# Making a wholesale purchase

* When a purchasing agent has an active enrollment they can not buy more seats in that product
  + Need to fix this first: <https://darwin-global.fogbugz.com/f/cases/197145/Users-should-be-able-to-purchase-a-course-even-if-the-person-has-an-active-enrollment-completion-for-the-course>
  + In order to purchase wholesale the customer would have to fill out a **wholesale agreement or purchasing agent agreement**.
  + If they have the agreement on file then they can purchase multiple seats in something
  + Happens when they try to purchase multiple seats or already have a seat purchased in a product
  + Possible mitigating feature: Case 206130

# Assigning Purchased seats to Students

* Bulk assignment held off **till 1.1**: <https://darwin-global.fogbugz.com/f/cases/178574/wholesale-manager-should-be-able-to-assign-multiple-redemptions-at-once>

# Request a Refund for a purchase

* A customer that request a refund should be able to see notes describing why a refund was denied or only partially refunded: <https://darwin-global.fogbugz.com/f/cases/205980/When-a-refund-is-denied-or-part-custom-should-be-able-to-see-notes-describing-why>

# Student needs to retake a test using an Extension Purchase

* They will use an extension product that only can be purchased if they have an enrollment
* SH will set the Approval Method to Manual
* When the student’s enrollment goes to completed and failed the extension product becomes available.
* Since it’s manual the CS rep will add a retake and then reset the enrollment