will be returned to the customer.



You can create a new refund directly from the refund confirmation page by pressing the **Create next refund** button.

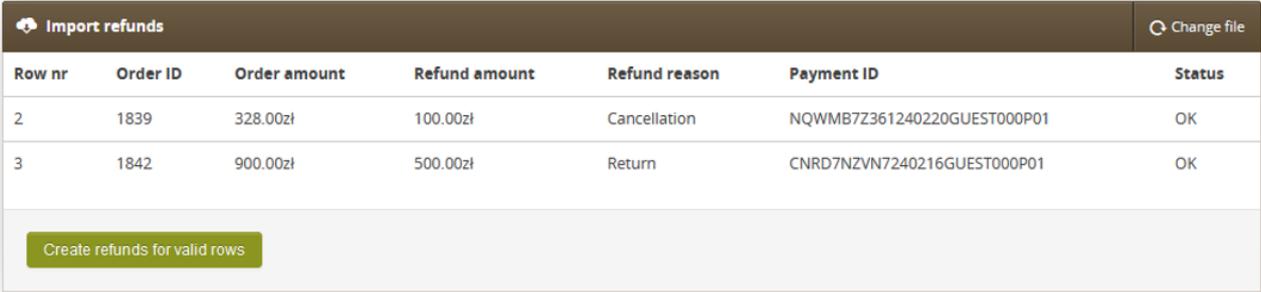
Importing multiple refunds

If there are multiple refund requests it is possible to import the xlsx file with them.



XLSX file must contain the following columns:

- **Order_id** - Internal order ID
- **Order_amount** - A total order amount. This value has to match the total amount of the order in the admin panel.
- **Refund_amount** - An amount that should be refunded to the customer. It cannot be higher than a **Order_amount**.
- **Refund_reason** - A reason of the refund.



Row nr	Order ID	Order amount	Refund amount	Refund reason	Payment ID	Status
2	1839	328.00zł	100.00zł	Cancellation	NQWMB7Z361240220GUEST000P01	OK
3	1842	900.00zł	500.00zł	Return	CNRD7NZVN7240216GUEST000P01	OK

Create refunds for valid rows

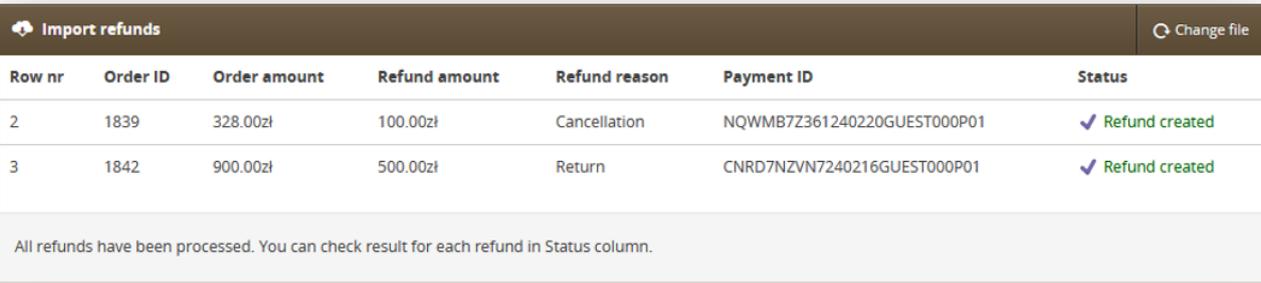
Change file

Visualization of the refund import

When imported all of the refunds from the file will be displayed with their information, payment ID and import status.

If there are mistakes or errors you can return to the first step by pressing the **Change file** button.

If everything is correct you can proceed by pressing the **Create refunds for valid rows** button.



Row nr	Order ID	Order amount	Refund amount	Refund reason	Payment ID	Status
2	1839	328.00zł	100.00zł	Cancellation	NQWMB7Z361240220GUEST000P01	✓ Refund created
3	1842	900.00zł	500.00zł	Return	CNRD7NZVN7240216GUEST000P01	✓ Refund created

All refunds have been processed. You can check result for each refund in Status column.

Change file

Visualization of the refund import

When the file gets processed the status will update with an information, that the refund has been created, or with an error, that there was some kind of issue.

Revision #2

Created 27 November 2024 21:06:17 by Tau Ceti

Updated 27 November 2024 21:25:54 by Tau Ceti