

[Administration -> Sales](#) (SAG-1)

 [SAG-5] [Returns](#) Created: 08/May/24 Updated: 15/Jun/24

Status:	Backlog
Project:	ST4 Ana Gavrilă
Components:	None
Affects versions:	None
Fix versions:	v1.0
Parent:	Administration -> Sales

Type:	Story	Priority:	Medium
Reporter:	ITF Classes	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Issue links:	Relates		
	relates to	SAG-20	Verify if you can add a new return Backlog
	relates to	SAG-21	Verify if you can delete a return Backlog

Description

Adding a new return

The Return section under Sales > Returns lets you manage merchandise returns. You must manually enter the product and return information to create a new return. To insert a new return, click the "Insert" button in the right corner above the returns list.

Return details

Filling in the Returns Details tab is the first step in creating a new return. The following details are required to fill out a return:

- **Order ID:** the ID of the order that was returned.
- **Order Date:** the date that order was made.
- **Customer**
- **First Name**

- **Last Name**
- **E-mail**
- **Telephone**



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 [SAG-3] [Gift Vouchers](#) Created: 08/May/24 Updated: 15/Jun/24

Status:	Backlog
Project:	ST4 Ana Gavrilă
Components:	None
Affects versions:	None
Fix versions:	v1.0
Parent:	Administration -> Sales

Type:	Story	Priority:	Medium
Reporter:	ITF Classes	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Issue links:	Relates		
	relates to	SAG-25 The gift voucher cannot be added by a...	Backlog
	relates to	SAG-6 Voucher themes	Backlog
	relates to	SAG-7 Gift Vouchers	Backlog
	relates to	SAG-24 Verify if you can add a gift voucher	Backlog

Description

Gift vouchers can be individually sent to customers through their email by other customers in the store front. The customer receiving the gift certificate can use the code provided in the email at the shopping cart to deduct the gift voucher amount from the order total. To manage the Gift Vouchers of the store, go to Sales > Gift Vouchers > Gift Vouchers.

Gift Vouchers only have one use per customer. If the customer uses the same code for another order, OpenCart will display the warning "Warning: Gift Voucher is either invalid or the balance has been used up!"

General tab

To create a new gift voucher, click "Insert". The following information will be needed:

- **Code:** The code the customer must enter in the Shopping Cart to use the gift voucher.
- **From Name:** The name of the person sending the gift certificate.
- **From E-Mail:** The email of the person sending the gift certificate.
- **To Name:** The name of the person receiving the gift certificate.
- **To E-Mail:** The email of the person receiving the gift certificate.
- **Theme:** The theme of the gift voucher email.
- **Message:** A message added in the gift voucher email.
- **Amount:** The amount of the gift certificate to be used in the store.
- **Status:** Enables or disables the gift voucher.

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 [SAG-2] [Orders](#) Created: 08/May/24 Updated: 08/May/24

Status:	Backlog
Project:	ST4 Ana Gavrilă
Components:	None
Affects versions:	None
Fix versions:	v1.0
Parent:	Administration -> Sales

Type:	Story	Priority:	Medium
Reporter:	ITF Classes	Assignee:	Unassigned
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	Not Specified		
Time Spent:	Not Specified		
Original estimate:	Not Specified		

Description

Managing orders

When a customer goes through checkout, the information on their order is automatically transferred to the Orders section for you to keep track of. In the administration, you can view all of the orders made on their site, manually add orders, or edit the details of existing orders.

Viewing order details

The Orders section is located under Sales > Orders. On this page, every order ever made from the store is listed in detail.

The following details are displayed for each order on the list:

- **Order ID:** a number assigned to an order by OpenCart during the checkout confirmation
- **Customer:** the name of the customer that made the order.
- **Status:** update of the status of the order. After the order is initially created the status will be "Pending". The default options are Missing Orders, Canceled, Canceled Reversal,

Chargeback, Complete, Denied, Expired, Failed, Pending, Processed, Processing, Refunded, Reversed, Shipped, and Voided.

- **Total:** the total price of the order.
- **Date Added**
- **Date Modified**

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