Handling eCommerce Returns and Refunds

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> This guide provides an index of some of the most useful guides for handling returns and refunds. It is intended for intermediate users.

The aACE ecommerce integration (http://aace5.knowledgeowl.com/help/introduction-to-e-commerce-integration) covers downloading orders, accounting for payments, and completing fulfillment. Subsequent interactions with web orders such as returns, cancellations, or refunds must be handled manually.

Note: These events do *not* interact with your ecommerce solution; the protocols here are the same as for orders generated in aACE; be sure to consult your company's policies and procedures on how to manage these transactions:

- Returns (http://aace5.knowledgeowl.com/help/processing-customer-returns) are often handled by creating a return shipment.
- Cancellations and full refunds (http://aace5.knowledgeowl.com/help/issuing-refunds-for-checks) can also be accounted for by voiding the applicable invoice and receipt.
- Refunds on *non-taxable* orders (http://aace5.knowledgeowl.com/help/issuing-refunds-for-checks) can be accounted for with regular credit/adjustments.
- Refunds on *taxable* orders (http://aace5.knowledgeowl.com/help/refunding-taxes-on-e-commerce-orders) can be accounted for with credit/adjustments using custom line item codes.