OMX Order Processing Guide

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Order Creation

This chapter describes how to create orders in OMX.

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- Ways To Create an Order
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- Customizing Order Entry Options
- Cloning Line Items On Order Creation

Ways To Create an Order

There are different ways that you can create an order:

- **Manually entering an order** - Use the Create: options on the Customer Service tab to select the type of order that you want to enter, then enter the appropriate information.
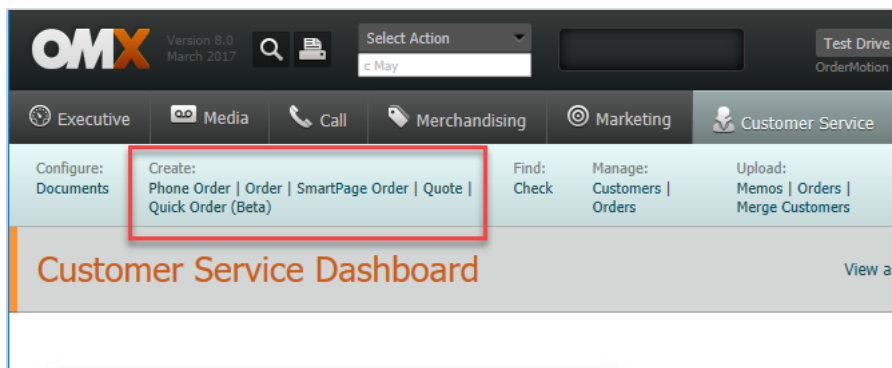
- **Converting a quote to an order** - A quote does not contain payment information, and therefore is not processed. If a customer decides that they want to order the items in a quote, you can easily turn the quote into an order.
- **Viewing and completing a temporary order** - Returning to a temporary order and completing it.
- **Uploading orders** - Enables you to upload order information in bulk.
- **Repeating an Order** (manually or automatically) - Repeating an order can occur:
  - **Manually** - This is done when using the Repeat function in OMX. All aspects of the original order are shown and you continue through the entire order entry process. You can choose to keep all aspects the same, or you can modify the new order as needed. This is convenient when you need to create a new order that is similar to an existing order. You can also repeat cancelled lines and cancelled orders.
  - **Automatically** - An order can automatically repeat if you have created a standing order.
- **UDOA API Command** - Use this API command to enter orders, as an alternative to using the user interface.

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Order Processing Overview

The following diagram illustrates each step of OMX order processing.
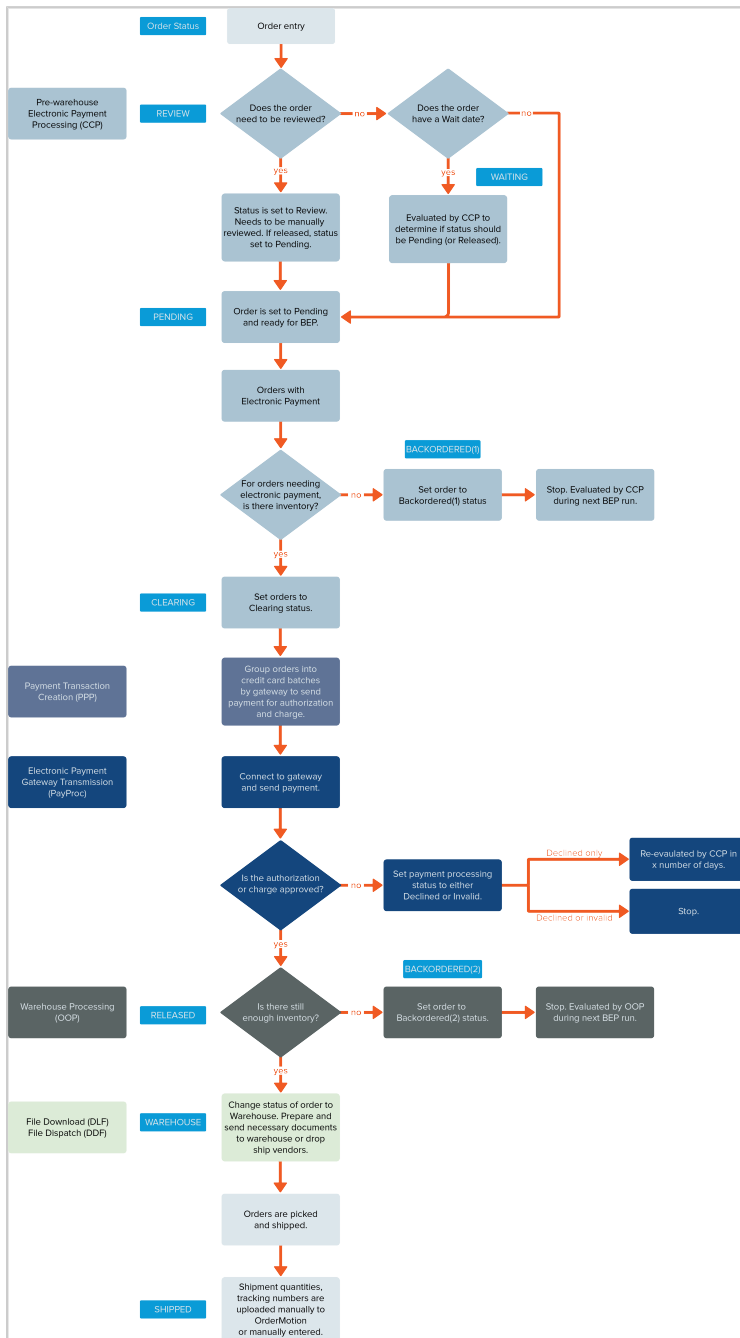
Creating an Order

Use the Create: **Order** option on the Customer Service tab as a convenient one-point way of capturing any order. The information that you need to provide depends on the type of order that you are creating.

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> **Note:** The steps outlined here represent a typical example. To customize your order entry process, see Customizing Order Entry Options.

To create an order:

1. On the Customer Service tab, click Create: **Order**.

   The Order Origin window appears.

2. Select the option button pertaining to the origin or channel for the order that you want to create.

   You can enter an order using different mediums, known as channels. The information required for each order depends on its channel.

   Knowing how an order was entered is also useful for business reporting.

   The type of order is referenced in other places in OMX, such as when viewing the order history of a customer, viewing the origin of a customer in the SmartLabel, and in some reports, such as the Daily Grid report.

   Available order channels are:

   - **Mail** - Use to create a mail order.
   - **Phone with the following Script** - Use to create a phone order. You must specify the ID of the telemarketing script that you want to use with the phone order. For details, see Creating a Phone Order.
   - **Internet** - Use to create an Internet order.
   - **Walk-In / POS** - Use to create a point-of-sale order. Use the Location list to select the POS location for which you are creating the order. If you have not created at least one POS location, then this value displays Default, but you cannot complete the order entry process. For details, see Creating Point-Of-Sale (POS) Orders.
   - **Mobile / SMS** - Use to create an SMS order.
   - **SmartPage** - Use to create a SmartPage order. SmartPages are secure online order forms that are linked directly to, and hosted by, OMX. For information about creating a SmartPage, contact OMX.

3. Click **Continue**.

4. Enter the order details.

   For more information, see Entering Order Details.

Creating a Phone Order

Before taking a phone order, make sure you have the following pieces of information:

- the ID of the required telemarketing script to follow
- your operator PIN

If you need to abort a phone order before it is completed, you need to log the call type and can also log a comment.

To enter a phone order:

1. On the Customer Service tab, click Create: **Phone Order**.

2. Enter the Script ID, then click **Continue**.

   The New Order page for the respective telemarketing script appears.

3. Follow the instructions and prompts on the page, to accept the order by phone.

   If you log on to your account and it does not have a script, you are not prompted for a script ID and PIN. However, if you create a telemarketing script, OMX prompts you for a script ID. After you have created a telemarketing script, you cannot remove it from OMX. You need to contact Support to have it removed.

   If a telemarketing script is used, OMX prompts you to enter the operator PIN.

4. Enter the order details.

   For more information, see Entering Order Details.

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Creating Point-Of-Sale (POS) Orders

Use the Walk-In/POS option to order an item for a customer who comes into a store and wants to purchase one or more items that are not in stock.

To create a POS order:

1. On the Customer Service tab, click Create: **Order**.
2. On the Order Origin window, select the **Walk-In/POS** option button.
3. Use the Location list to select the point-of-sale location for which you are entering an order.

> ✔ **Tip:** To set up POS locations, on the Setup window, in the Fulfillment and Shipping section, choose POS Locations.

4. Click **Continue**.

   The New Order page appears.
5. Enter the order details.

   For more information, see Entering Order Details.

Entering Order Details

After you have selected the type of order that you are creating, you then need to enter specific details for that order.

The details of an order may include:

- Entering Keycode and Customer Information
- Adding Items, Changing Quantities, and Removing Items
- Entering Address Information
- Entering Shipping and Handling Information
- Entering Payment Information
- Reviewing and Submitting the Order

> ⓘ **Note:** Depending on your parameter settings (Legacy.UI.OrderEntry), some of the features shown in this section may not be available or may look different in your OMX system.

Entering Keycode and Customer Information

To begin entering an order, you need to provide keycode and customer information.

Every order is linked to a specific keycode. A keycode enables you to track the activity within a promotion. For example, you can have a keycode for a catalogue to track the sales of that catalogue. You can then analyze how much it cost to run a promotion versus total sales generated by that promotion.

You also need to identify the customer for whom you are entering the order. If you do not know the customer number, you can search for the customer in your OMX system. For search tips, see the Search Tips topic in the OMX Customer Service Guide.

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To enter keycode and customer information:

1. In the Keycode field, enter the keycode that is associated with the item or items to be ordered.

   Enter an existing keycode (up to 15 characters). This value is required.

   OMX autocompletes the field as you type.

2. In the Identify Customer window, specify the customer.

   - If you know the customer number, enter it into the **Customer Number** field in the By Reference window.

     You must enter the entire customer number (up to nine characters). Partial searches are not permitted.

   - If you do not have the customer number, you can use a subset of the following other search fields:

     > ✔ **Tip:** OMX uses a phonetics-based search algorithm, so similar names are also returned by the search. For example, a search for **Jones** also returns **Jonas**.

     - **Order Number** - Enter a maximum of nine characters. You must enter the entire order number (partial searches are not permitted).
     - **Finder Code** - The unique identifier of the prospect (a potential customer who has not yet placed an order). This is similar to the customer number representing the customer. The finder code must be associated with the specified promotion for this value to be valid.
     - **Company** - Enter a maximum of 30 characters
     - **First Name** - Enter a maximum of 30 characters.
     - **Last Name** - Enter a maximum of 30 characters.
     - **ZIP** - Enter a maximum of nine characters.
     - **Country** - This value must be combined with another valid value. Available values are taken from the selections made in the Customer Base module.
     - **E-Mail** - Returns any email address starting with the specified letters. Enter a minimum of three characters.
     - **Phone** - Enter several variations of the telephone number, for example, 905-884-1234, (905) 884-1234, and 9058841234 are all acceptable formats.
     - **Credit Card** - Specify at least 8 characters and up to 20 characters.

3. Click **Continue**.

   > ✔ **Tip:** If you want to cancel entering the order, click **Abort**.

   If a single customer is found, then OMX displays the New Order page, where you can begin to add items to your order.

   OMX might display a different screen initially, depending on keycode Order Entry Options.

   If more than one match is found, OMX displays the list of all customer matches.

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Adding Items, Changing Quantities, and Removing Items

After an item is created in OMX, that item is available to be ordered.

Before you add any item, that item must have a price in the active price list.

In temporary orders, any items that do not have a price are removed from the order. An appropriate message appears.

In completed orders, any item that no longer has a price retains the price that was saved in the order. For example, when prices are deleted from an existing item, the item price saved with the order does not change.

You can remove an item at any time before the order is finalized by clicking **Remove** at the end of the line.

To add items to an order:

1. After entering keycode and customer information, click **Continue**.

    OMX creates a temporary order.

> (i) **Note:** You can use the navigation bar to return to an earlier step of the order entry process at any time before you submit the order. For example, you can return to step 1 and add a new item, or return to step 2 and specify a different shipping address.

You have several options for adding items to the order:

- Find the item in the Recently Ordered Items list in the black sidebar and click **[Add]**.

- To add a single line, click the **Add** option from the Action list. If you want to add multiple items on separate lines, from the list, select **Add Separate**.

- It is not mandatory to select a Keycode, but you can add this for line-level pricing.

- If you know the item name, enter it into the Item Code field, or click in the field and select from the Recently used list. If you know only part of the item name, start typing it and select from the Search window.

- In the **Quantity** field, enter the quantity required. If you selected the Add Separate option, then the per-line multiplier applies.

- If you cannot think of an item code, you can search using the **Keycode** field.

2. Click **Go**.

   The item is added to the order.

   If customization options are available for the item, the Customization window appears.

3. If required, make your selections in the Customization window, and when finished, click **Continue**.

Entering Address Information

After you enter items into the order, the next step in the order process is to enter address information.

> **ⓘ Note:** The address step may be split into two or merged into one depending on the Legacy.UI.OrderEntry.SeparateBillingAndShippingAddress parameter. This Legacy parameter drives the global account setting, which can be overridden on the Manage Keycode page, Order Entry Options window. For details about this or any other parameter, choose the Advanced Parameters link on the Manage Advanced Parameters page.

To enter address information for an order:

1. When you are finished adding items, click **Continue**.

   OMX takes you to the Address step.

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OMX auto-fills the Billing Address fields with saved information for the customer.

2. Edit the address information if required.

    ■ To replace the displayed Billing Address with a different stored address, select one from the list, or select **New Address** to clear all fields.

    ■ OMX uses the Same as Billing Address setting for the shipping address by default. To specify a different shipping address, make a selection from the list. You can choose a stored address or enter a new address.

Entering Shipping and Handling Information

After entering address information, the next step typically is to enter shipping and handling information

To enter shipping and handling information for an order:

1. When finished entering address information, click **Continue**.

    OMX takes you to the Shipping and Handling (S&H) step.

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2. Enter shipping and handling information.

  - In the **Method** field, select a shipping method from the list.

    Some of the methods might not be available depending on the shipping policies in effect and the carrier response (if you are using real time rates).

  - In the **Amount** field, enter a dollar amount. If the amount is not editable for the selected shipping method, the field is dimmed.

3. (optional) In the Gift information window:

  - If gift wrapping is desired, check the **yes** box.

  - In the **Message** box, enter a text message.

Entering Payment Information

After entering shipping and handling information, the next step typically is to enter payment information

To enter payment information for an order:

1. When finished with Shipping and Handling, click **Continue**.

    OMX takes you to the Payment step.

2. In the Payment information window:

  - If the customer has a credit balance available that they wish to use, check the **Credit** box.

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- If the customer has a gift certificate that they wish to use, check the **Gift Certificate** box, enter the code, and click **Add**.
- If there is a balance due after all available credits are applied, from the **Type** list, select a payment method.

    The relevant fields for the selected payment method appear.

3. Complete the payment information.

    - For Type 1 - Credit Card, OMX auto-fills the Previous Card Details, Card Number, and Expiry Date fields with the customer's primary card information. You can select a different card from the list if desired. You can make this card the customer's primary card, and change all open orders using that card, by checking the **Set as primary** checkbox. If desired, fill in the optional fields:

        - **CVV** - 3 or 4–digit number on the front or back of the card. To hide this field for a specific order origin, on the Setup tab, choose Payment Methods, then Credit Card, then the applicable Hide CVV checkbox.

        - **Payment Plan** - select from the list of your payment plans

    - For several payment types, including type 1 – Credit Card, type 2 – Cash, and type 13 - PayPal, you can click the **Payment not yet provided** box if you do not have the specific field information. The other payment fields are greyed out.

    > ✔ **Tip:** To review the order before submitting it, click **Preview**.

Reviewing and Submitting the Order

The final step in the order entry process is to review and submit the order.

To review and submit the order:

1. Click **Preview**.

    OMX adds a Preview step to the navigation bar. From here, you can return to any previous step in the order process by clicking that step in the navigation bar.

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2. Use the navigation bar to return to any earlier steps to verify or make changes to information.

   If you make any changes in a previous step, OMX requires you to step through all of the subsequent steps again. If you return to a previous step but make no changes, you can go directly back to the final step and submit the order.

3. Click **Submit**.

   OMX saves the order and assigns a permanent order number displayed in the green message bar at the top of the page.

Viewing and Completing Temporary Orders

You can view the list of temporary (incomplete) orders to select those that you want to complete.

To view all temporary orders for a user:

1. In the Customer Service Activities widget, on the Tasks tab, select the **Incomplete Orders assigned to You** link.

   The Open Orders window appears.

> ✔ **Tip:** You can access the last temporary order you created by entering **lto** into the command line.

This window lists all incomplete orders in the account. The following columns are included:

- **Temp ID (hyperlink)** - The temporary ID that has been assigned to the order.
- **Date** - The date and time when the order was entered into OMX.
- **Name** - The name and zip code of the customer associated with the order.
- **Keycode** - The keycode associated with the order.

- **Amount** - The total amount of the order, including taxes and shipping costs.

2. To complete an order, click the Temp ID hyperlink for the order line.

   OMX displays the New Order page.

   For details, see Entering Order Details.

Customizing Order Entry Options

You can customize the order entry options to streamline the order entry process. For example, if you plan to always charge your customers $4.95 for shipping and handling, you can skip the Shipping Method entry option.

To customize order entry options:

1. On the Marketing tab, click Manage: **Keycodes**.

2. In the Keycode field, enter the name of the keycode, then click **Edit**.

   The Manage Keycode page appears.

   > ✔ **Tip:** You can access this page by entering **K** followed by a space and the keycode name into the command line.

3. Scroll to the Order Entry Options window and click **Edit**.

   The Order Entry Options window appears.

4. Check the box for each step you want to leave out of the order entry process.

5. Click **Update**.

   The steps you checked are left out of the order entry process until you turn them on again.
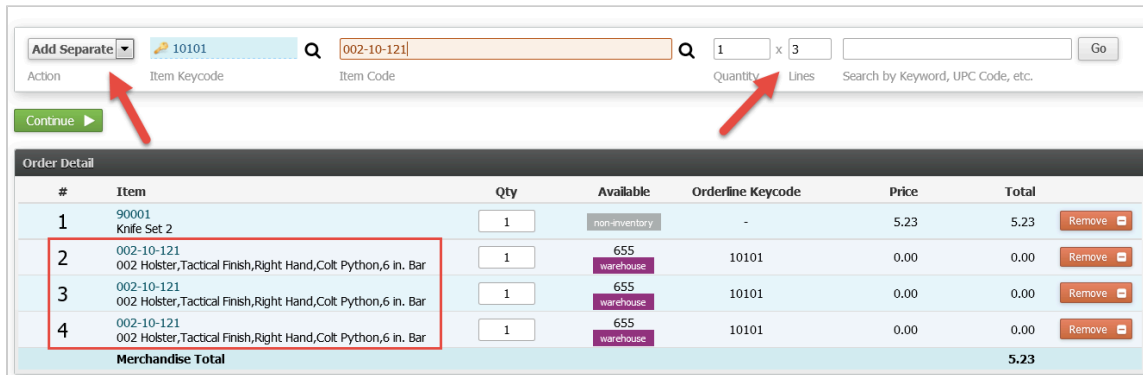
Cloning Line Items On Order Creation

You can enter multiple lines of the same item when creating a new order. This saves your sales representatives' time when entering a large number of lines of the same item and the same quantity.

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> ✔ **Tip:** To set the maximum number of line items, on the Manage Keycode page, on the Basic Information window, edit **Max. Line Items**. The maximum value permitted is 300.

To add separate lines of the same items, select **Add Separate** in the Action menu, and enter the number of lines in the Lines field.

> ⓘ **Note:** You can add separate lines of the same item only when creating a new order, not when editing an existing order.

> ⓘ **Note:** When you clone lines of a **customizable** item, OMX automatically opens the Customization page and lets you select the line item customization. After confirming, you are redirected the Order Detail page.

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Order Cancellation

You can cancel an order manually or automatically. You can also view the cancellation history for an order.

Viewing the Cancellation History for an Order

OMX retains information about any lines that have been manually cancelled in a specific order. You can access this information when viewing the payment details for an order.

To view the cancellation history for an order:

1. Select the order that you want to view.

    For details on finding specific orders, see the Order Search section of the OMX Customer Service Guide.

    > ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. At the bottom of the Manage Order page, click **Cancel**.

    The Cancellation History window appears above the Order Detail window.

	Date	Time	Line #	Item Code	Product	Reason	Qty	User
Detail	2/6/2018	4:06:20 PM	1	LEGOCAR	LEGO CAR	Quantity Adjustment	1	test
	2/6/2018	4:06:20 PM	2	11-111	Nicaragua	Quantity Adjustment	1	test

The following columns of information are displayed for every item cancel transaction:

- **Date** - The date of the cancellation.
- **Time** - The time of the cancellation.
- **Line #** - The line number affected by the cancellation.
- **Item Code** - The item code involved in the cancellation.
- **Product** - The description of the item.
- **Reason** - The reason why the item was cancelled or partially cancelled.
- **Qty** - The quantity of the item that was cancelled.
- **User** - The name of the user who cancelled the item.

Cancelling Items In an Order

When you cancel an item from an order, the item remains listed in the order, but has a Cancelled status. If the customer changes their mind about cancelling the item, you can add it back as a new line.
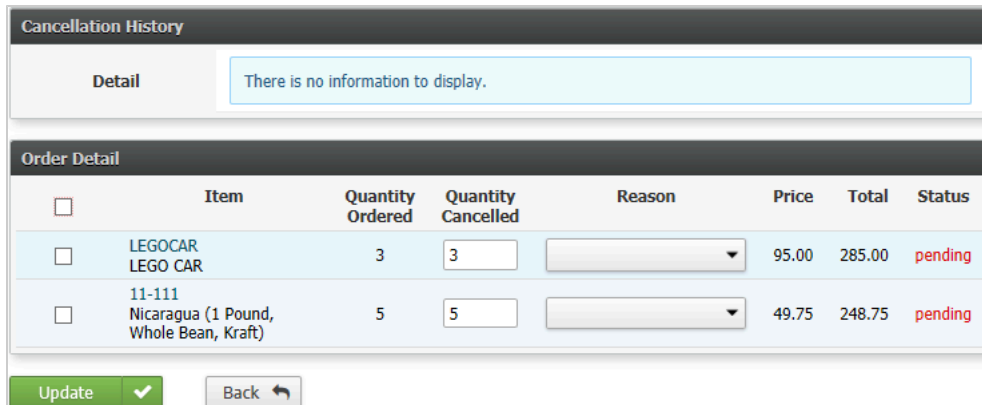
Note the following:

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- If an order line is fully cancelled, the line status changes to Cancelled and the amount is removed form the total order amount.

- If an order line is partially cancelled, the line status remains, but the quantity on the line is reduced by the cancelled quantity. A yellow triangle appears next to the quantity in the Qty Ordered column.

- If the order or order line has a status of Warehouse, you need to void the order or order line instead of cancelling it. See Voiding, Cancelling, and Resending a Line Item or Order.

> ✔ **Tip:** You can configure the AutoCancelThreshholdDays company parameter to cancel orders automatically under certain conditions. You can also send an email or letter notification to those clients whose orders have been cancelled manually.

To cancel one or more items in an order:

1. Select the order that you want to cancel.

   For details on finding specific orders, see the Order Search section of the OMX Customer Service Guide.

2. At the bottom of the Manage Order page, click **Cancel**.

   The Cancellation History and Order Detail windows appear.

Cancellation History							
Detail	There is no information to display.						

	Item	Quantity Ordered	Quantity Cancelled	Reason	Price	Total	Status
☐	LEGOCAR LEGO CAR	3	3	▼	95.00	285.00	pending
☐	11-111 Nicaragua (1 Pound, Whole Bean, Kraft)	5	5	▼	49.75	248.75	pending

Update ✔ Back ↩

The following columns appear in the Order Detail window:

- (first column) - Displays a check box, which enables you to select or deselect the line for cancellation. Checking the box in the title selects or deselects ALL boxes in one operation.
- **Item Code** (hyperlink) - The item code of the order line.
- **Item** - The description of the item.
- **Quantity Ordered** - The number of items that were ordered.
- **Quantity Cancelled** - The number of items to be cancelled.
- **Reason** - The reason why the items in the line were cancelled. The selected reason is automatically populated to all lines below.
- **Price** - The price of the item.
- **Total** - The total cost of the items.
- **Status** - The status of the order line.

3. Select the item or items you want to cancel, adjust the quantity if required, and select a reason for each.

4. Click **Update**, then click **OK** to confirm.

   OMX updates the Cancellation History window.

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Cancelling an Item Within an Order That Has a Warehouse Status

It is still possible to cancel an order after it has gone to the warehouse.

To cancel an item within an order that has already gone to the warehouse:

1. Select the order that you want to manage.
2. Click **Track**.

   The Order Tracking page appears.
3. Click the filename that contains the item.

   The Manage Files page appears.
4. Click **Warehouse**.

   The File Management page appears.
5. On the Fulfillment File Warehouse List window, click the order number for the item you wish to cancel.

   The Void Shipment page appears.
6. Check the line item you want to cancel.
7. From the Reason list, select a cancellation reason.

   > ✔ **Tip:** To add a different cancellation reason to your OMX system, on the Setup tab, choose Cancellation Reasons.

8. (optional) In the Comment field, add any helpful information pertaining to the cancellation.
9. Click **Void & Cancel** or **Void & Resend**, then click **OK** to confirm.

Cancelling an Order

The process for cancelling an order has several variations.

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Basic Order Cancellation Process

You can cancel an order before it goes to Warehouse using this procedure.

To cancel an order:

1. Select the order that you want to manage.

   For details on finding specific orders, see the Order Search section of the OMX Customer Service Guide.

2. At the bottom of the Manage Order page, click **Cancel**.

   The Cancellation History and Order Detail windows appear.

3. Check the box at the top of the first column .
4. Click **Update**, then click **OK** to confirm.

Aborting a Temporary Order

Cancelling a temporary order is known as aborting that temporary order. This means that you do not want to complete the order entry process, and that temporary order will never obtain an actual order number.

For phone orders and quotes, if the EnableCallDisposition company parameter is set to True, then you need to do the following:

- select a reason (known as a call type) why the order was aborted
- enter comments (optional)

Temporary orders are also logged in the Call Log report. If the company parameter is not set or is set to False, you receive a message as for other types of orders.

> **ⓘ Note:** You can return to a temporary phone order to complete it even if it has been aborted, as long as you know its temporary order number. An entry is created in the Call Log report for each phone order, including temporary orders.

Cancelling an Order in Review Status

To cancel an order in Review Status, click **Cancel** on either the Manage Order page or the Review Reasons page.

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Cancelling an Order Automatically

You can specify settings within OMX to cancel orders automatically after a specified number of days. This makes it easier for merchants to comply with Federal Trade Commission (FTC) guidelines.

To cancel an order automatically, you need to:

- create the AutoCancelThreshholdDays company parameter
- specify the number of days between the order entry date and the date when the order will be cancelled if not fulfilled

Any order that has not been processed after this threshold has been exceeded is automatically cancelled.

Auto-cancelled orders obtain a special status of Auto-cancelled (displayed in the order SmartLabel), enabling you to easily spot any orders that were not cancelled manually.

You can send an email or letter notification to those clients whose orders have been cancelled automatically.

Enabling or Disabling Automatic Refunds

OMX sales representatives can disable automatic refunds at the order level. This feature enables you to prevent processing of automatic refunds before the order details have been updated. This is beneficial if you are using a refund-processing vendor.

Only users with the Bypass Automatic Refund permission can enable or disable automatic refunds.

To enable or disable automatic refunds on an order, on the Manage Payments page of the order, click **Enable Automatic Refund** (or **Disable Automatic Refund**).

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Order Statuses

Every order and every payment has a specific status, depending on where the order and the payment fall within OMX processing. This chapter explains the different statuses that an order can have.

Status Colors

OMX uses colors to make it easier to find the status you are looking for. The following colors are used:

- **black** - Used for cancelled and voided statuses. Always in italics.
- **green** - Indicates success (for example, shipped).
- **orange** - Indicates that the order can now be fulfilled (for example, warehouse).
- **blue** - Indicates that the order is active within the system (for example, clearing or held-to-complete).
- **red** - Indicates that OMX is waiting for something to happen before the order can be completed (for example, pending or backordered1).

Status Meanings

The following order statuses are used in OMX:

Status	Meaning
Auto-cancelled	The order has exceeded a specified number of days without being completed, and therefore has been automatically cancelled.
Backordered(1)	Order was processed through the Credit Card Processing (CCP) sequence, but insufficient inventory was detected for one or more line items. The electronic payment has not yet been charged. The order is held back and the appropriate line items are given a Backordered(1) status.
Backordered(2)	No stock in primary location. Happens when you either change inventory levels between CCP and OOP, or when you have stock in non-primary and OMX can't replenish. CCP considers all locations, but OOP considers only primary locations.
Cancelled	All line items in the order have been canceled. The order or order line will not be processed.
Clearing	The order was processed by Credit Card Processing (CCP) sequence, determining which line items can be charged. At the same time, a payment record is created.
	An order remains in Clearing status to indicate that there is something wrong with the customer's credit card (expired, insufficient funds, etc.).
	An order can also have a Clearing status due to a communication error between OMX and the payment gateway. This would set the lines on the order to Clearing and the payment status or credit card status would be **Charge Invalid**. You can fix this situation by changing the credit card.
	ⓘ Note: Order lines remain in Clearing status until OMX runs through the next BEP process.
	You can also remove order lines from a Clearing status by canceling the tentative payment associated with that failed charge or authorization attempt. The order lines are reset to Pending status.
	Here are the Clearing Statuses that may be included in the Order Status report:

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Status	Meaning
	- Charge Declined - Charge Invalid - Charge In Transit - This status is usually reserved for Authorization not being processed via credit card gateway. - Authorization Declined - Authorization Invalid - Authorization In Transit - This status is usually reserved for Payment not being processed via credit card gateway. In transit credit card statuses cannot be changed because a response is required from the provider of the results (which is managed outside of OMX via payment records or files).
Expired Quote	An order with this status is a quote that has passed a specified date, and cannot be converted into an order.
Held for Payment	Order cannot be processed because full payment has not been received.
Held to complete 1 **Held to complete 2**	At least one item in the order is not yet available, and the order cannot ship until all items are available. To define the number of days to hold a partially backordered order before shipping available items only, use the HoldToCompleteThresholdInDays advanced parameter.
In progress	This status applies to parent orders (such as continuity or collection orders). The order retains this status until the last shipment or child order is shipped.
No Pay Cancelled	Order includes a continuity membership that is no longer active.
Not Ready	An order containing a Dynamic Kit that is not auto-balanced cannot be processed.
On Hold	The order was manually placed on hold. These orders do not proceed through any of the Back-End Processes. As soon as you unhold the order, it reverts to the status it was in before it was placed on hold. The order then proceeds through the normal processing sequence.
Pending	The order has not been processed through any of OMX's back-end processes (BEP). In certain instances, an order may have a Pending status and a credit card authorization record. In that case, the order was captured and authorized through another channel such as a Yahoo! store. You may also notice several other credit card statuses such as Charge Invalid and Charge In Transit within the Pending sections. This implies part of the order was charged and the remaining line items are Pending. The order is placed within the lowest status.
Pending Returned	The items are in the process of being returned, but have not yet been received.
Quote	Order has been entered, but without any payment information. You can convert quotes into orders at the customer's request. Quotes converted into orders have the status of Pending.
Refunded	A refund has been issued for the order.
Released	Orders ready to proceed through order processing (and going to warehouse) have obtain a Released status and are included in this portion.
Returned	Items in the order have been returned to the retailer.
Review	Order did not pass the review rules established by your organization, which you may set up as a fraud protection mechanism or to limit shipping or billing. These orders do not automatically proceed through any of OMX's back-end processes. Analyzing the

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Status	Meaning
	orders within this section enables you to determine if the order should be released and processed through OMX.
Shipped	The items were sent to the customer and a ship date has placed in the line items. This process influences your inventory count because until there is confirmation that the order was shipped, the inventory is committed, not decremented. **Note:** An item is considered sold when the item has shipped. The actual transactions for accounting and reporting do not occur until the invoice has been created.
Swapped Out	The original order line has been replaced by a different line item.
Voided shipment	Certain items in an order, or the entire order, have been canceled despite being in a Warehouse status.
Voided Continuity Resend	The order, which is part of a continuity order, has been voided and resent. Continuity information (ParentOrderNumber, ParentLineNumber, and so on) has been copied to the spawned resend line.
Waiting	An order has this status if a wait date has been placed on the order. This status also applies to child items of collection orders. These items retain a Waiting status until their designated ship date, or until the order or order lines are manually shipped. Continuity orders are respawned upon shipping, and the next order remains in Waiting status until its designated ship date.
Warehouse	There is sufficient inventory on hand, and sufficient payment was received via credit or other methods.

Order Status Tracking

OMX includes three ways to view your order status history, available on the Manage Order page:

- Status Bar
- Order Status Snapshot
- Order Status History Report

Note: Order status tracking is not available for orders created prior to OMX 9.0.

Status Bar

The status bar, directly under the SmartLabel, shows all statuses of the current order. The status bar begins with the initial order entry and builds as the order moves to each new status.

Each change in order status triggers a new milestone in the status bar. Each status includes a timestamp, which logs the exact time when the order status changed.

You can click on any status in the status bar to display the Order Status Snapshot.

Tip: The earliest statuses scroll out of view as new statuses are added, and arrows for scrolling appear at the ends.

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Order Status Snapshot

The Order Status Snapshot lets you trace the history of an order as it moves through the various statuses (pending, clearing, released, warehouse, shipped, etc.).

To display the Order Status Snapshot, on the Manage Order page, click on the order status in the status bar.

The report includes all order lines, sorted by Line ID.

The line or lines that have changed their status are highlighted.

Order Status History

The Order Status History report shows all order lines and their changes, including lines that have been swapped out. Line numbers match the order line numbers in the expanded view of the order detail on the Manage Order page.

To display the Order Status History report, on the Manage Order page, click on the History link in the SmartLabel.

A sample report is shown here:

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Voiding, Cancelling, and Resending a Line Item or Order

You can void and resend a shipment in OMX.

Creating a Voided Shipment

Create a voided shipment to cancel a line item or order when an order is in Warehouse status. The payment status has no affect on the order status.

You must indicate the reason for the void using cancellation reason codes. The voided shipment information appears when you view the return information for the selected order.

Displaying shipment information works for both regular shipment records and those that were manually sent to the warehouse. If a line item has a quantity of more than one, you need to cancel each item separately. For example, if you ordered 2 items, you must cancel both items.

If you reship or cancel a line in Warehouse status, sales are decreased the day the reshipment or cancellation occurred.

To create a voided shipment:

1. Locate an order that has the status of Warehouse.

   You can use the View Order feature if you know some details of the order, or you can use the Order Status report.

2. Scroll to the Order Detail section and then click **Track**.

   The Order Tracking page appears.

3. In the **Filename:** field, click the filename that contains the item or **[Update Status]**.

   The Manage Files page appears.

4. Click **Warehouse**.

   The File Management page appears.

5. On the Fulfillment File Warehouse List window, click the order number for the item you wish to cancel.

   The Void Shipment page appears.

> ✅ **Tip:** You can also access this page when viewing warehouse orders for a selected fulfillment file.

The following columns are included in one or both sections:

- **Date** - The date when the line was voided.
- **Time** - The time when the line was voided.
- **Line #** - The line number.
- **Item Code** (hyperlink) - The item code in the order. Click this link to display quick information about the item.
- **Product** - The description of the item.
- **Reason** - The displayed value depends on the status of the line:
  - 1 - If the line has already been voided, then the reason for the void is given.
  - 2 - If the line is available to be voided, then use the list to select the reason for the void. See Voiding and Cancelling a Line and Voiding and Resending a Line.
  - 3 - If the value is blank, then the line is not yet available to be voided.
- **Comment** - Comments entered for the voided order line.
- **Qty** - The number of items that have been ordered in the particular line.
- **User** - The name of the user who entered the order.
- **Fulfillment File** - Click the fulfillment file hyperlink to manage that file.

Voiding and Cancelling a Line

You can void and cancel any line in an order that has a Warehouse status.

To void and cancel a line:

1. On the Void Shipment page (Manage Order > Track > Update Status), check the box of the line or lines that you want to void and cancel.
2. In the **Reason** column, select the cancellation reason for the void and cancel.
3. (optional) In the **Comment** field, enter a useful comment.
4. Click **Void & Cancel**, then click **OK** to confirm.

   In the Voided Shipment Information section, a new entry appears for the voided line.

   In the Voided Shipment Detail section, the selected line has the status of Voided Shipment.

   This information is also listed in the Return Information section of the order.

Voiding and Resending a Line

You can void and resend any line in an order that has a Warehouse status.

To void and resend a line:

1. On the Void Shipment page (Manage Order > Track > Update Status), check the box of the line or lines that you want to void and resend.

> **ⓘ Note:** You may not have the option of checking individual order lines if the VoidFeatureMode company parameter is set to ByOrder. In that situation, you must void and resend the entire order.

2. In the **Reason** column, select the reason for the void and resend.

3. (optional) In the **Comment** field, enter a useful comment.

4. Click **Void & Resend**, then click **OK** to confirm.

   In the Voided Shipment Information section, a new entry appears for the newly voided line.

   In the Voided Shipment Detail section, the selected line has the status of **voided shipment**, and a new line is added, with the status of Pending.

   This information also appears in the Return Information section of the order.

> **ⓘ Note:** If the WarehouseVoidAutoInventoryAdjustment company parameter is set to True, then the inventory for the item is automatically set to 0.

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Order Exceptions

Order exceptions are orders that cannot be processed within OMX because of an error. These incomplete orders need attention and editing in order to be completed in OMX.

This chapter describes how to handle order exceptions. The following topics are included:

- The Order Exception Manager
- Viewing the Order Exceptions List
- Correcting an Order Exception (Form)
- Correcting an Order Exception (XML)

The Order Exception Manager

Use the Order Exception Manager to locate order exceptions. You can keep track of the original data, rectify multiple errors one at a time, save changes, and resubmit resolved orders. After they are resubmitted, the orders can be processed by OMX.

On the Customer Service tab, click Manage: **Order Exceptions**.

Order Exception Manager

Order Exceptions List

	Order Exception ID	Date	Error	IP	Age (Days)	Store Name	Order ID	Shipping Method	Status
☐	1194	1/17/2018	The provided Item Code cannot be added because it is a parent Item. (TEST)	10.10.28.12	0				New
			Additional payment does					UPS	

> ✔ **Tip:** If the Order Exceptions option is hidden, click the ➕ icon to expand the menu choices.

You can manage order exceptions using a form, or edit the data in XML format.

Viewing the Order Exceptions List

To troubleshoot order exceptions in your OMX system, you need to display the Order Exceptions List.

To view the Order Exceptions List:

1. On the Customer Service tab, click the **Show Dashboard** icon ▦.
2. On the Customer Service Activities widget, on the Tasks tab, click the **Order Exceptions waiting in the Queue** link.

   > ✔ **Tip:** You can also display the Order Exception Manager from the Order Exceptions widget. To add this widget to your dashboard, click **Add Widget** in the title bar, scroll down to Order Exceptions, and click **Add to Dashboard**.

   The Order Exceptions List appears.

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	Order Exception ID	Date	Error	IP	Age (Days)	Store Name	Order ID	Shipping Method	Status
☐	1194	1/17/2018	The provided Item Code cannot be added because it is a parent Item. (TEST)	10.10.28.12	0				New
☐	1193	1/17/2018	Additional payment does not support pre-authorization.	85.93.125.67	0			UPS - Ground	New
☐	1192	1/17/2018	Additional payment does not support pre-authorization.	85.93.125.67	0			UPS - Ground	New

By default, the most recent errors are displayed at the top.

You can sort order exceptions by column header. Click the column header to sort by that option.

The following columns are included:

- **Order Exception ID** - A unique code generated by OMX to identify the incomplete order.
- **Date** - The date the order exception was generated.
- **Error** - The reason why the order exception was created.
- **IP** - The Internet Protocol address of the computer that generated the order exception.
- **Age (Days)** - The number of days that have elapsed since the order exception was generated.
- **Store Name** - If the order exception was generated by a Webstore, this column lists the name of that Webstore.
- **Order ID** - The identification number of the applicable OMX order.
- **Shipping Method** - The method of shipping specified for the ordered items.
- **Status** - The current status of the exception (either New or Updated).

3. Click the **Order Exception ID** hyperlink for any order exception you want to correct.

Correcting an Order Exception (Form)

Use this procedure to correct an issue with an order exception using OMX's form interface. To correct an order in XML format, see Correcting an Order Exception (XML). After you make the necessary corrections, you need to re-submit the order so it can be processed.

To correct an Order Exception using the form interface:

1. On the Customer Service tab, click the **Show Dashboard** icon ▦.
2. On the Customer Service Activities widget, on the Tasks tab, click the **Order Exceptions waiting in the Queue** link.

> ✔ **Tip:** You can also display the Order Exception Manager from the Order Exceptions widget. To add this widget to your dashboard, click **Add Widget** in the title bar, scroll down to Order Exceptions, and click **Add to Dashboard**.

The Order Exceptions List appears.

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3. Click the **Order Exception ID** hyperlink for the order exception you want to correct.

   The Order Exception page appears.

4. Correct the problems with the order by editing the data in the form fields provided.

   > ✔ **Tip:** Review the information in the red box at the top of the page to determine where the problem is and how to correct it.

5. You can perform the following operations:

   ■ When you have fixed the issue, click **Save & Re-Submit**.

   The order is re-submitted for processing.

   If all the necessary information is found, the order is accepted, and a confirmation message appears.

   If the order cannot be processed, any error messages appear in the red text box.

   ■ To delete the ID from the list, click **Delete**.

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After an order exception ID is deleted, it is kept in the deleted archives for 90 days.

After 90 days, the ID is removed from the system.

- To view and edit the same data in XML format, click the **XML** button .
- To return to the Order Exception ID list, click the **Back** button.

Correcting an Order Exception (XML)

Use this procedure to correct an issue with an order exception by editing the XML code. To correct an order using OMX's form interface, see Correcting an Order Exception (Form). After you make the necessary corrections, you need to re-submit the order so it can be processed.

> ⓘ **Note:** This page is locked for security reasons. You need to have the required permissions to edit the XML code.

To correct an Order Exception by editing the XML directly:

1. On the Customer Service tab, click the **Show Dashboard** icon 🖳.
2. On the Customer Service Activities widget, on the Tasks tab, click the **Order Exceptions waiting in the Queue** link.

> ✔ **Tip:** You can also display the Order Exception Manager from the Order Exceptions widget. To add this widget to your dashboard, click **Add Widget** in the title bar, scroll down to Order Exceptions, and click **Add to Dashboard**.

The Order Exceptions List appears.

	Order Exception ID	Date	Error	IP	Age (Days)	Store Name	Order ID	Shipping Method	Status
☐	1194	1/17/2018	The provided Item Code cannot be added because it is a parent Item. (TEST)	10.10.28.12	0				New
☐	1193	1/17/2018	Additional payment does not support pre-authorization.	85.93.125.67	0			UPS - Ground	New
☐	1192	1/17/2018	Additional payment does not support pre-authorization.	85.93.125.67	0			UPS - Ground	New

Order Exceptions List

3. Click the **Order Exception ID** hyperlink for any order exception you want to correct.

The Order Exception page appears.

> ⓘ **Note:** You can choose to make your changes on this form or by editing the XML code. The form includes all submitted data.

4. Scroll to the bottom of the page and click **XML**.

The XML View window appears.
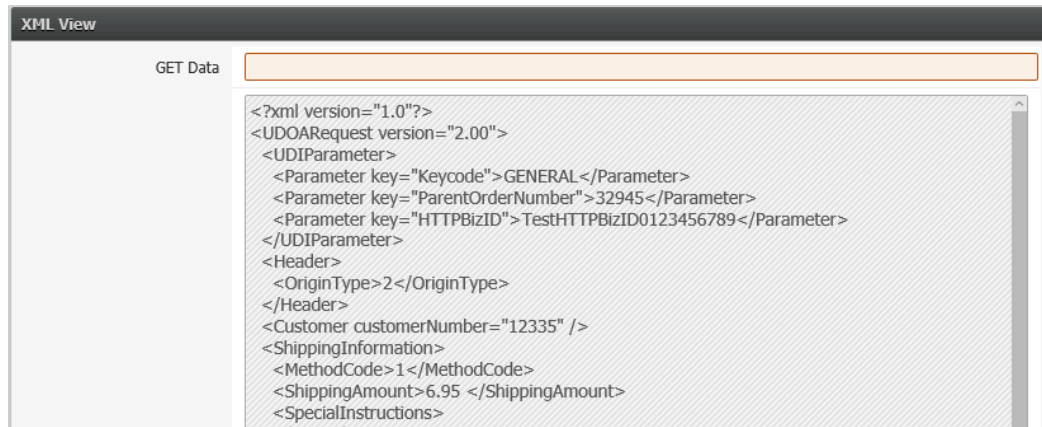
5. Correct the problems with the order by editing the XML data in the form fields provided.

> ✔ **Tip:** Review the information in the red box at the top of the page to determine where the problem is and how to correct it.

6. You can perform the following operations:

   ■ When you have fixed the issue, click **Save & Re-Submit**.

   The order is re-submitted for processing.

   If all the necessary information is found, the order is accepted, and a confirmation message appears.

   If the order cannot be processed, any error messages appear in the red text box.

   ■ To delete the ID from the list, click **Delete**.

   After an order exception ID is deleted, it is kept in the deleted archives for 90 days.

   After 90 days, the ID is removed from the system.

   ■ To view and edit the same data using the form interface, click the **Form** button.

   ■ To return to the Order Exception ID list, click the **Back** button.

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Shipment and Delivery

This chapter explains shipment and delivery in OMX. The following topics are included:

- Shipping an Order
- Shipping Instructions for an Order
- Ship-To Information
- Changing the Shipping Method for an Order

Shipping an Order

Shipping an order indicates how the items in that order are physically sent to the recipient.

Who Ships the Order?

A shipper is the person or company that physically transports the items in an order to the customer. Each shipper needs to have one or more shipping methods configured.

Regardless of whether you want to use real-time rates for shipping, you need to set up carriers.

Carriers

Standard and custom carriers are a subset of shippers that permit the use of real-time rates when shipping items. OMX sets up the carrier based on information provided. Because the carrier is a subset of shippers, shipping methods need to be specified for carriers as well.

How Is an Order Shipped?

The shipping method indicates how and when the shipper transports the items, considering both the time and the cost. That could be ground, next day, in one week, and so on. Also, it can be free. Each shipper can have one or more shipping methods.

The keycode controls the available shipping methods. You need to create your shipping methods first and then associate each shipping method with a keycode before it can be specified in an order.

You can also specify special information about how each order should be shipped. This is specified in the shipping instructions, which is added after order entry has been completed.

You select the shipping method during order entry, but it can be changed until the order reaches a certain order status. OMX or your vendors have the option of changing this.

When Is an Order Shipped?

When an order is shipped depends if the order is being processed through the typical way (BEPNG) or manually:

- **Through BEP** - Typically, most orders follow a process to proceed from order entry to order shipment. This process is shown graphically through the Order Flow Process diagram. Simply, the order must pass through a series of stages before it can be shipped, and these stages are addressed behind-the-scenes.

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- **Manually** - Manually shipping an order means that the order does not proceed through typical BEPNG processing but is processed immediately. The selected order lines obtain the status of Shipped but do not appear in your fulfillment file. Your warehouse does not receive a fulfillment file or other documentation (such as a packing slip) for this order. However, the inventory is updated accordingly in OMX.

If you confirm the order for shipping and there is not sufficient inventory to cover the order, the on-hand quantity is negative. Negative on-hand quantities are no longer adjusted by BEP.

> ✅ **Tip:** When manually shipping an order, you can view and print order documentation to include as a packing slip.

Shipping Charges

Shipping charges can be assigned in the following ways:

- Assigning a default price when adding or updating a shipping method.
- Changing the shipping method amount in an order, on a per-order basis.
- Using shipping policies. A shipping policy is a set of rules for shipping items. For example, you can set up a policy that states that shipping is free for orders that are over $1200.00. Typically, a shipping policy is based on weight or order amount. A shipping policy is based on a shipping method. Therefore, a shipping method must exist before you can create the shipping policy. Also, shipping policies must be associated with a keycode to be specified in orders. The total shipping amount is **shipping method amount + shipping policy amount**.
- Assigning shipping charges for an item at either the item level or keycode level.
- Taxing shipping and handling charges.

Confirming that an Order has Shipped

Regardless of who is shipping the order, someone needs to confirm when the order has shipped. This means that the order or order line obtains a Shipped status. For the purposes of OMX, the status of Shipped indicates a sale.

There are multiple ways that an order can be confirmed as shipped:

- Manually entering the shipping date in each order: This means that you are entering a shipping date for an individual order. You can do this either when manually shipping an order or when manually tracking the order.
- Entering shipment confirm details for multiple orders at one time.
- Confirming that all orders within a fulfillment file have shipped.
- Entering shipping details for all open orders (Pre-Shipped status) on a per-vendor basis.
- Through the UDI commands SSU or STUR (outside of the user interface).

> ✅ **Tip:** You can set up a notification (40: Shipping Notification) to indicate that an order has been shipped. You can configure it to display the order number, and can also provide a link to the site where you can view your order status and tracking number.

Partial Shipments

There are instances where not all items in an order can be shipped at the same time. Some instances include:

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- Backordered items - This can occur, for example, when some items are backordered and therefore are not available to be shipped. In conjunction with backordered items are solo-ship items. Configured at the item level, a solo-ship item is one that can be shipped even if other items in the order are backordered.

- Ship-alone items - At the item level, you can indicate if an item needs to be shipped separately from any other items in the order. This can occur, for example, if a certain item is fragile. This item would have its own fulfillment file and be packed separately.

You can also configure partial shipments through the VoidFeatureMode company parameter, which enables you to specify whether order lines or the entire order are affected during a void-and-resend operation.

Order of Shipping Setup Operations

The following diagram illustrates the operations you need to complete in order to set up shipping operations for your OMX system:
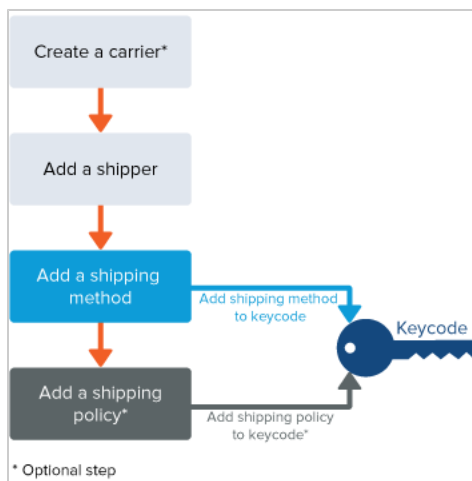
For details on setting up shippers and shipping methods, refer to the OMX Setup Guide.

Shipping Instructions for an Order

Shipping instructions appear on the packing slip that the fulfillment vendor receives when the fulfillment files are generated. You can add shipping instructions after the order has been created.

To add shipping instructions for an order:

1. Select the order that you want to manage.

   For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

   > ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. On the Manage Order page, locate the Ship-to Information section.

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The icon in front of the Shipping Instructions hyperlink indicates if there are instructions already included. The green flag indicates that there are instructions. The red circle icon indicates that there are none.

3. Click the **Shipping Instructions** hyperlink.

    The Shipping Instructions window appears.

This window shows any shipping instructions that may have been added to the order.

4. In the Instructions text box, add, update, or remove shipping instructions.

    Adding or updating instructions adds the green flag to the Ship-To section of order management.

    Removing all text adds the red circle icon.

5. To keep your changes, click **Save**.

Ship-To Information

You can view, add, update, and remove ship-to information that was originally gathered during order entry.

To update ship-to information in an order:

1. Select the order that you want to manage.

    For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

2. On the Manage Order page, locate the Ship-to Information section.

3. Click the **[...]** hyperlink.

The Ship-To Information window appears.

4. You can perform the following operations:

- To use the billing address as the shipping address, select **Same as Billing Address** from the list.

- To reset the shipping address to a previously-stored address, make a selection from the **Other Previous Addresses** section of the list.

- To return to the Manage Order page, click **Back**.

- To view shipping address changes that have been made in this particular order, click **Address History**.

- To save your changes, click **Update**.

Changing the Shipping Method for an Order

If required, you can change the shipping method of an order. However, depending on the status of the order, changes may not be applied (for example, if an order has already been shipped).

To change the shipping method for an existing order:

1. Select the order that you want to manage.

For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

2. On the Manage Order page, scroll to the Order Detail window.

3. Click the **[...]** hyperlink (beside Shipping & Handling in the previous example).

    The following page appears:

The weight of the order is shown, as defined in Basic Information for the item. For details on entering Basic Information for an item, see the Item Creation topic in the OMX Item Management Guide.

> ⓘ **Note:** If both the product weight and shipping weight are specified, the shipping weight value overrides the product weight value, and therefore is shown. If neither value is defined, then 0.0 (plus the unit of weight) is shown.

4. Use the **Method** list to select the shipping method.

    Some shipping methods may permit entry of ad hoc freight charges. For these methods, you can key in the amount. For other methods, freight costs are calculated in real-time, and these charges may not be overridden.

5. In the **Amount** field, enter the shipping amount.

6. To save your information, click **Update**.

    OMX displays a confirmation message at the top of the page.

Shipping Policies

A shipping policy enables you to specify the charges that should be used for a shipping method based on specified criteria.

For example, you could create a shipping policy with free shipping for orders over $1200.00, and additional shipping cost for orders below $1200.00. The extra cost is added to the regular shipping and

handling cost. A shipping policy is optional, and is based on a shipping method, which indicates how the items will be transported to the customer.

> **ⓘ Note:** Because it is based on a shipping method, you must create at least one shipping method before you can create the shipping policy.

You can set up shipping policies in Setup > Fulfillment and Shipping: Shipping Policies.

Exchanges and Returns

This chapter explains how to handle exchanges and returns in OMX. The following topics are included:

- Exchanges Overview
- Viewing Return and Adjustment Information for an Order
- Refunds
- Returns
- Manual Adjustments
- Returning Costs for Shipping and Handling
- Miscellaneous Manual Adjustments

Exchanges Overview

Sometimes, after a customer has received their order, they may want to return one or more of the items, and receive another item in its place. This transaction is known as an exchange.

The exchange can be:

- for the same item (for example, if the original item was damaged)
- for a similar item (for example, if the customer prefers a different color)

An exchange assumes that the original item has been returned or is being returned.

The line item must have the status of Shipped to perform an exchange. If the line item has the status of Warehouse, you need to create a voided shipment instead.

There are two ways that you can perform an exchange:

- Creating the exchange within the existing order (recommended).
- Creating the exchange using a new order.

Viewing Return and Adjustment Information for an Order

You can view the return and adjustment history for a selected order by viewing the Return Information. The Return Information lists all returns, adjustments, and shipping and handling changes made to the order.

> **ⓘ Note:** Voided shipment information appears instead if the order was cancelled when in Warehouse status.

The Return Information window displays any returns, adjustments, shipping and handling returns, manual adjustments, or voided shipments for the selected order. There is one line for each returned item in the order.

	Entered	Received	Item Code	Product	Reason	Qty	After Tax	Before Tax	Tax	Credit Note
Returns	7/5/2018	7/5/2018	TEST1	Test Item	Wrong Item	2	6.00	6.00	0.00	103323 07/05/2018
	7/5/2018	7/5/2018	TEST1	Test Item	Wrong Item	1	3.00	3.00	0.00	103327 07/05/2018

> ⓘ **Note:** An amount in red text signifies a negative payment, otherwise, the value signifies a positive payment.

For the Returns section, the following columns are included:

- **Entered** - The date when the return was entered.
- **Received** - The date when items in the return were received.
- **Item Code** - The code of the item that is being returned.
- **Product** -The description of the item.
- **Reason** - The reason why the item was returned.
- **Qty** - The quantity of the returned item.
- **After Tax** - The returned amount, with any applicable tax included.
- **Before Tax** - The returned amount, not including tax.
- **Tax** - The amount of tax in the transaction.
- **Credit Note** - Displays the number and the date when the credit note was created.

> ⓘ **Note:** If an item is supposed to be returned but has not yet been returned, then a clock icon appears next to the relevant record. The order line status is **Pending Returned**. When the item is returned, the clock icon is removed, and the order line status changes to **Returned**.

	Entered	Item Code	Product	Reason	Comment	After Tax	Before Tax	Tax	Credit Note
Adjustments	7/5/2018	TEST1	Test Item	Edit Adjustment Reason	12	1.00	1.00	0.00	103323 07/05/2018
	7/5/2018	TEST1	Test Item	Edit Adjustment Reason	12	2.00	2.00	0.00	103323 07/05/2018

For the Adjustments section, the following columns are included:

- **Entered** - The date when the adjustment was entered.
- **Item Code** - The item code involved in the adjustment.
- **Product** - The description of the item.
- **Reason** - The reason why the item was returned.
- **Comment** - Any comments entered for the adjustment.
- **After Tax** - The adjustment amount, with tax included .
- **Before Tax** - The adjustment amount, not including tax.
- **Tax** - The amount of tax included in the adjustment.
- **Credit Note** - Displays the number and the date when the credit note was created.

	Entered	Reason	Comment	After Tax	Before Tax	Tax	Credit Note
S&H	7/5/2018	SH1	423	1.00	1.00	0.00	103323 07/05/2018

For the S&H (Shipping and Handling) section, the following columns are included:

- **Entered** - The date when the shipping and handling adjustment was entered.
- **Reason** - The reason code for the shipping and handling charge.
- **Comment** - Any comments entered for the shipping and handling adjustment.
- **After Tax** - The adjustment amount, not including tax.
- **Before Tax** - The adjustment amount, with tax included.
- **Tax** - The amount of tax charged on the shipping and handling fee.
- **Credit Note** - Displays the number and the date when the credit note was created.

	Entered	Reason	Comment	Amount	Credit Note
Misc. Manual Adjustments	7/5/2018	My other reason	12	1.00	103323 07/05/2018

For the Misc. Manual Adjustments section, the following columns are included:

- **Entered** - The date when the adjustment was entered.
- **Reason** - The reason code entered when creating the manual adjustment.
- **Comment** - Any comments entered about the transaction.
- **Amount** - The amount of the adjustment.
- **Credit Note** - Displays the number and the date when the credit note was created.

	Entered	Item Code	Product	Reason	Comment	Qty	Before Tax	Tax	S&H	S&H Tax
Voided Shipments	7/5/2018	TEST1	Test Item	Damaged in transit UPS claim		8	24.00	0.00	0.00	0.00

For the Voided Shipments section, the following columns are included:

- **Entered** - The date when the voided shipment was entered.
- **Item Code** - The item code involved in the voided shipment.
- **Product** - The description of the item.
- **Reason** - The reason why the order line was voided.
- **Comment** - Any comments entered about the voided line.
- **Qty** - The number of items involved in the voided shipment.
- **Before Tax** - The amount of the voided shipment.
- **Tax** - The amount of tax included in the voided shipment, not including tax.
- **S&H** - The amount of shipping and handling included in the voided shipment.
- **S&H Tax** - The amount of shipping and handling tax included in the voided shipment.

To view return and adjustment information for an order:

1. Select the order that you want to view.

   For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

> ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. Scroll to the bottom of the Manage Order page and click **Returns**.

   The Return Information window appears.

3. You can perform the following operations:

   - In the New Return Information section, you can enter a return for the order. For more information, see Entering a Return for an Order.

   - Click **Manual Adjustment** to perform a manual adjustment. For more information, see Manual Adjustments.

   - Click **Return Policy Override** to change the timeframe after shipments for automatic generation of refunds.

Refunds

A refund occurs when a customer is owed money. This can occur, for example, when a customer has overpaid for an order, or when the customer has returned an item. Refunds assume that the customer no longer owes money for the order. If the customer still owes money, then the amount owing is decreased.

To generate a return, the status of the order, or of the lines in the order, is set to either Shipped or Released status. To generate a refund, the items in the order must have been physically shipped. If not shipped, then you can either create a voided shipment (when in Warehouse status) or cancel the appropriate order lines.

Refund Policies

How and if a customer receives a refund is affected by any refund policies that have been established in the associated keycode. Refund policies indicate the number of days that can pass before refunds are no longer permitted.

If a refund policy has been created, then the number of days remaining is shown in the New Return Information section. Through the associated keycode, an order may have a refund policy, which dictates when the refund expires.

Generating a Refund

The default behavior when issuing new refunds is to refund to the same credit card that was used for payment. The original payment is referenced in the refund. When manually applying a refund through the user interface, you can refund a card up to the amount of the original charge. If refunding an amount that was charged in multiple payments, the refund is automatically split as required to refund the original individual payments.

Refund references to payments are shown when viewing additional information for credit cards in the Payment Details section of OMX.

You can enable per-payment refunding behavior by removing the company parameter Legacy.DisablePerElectronicPaymentRefunds or setting it to **False**.

When the new company parameter is **False** or absent, OMX attempts to issue refunds using available electronic payment methods. This applies to payments that were applied to the order and have not yet

been refunded. Any remaining refund amount that cannot be refunded to electronic payments is instead issued as a refund check.

For orders that were paid half by credit card and half by cash:

- If the order is fully refunded, the refund is divided equally between the credit card and a refund check.
- If the order needs to be refunded for half the order amount, the system always issues the refund to the credit card.

If you need to refund an amount in addition to the cost of the items, such as for shipping and handling, you need to perform a manual adjustment. For more information, see Manual Adjustments.

Disabling Automatic Refunds per Order

This feature enables your sales reps to disable automatic refunds at the order level. This enables you to prevent processing automatic refunds before the order details have been updated. This feature is beneficial if you are using a refund-processing vendor.

Only users with the Bypass Automatic Refund permission can enable or disable automatic refunds.

To enable, or disable, automatic refunds on an order, on the Manage Payments page of the order, click **Enable Automatic Refunds** (or **Disable Automatic Refunds**).

To view orders that have the automatic refund disabled, go to **Reporting** > **Orders with Auto Refund Disabled**.

Refund Check Tracking

You can mark non-delivered refund checks as returned and prevent any future automatic refunding on the order until the delivery issue has been resolved.

To mark a refund check as returned:

1. On the Manage Payments page, click **Return Refund**.
2. On the New Returned Refund window, select the check you want to mark as returned and then click **Apply**.

   The check amount is credited to the order total and the check is marked as Returned Refund.

Using Checks to Refund Unsuccessful Credit Card Refunds

When OMX issues a credit card refund based on a customer's request and the refund fails, you can apply a refund by check instead. If the order has unsuccessful refunds against multiple credit cards, you can choose to issue a single check for all unsuccessful refunds of all cards. You can also issue a separate check for each credit card.

To deliver an unsuccessful credit card refund using a check, click **Refund by Check** on the Manage Payment page of the order.

This feature is available only for users with a Refund by Check permission.

The following figure shows two credit card refunds with a technical chargeback.

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		Date	Type	#	Amount			
		8/23/2016	Credit Card	*1111	2.00		charge approved	082PNI, AVS=YY	-
		8/23/2016	Credit Card	*1111	-1.00	Technical Chargeback 2 (+)	charge approved		-
Payments		8/23/2016	Credit Card		1.00	Technical Chargeback 2 (-)	charge approved		-
		8/23/2016	Credit Card	*1111	10.00		charge approved	392PNI, AVS=YY	-
		8/23/2016	Credit Card	*1111	-3.00	Technical Chargeback 4 (+)	charge approved		-
		8/23/2016	Credit Card		3.00	Technical Chargeback 4 (-)	charge approved		-

To issue a single check for all unsuccessful refunds of all credit cards, click **Refund all by Check**. To issue a refund check for each credit card separately, click **Refund by Check**.

Refund all by Check ▶	Back ↩	
Credit Card *4324		
Date	**Amount**	
5/5/2016 18:13	26.00	Payment received with Order
5/4/2016 9:23	13.00	Payment received with Order
5/3/2016 14:23	24.00	
	24.00	**Total Amount**
Refund by Check ▶		
Credit Card *7935		
Date	**Amount**	
5/5/2016 18:13	26.00	Payment received with Order
5/4/2016 9:23	13.00	Payment received with Order
5/3/2016 14:23	73.54	
	132.56	**Total Amount**
Refund by Check ▶		

Refund-Related Parameters

Use the following parameters to control how OMX handles refunds:

- ProhibitRefundOnUnknownCard - Use this parameter to set restrictions for generating a refund.

- RefundOverpaidOrders - This parameter specifies whether refunds can be generated for all orders that were overpaid or cancelled. This enables you to view the impact and decide on a course of action. Set this parameter to True to generate a refund for all orders that have a credit balance, including tentative payments. A refund is generated if the balance is less than 0 and meets the minimum refund amount. A value of False indicates that it is disabled. A refund is generated if the returned amount is greater than 0, the balance is less than 0, and the minimum refund amount is met.

> ⚠ **Important:** Enabling RefundOverpaidOrders when your Minimum Refund Amount is 0 (zero) means that ALL orders that have a credit balance are credited, even legacy orders. This parameter prevents customer service representatives from issuing a negative credit card payment (refund) on a credit card that is not already on file in the account. If set to True, then refunds are not be issued. If set to False, then refunds are issued.

- TurnOffAutoRefundAfterCheckRefundReturned - Set this parameter to True to disable the automatic refund of the order until the issue causing check delivery to fail is resolved. To re-enable the automatic refund, on the Manage Payments page for the order, click **Enable Automatic Refund**.

Entering a Refund

Entering a refund reduces the amount that a customer owes on an order, or it increases the amount that the customer is owed.

To enter a refund:

1. Find the order to be adjusted.

   > ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line. You can also ask customers to include order numbers with returns, or search on the customer name.

2. On the Manage Order page, click **Details**.

3. On the Manage Payments page, scroll down to the New Payment section.

   > ⓘ **Note:** Additional information may be required depending on the payment type selected.

4. From the **Type** list, select the method of payment.

   > ⓘ **Note:** Not all payment types support refunds.

5. In the **Amount** field, enter the negative amount of the refund.

   Enter a maximum of 8 digits.

6. In the **Date** field, enter the date when the refund should be applied to the order.

7. Enter additional payment details as required.

   If Credit Card is the selected payment method, make a selection from the **Previous Card Details** list.

8. (optional) In the **Comment** field, enter any comments that you want to make about the refund.

   Enter a maximum of 40 characters.

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9. Click **Apply Payment**.

   OMX displays a message indicating whether the negative payment (refund) was successful.

   A new entry is added to the Payment - Detail section as well as the Manage Payments page, viewed by clicking **More…**.

Returns

When a customer sends an item back to the company, this is known as a return.

Return reasons can help you monitor why items are returned, and account for inventory levels. When configuring return reasons, you can indicate if returned items should be added back to inventory.

For information about how to enter a return, see Entering a Return for an Order.

The Returns Process

To display the Returns page, click **Returns** at the bottom of the Manage Order page of any order. The Returns page enables you to enter returns for shipped goods and view the return history for the order. You can also access the Manual Adjustment page by clicking **Manual Adjustment**.

To process a return, select a return reason for each returned line of the order, and enter a returned quantity. Items are added back to inventory depending on the return reason selected. Contact your inventory administrator for details of which return reasons add items back to inventory. Items that have already been shipped can be returned. After you have selected your return reason and quantity, click **Continue** to process the return.

If a return justifies a refund, the refund to the customer is automatically issued with the next refund processing job (usually daily). If the order is of payment type Credit Card or Electronic Check, the customer is refunded directly by the system. If the order is of another payment type, the system generates or prepares a refund check. The physical check needs to be printed or written out by CRM staff, then updated and confirmed in OMX.

> **ⓘ Note:** If there is a Return Policy set up in the keycode the order was placed in, and the return is entered after the refund expiry delay, the returned amount for any returns processed is 0.00. This means that the system does not record a returned amount, or process any refunds. To refund the customer or credit the customer for another order, make a Manual Adjustment.

Credits, Refunds, and Balance Due

A return can generate, a credit, a refund, or a change to the balance due:

- **Credit** - Credit can be used towards a new order using an intra transfer, assuming that the customer does not owe money.
- **Refund** - If the customer has paid for the returned item, and does not owe any more money, then a refund can be generated.
- **Balance Due** - If the customer still owes for the order, a return could simply reduce the amount owing on the order.

Viewing Return Information

You can view return, adjustments, shipping and handling adjustments, and voided shipment information for each order. For more information, see Viewing Return and Adjustment Information for an Order.

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In the order SmartLabel, the Payment Status field shows the customer's status regarding payment of the balance due. The Balance (Credit) field shows how much the customer owes or, if the amount is negative, how much is owed to the customer in the form of a credit balance.

Returning Orders with Coupons

There is a process for returning orders with coupons.

To return items from orders that used a coupon:

1. Return the full quantity of line items, including coupon line items.

2. Perform a manual adjustment for the shipping amount.

Reports

The following reports provide information about returns:

- **Expected Returns report** - Displays all orders with an expected return.

- **Order Status report** - Displays a comprehensive real-time status for all of the orders captured within the last 30 days, including orders with the status of Shipped, Returned, Cancelled, Auto-Cancelled, or Quote.

- **Received Returns report** - Displays all orders with a received return.

- **Refund Detail report** - Displays a list of customers who have received a refund or who have received a negative payment within a selected date range.

- **Return Analysis report** - Provides information about items that have been returned within a specific time frame. Each return reason code is a column title.

Entering a Return for an Order

Entering a return means that a customer has returned, or will be returning, an item that they have received. A return can be one of three reason types:

- Standard return
- Exchange
- Replacement

The return reason types also indicate if the returned item should be placed back into inventory. For more information, refer to the Inventory Adjustment topic in the OMX Item Management Guide.

For each return, you also need to indicate whether the items have been returned.

- **If returned** - Indicates that you have received the product from the customer. When an item is returned to inventory, the on-hand levels for that item change immediately, but will not be committed to other orders until BEP is run. Selecting this option increases the Returned amount on an order, and can generate a refund for the customer.

- **If not returned** - Indicates that the item has not yet been returned. The status of the order line changes to Pending Returned. As soon as the items have been received, you can return to the page and indicate that the items have been returned. The status of the order line changes to Returned. If the items are never returned, you cannot cancel the tentative return, but you can perform a manual adjustment to recharge the customer.
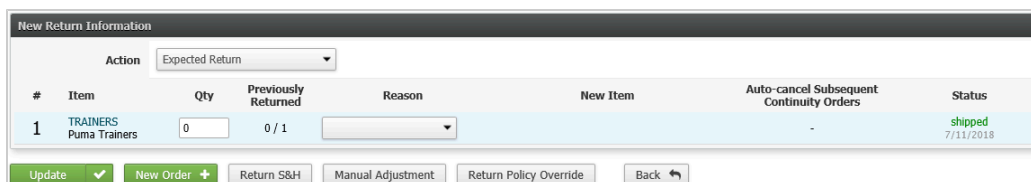
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> **ⓘ Note:** Returns can never be reversed in OMX, although they can be corrected by performing a manual adjustment. For more information, see Manual Adjustments.

To enter a return for an order:

1. Find the order that contains the item or items to be returned.

   > **✔ Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line. You can also ask customers to include order numbers with returns, or search on the customer name.

2. On the Manage Order page, click **Returns**.

3. Scroll down to the New Return Information window.

   The following columns are included:

   - **#** - The line number.
   - **Item** - The item code and description of the item.
   - **Qty** - The total number of this item that was ordered.
   - **Previously Returned** - The number of returned items out of the total quantity ordered.
   - **Reason** - The reason for the return. Select from your customized list of reasons.
   - **New Item** - If the returned item is to be exchanged, the item to be shipped is specified here.
   - **Auto-cancel Subsequent Continuity Orders** - Indicates whether standing order items to be delivered in the future should be cancelled.
   - **Status** - Current status of the item within OMX.

4. In the **Qty** field, enter the number of items that are being returned.

5. In the **Reason** column, select a reason for the return.

   If you select **exchange**, two fields appear in the **New Item** column: Item Keycode and Item Code. Enter the item keycode and item code, and then click **Update**. The name of the item appears in the **New Item** column.

6. Click **Update**.

   The line status changes to **returned**.

   The new return is added to the Return Information window.

   The **Balance** field in the order SmartLabel is updated by the amount of the return.

Manual Adjustments

A manual adjustment enables you to change the amount due in an order without returning any items. You can use a manual adjustment to:

- Reduce the amount due for a portion of an order as compensation. This occurs when the order has been shipped but has not yet been paid. This does not generate a refund, as the order has not yet been paid.

- Cancel an order and refund the customer.
- Refund shipping and handling fees.
- Generate a partial refund, such as to address late shipping or other customer service issues.
- Re-charge the customer for items that should have been returned but that have not been received.
- Adjust for a return that was mistakenly entered.
- Create a credit for a customer, which can be used to pay for another order, using an intra-transfer.

Manual adjustments are useful when items in an order have not been shipped, or when you need to reimburse a customer for the shipping and handling costs. Manual adjustments are also useful for any other order-related, but not item-related, costs.

You can create three kinds of adjustments:

- **Line** - a manual adjustment by line
- **Order** - a miscellaneous manual adjustment
- **S&H** - a return of the shipping and handling costs

Cancelling an Order and Refunding the Customer

If an order is cancelled and has already been charged, OMX does not automatically process any refunds to the customer. When you cancel a paid order, the balance on the order becomes negative, and a balance is owed to the customer. At this point you need to process the refund on the Add Payment page. The negative balance is carried on the customer's order until a negative payment amount (for example, a refund) is applied to the order.

Returning Products with a Refund

Follow this process when a return is received at the warehouse or customer service center and the customer needs to receive a refund.

To return products with a refund:

1. Find the order related to the return.

   > ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line. You can also ask customers to include order numbers with returns, or search on the customer name.

2. On the Manage Order page, click **Returns**.
3. On the Return Order page, for each returned line, select a Return Reason, and enter the quantity returned.
4. To enter the return, click **Update**.
5. If shipping and handling fees should also be refunded, click **Return S&H**, enter the shipping amount to be refunded, and select a reason.

   This completes the return process. The order will be refunded, if appropriate, at the next payment processing.

Generating a Partial Refund for Customer Service Issues

A partial refund of an order is often required, usually to address late shipping or other customer service issues.

To generate a partial refund for customer service issues:

1. Find the order related to the return.

   ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line. You can also ask customers to include order numbers with returns, or search on the customer name.

2. On the Manage Order page, click **Returns**.
3. On the Return Order page, click **Manual Adjustment**.
4. Select the Miscellaneous Manual Adjustment tab.
5. In the **Amount** field, enter the amount to be refunded.
6. From the **Reason** list, select a reason for issuing the refund.
7. (optional) In the **Comment** field, enter any other information you wish to record about this refund.
8. Click **Apply Adjustment** and then click **OK** to confirm.

   This completes the adjustment process. The outstanding balance is refunded to the customer at the next payment processing.

   ⓘ **Note:** The customer may not be refunded if the order is underpaid. For example, if a customer has paid $30 for a $50 order, and an adjustment of $10 is made, the customer has still underpaid and is not refunded.

Reducing the Amount Due for Customer Service Issues

If an order is already shipped but unpaid, and the amount due needs to be reduced in order to resolve customer service issues, make a manual adjustment. The procedure is the same as Generating a Partial Refund for Customer Service Issues, but OMX does not generate a refund, as the order is unpaid.

Returns Never Received

If a customer requests a refund but does not return the items within the required timeframe, they should be charged again.

To undo an issued return:

1. Find the order to be adjusted.

   ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line. You can also ask customers to include order numbers with returns, or search on the customer name.

2. On the Manage Order page, click **Returns**.
3. On the Return Order page, click **Manual Adjustment**.
4. On the Manual Adjustment By Line tab, From the Reason list, select a reason.
5. On the appropriate line, in the **Before Tax** field, enter the amount to be corrected, with the minus sign in front.

   You are subtracting, or removing, a portion of the return.

6. Click **Continue**.

   The adjustment appears in the Adjustments section of the Return Information window, in red font, with a minus sign.

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7. Obtain alternative payment details from the customer.

Returns Created In Error

If a return is accidentally entered, the return record itself cannot be deleted. It is possible, however, to adjust the returned amount on the order to ensure that the customer gets the correct refund, or none at all, as appropriate. You need to calculate the tax on such adjustments manually, where applicable.

Follow the procedure for Returns Never Received to remove returns created in error.

Manually Adjusting the Price of an Order

Manual adjustments can be made against specific order lines that have a status other than Pending. OMX displays the minimum and maximum amounts that you can adjust in the Adjustment Limits column.

> **Note:** You cannot enter a manual adjustment for more than the total cost of the shipped items in the order.

After you enter an adjustment for order items, the transaction either generates a refund, generates a credit, or reduces the amount owing on the order.

To manually adjust the price of an order:

1. Select the order that you want to manage.

   For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

   > **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. Scroll to the bottom of the Manage Order page and click **Returns**.

3. On the New Return Information window, click **Manual Adjustment**.

4. In the **Reason** Field, select a reason from the list.

5. (optional) In the **Comment** field, enter any comments relating to the manual adjustment.

   This value appears in the Adjustments section of the Return Information window.

   Enter a maximum of 40 characters.

6. For the item to be returned, in the **Before Tax** field, enter the amount to be adjusted for this order. You can make either a negative adjustment or a positive adjustment.

   - **Negative adjustment** - This decreases the returned amount. You would enter a negative value to correct an erroneous amount. If the customer has already been refunded, a balance due is

generated on the order. The order then carries a balance due, and the customer is charged as appropriate using the Add Payment function.

- **Positive adjustment** - This enables you to enter a credit adjustment. For example, an item arrives damaged, and you want to return 10% more than the customer's cost for their trouble. When a positive manual adjustment is made, and the returned amount increased, OMX processes any refunds due to the customer.

7. Click **Continue**.

   OMX displays a message indicating whether the adjustment was made successfully.

   If successful, the transaction appears in the Return Information window in the appropriate section.

   The order amounts, shown in the order SmartLabel, are adjusted as needed.

Returning Costs for Shipping and Handling

This topic explains how to return shipping and handling costs on a per order basis. A return may:

- generate a refund
- generate a credit
- reduce the amount owing on the order

> **Note:** If you need to record more shipping and handling costs, you can ship a free item to the customer, or create a dummy order. The user pays for the shipping and handling, but the shipping and handling cost is recorded as a sale.

You can view shipping and handling adjustments in the Return Information section of the order (see Viewing Return and Adjustment Information for an Order).

To return the cost of shipping and handling for an order:

1. Select the order that you want to manage.

   For details on finding specific orders, see the Order Search topic in the OMX Customer Service Guide.

   > **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. Scroll to the bottom of the Manage Order page and click **Returns**.

3. Under the New Return Information window, click **Return S&H**.

4. Scroll to the Shipping & Handling Return window.

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5. In the Reason field, select a reason from the list.

6. (optional) In the **Comment** field, enter any comments regarding the shipping and handling adjustment.

   This value appears in the S&H section of the Return Information window.

   Enter a maximum of 40 characters.

7. In the **Returning After Tax** field, enter the shipping and handling amount to be returned.

   If no shipping and handling was charged for the order, then you cannot adjust for this amount.

   When refunding shipping and handling, you need to enter a positive amount (increases the returned amount). If a positive manual adjustment is made, and the returned amount increased, OMX processes any refunds due to the customer.

   When recharging shipping and handling, you need to enter a negative amount (reduces the returned amount). If a negative adjustment is made (returned amount decreased), and the customer has already been refunded, a balance due is generated on the order. The order then carries a balance due, and the customer is charged as appropriate using the Add Payment function.

8. Click **Continue**.

   A message appears indicating whether the adjustment was successful.

   The order amounts, as shown in the order SmartLabel, are adjusted as needed.

   If successful, the transaction is added to the Return Information window.

Miscellaneous Manual Adjustments

Miscellaneous manual adjustments enable you to enter manual adjustments for amounts that exceed the amount of the order items. For example, you may want to reimburse customers their long-distance fees to call your support center.

To enable this functionality, set the AllowMiscAdjustment company parameter to **True**.

Related Report

You can use the Misc. Manual Adjustment report to view all miscellaneous manual adjustments that were entered within a specified time frame. To view this report, on the Reporting tab, in the Customer Service Metrics section, click **Misc. Manual Adjustments**.

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Entering a Miscellaneous Manual Adjustment

Any miscellaneous adjustments entered for an order appear in the Return Information window.

To enter a miscellaneous manual adjustment:

1. Select the order that you want to manually adjust.

   For details on finding specific orders, see the Order Search topic of the OMX Customer Service Guide.

   > ✔ **Tip:** If you know the order number, enter **o** followed by a space and the order number into the command line.

2. Scroll to the bottom of the Manage Order page and click **Returns**.

3. Scroll to the bottom of the New Return Information window and click **Manual Adjustment**.

4. Scroll to the bottom of the page and click the Miscellaneous Manual Adjustment tab.

5. In the **Amount** field, enter the amount that you want to refund.

6. Select a reason for the adjustment.

7. (optional) In the **Comment** field, enter any text that you want to enter for this adjustment.

   Enter a maximum of 40 characters.

   Comments appear in the Misc. Manual Adjustments section of the Return Information window.

8. Click **Apply Adjustment**, then click **OK** to confirm.

   If successful, the transaction is added to in the Misc. Manual Adjustments section of the Return Information window.

   The order amounts, as shown in the order SmartLabel, are adjusted as needed.

Review Rules

This chapter describes the use of review rules in OMX. The following topics are included:

- Review Rules Overview
- Review Rules Criteria and Conditions
- Creating a Review Rule
- Reviewing an Order
- Re-evaluation of Review Rules
- Option To Ignore Selected Review Rules on an Order

Review Rules Overview

Review rules are rules established by your organization to act as a fraud prevention mechanism. Review rules can also alert you to orders that were entered incorrectly. For example, you might create a review rule to limit shipping and billing.

Review Rules enable you to specify certain criteria or aspects of an order that cause the order to be flagged for review. When any active Review Rule criterion applies to an order, that order is placed in a Review status as soon as the order is assigned an order number.

Orders in Review status do not proceed through automated order processing. The Review List and Order Status Reports show all orders in Review status. An optional email alert can be sent upon an order entering Review status. You need to investigate each order in Review status to determine if the order should be released for processing by OMX, edited before order processing, or cancelled.

Review Rules – Options

The Options window is located on the Review Rules page, below the Existing Review Rules window. Options apply to all review rules. They enable you to:

- Specify an email address to receive order review alerts. This step is required.
- Set a threshold value for placing orders into review. The threshold value is intended to reduce the number of nuisance email alerts sent to the specified email address.
- Specify when evaluations occur. Evaluations always occur when creating an order. You can also set up evaluations when:
  - Releasing an order from waiting. This option applies to both automatic and manual release.
  - Adding a payment to an order.
  - Changing the primary payment method. This option applies to both the credit card payment type and the open invoice payment type.
  - Creating an authorization.

Review Rules – Features

OMX's review rules functionality enables you to easily and efficiently create review rules, create combination rules, easily manage review orders through reports, and quickly resolve issues and orders that are in a review status. The functionality includes:

- a graphical user interface to determine review criteria
- a variety of rules criteria for increased fraud prevention
- the ability to manage orders pending review in an efficient way
- enhanced analysis on the types of orders that are being reviewed and the amount of time it takes to address those orders

Re-evaluation of Review Rules

OMX lets you evaluate review rules at different stages of the order's lifecycle. This increases the possibility of finding and correcting erroneous orders before they are processed.

You can set up rules to be re-evaluated each time an order is released from the Waiting status, a new payment is added, a primary payment method is changed, or an authorization is recycled.

To set the criteria for re-evaluating review rules:

1. On the Setup tab, in the Customer Service section, click **Review Rules**.
2. Scroll down to the Options section and select your criteria.

3. Click **Update**.

Review Rules Criteria and Conditions

This topic lists the criteria and conditions you can use when creating review rules.

Order Criteria

The following table lists order criteria review rules used in OMX.

Order Criteria	Description
Division	Flags orders for a specific division.
Is Standing Order	Flags standing orders.
Keycode	Flags orders placed using a specified keycode.
Number of Order Lines	Enables you to flag orders based on the number of order lines on the order.

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Order Criteria	Description
Order Custom Field (other)	Enables you to review orders based on provided Order Custom Field information with an input type other than picklist or checklist.
Order Custom Field (picklist/checklist)	Enables you to review orders based on provided Order Custom Field information with a picklist or checklist input type.
Order Entry PIN	The Personal Identification Number used to enter the order. This can be entered during phone order entry or in an Internet order.
Order Entry User	Enables you to review the order entry user.
Order Total	Flags orders when the total amount of the order (including shipping and handling, and tax) exceeds the value specified in this review rule type.
Origin Type	Flags orders based on the origin type (order channel). Possible values are: ■ **1** - Mail ■ **2** - Phone ■ **3** - Internet ■ **4** - Walk-In ■ **5** - Mobile/SMS
Shipping Method	Enables you to score orders for when a certain shipping method is used.
Special Instructions Flag	Flags orders that contain special shipping instructions.

Order Line

The following table lists order line criteria review rules used in OMX.

Order Criteria	Description
Backordered	Flags orders when: ■ an item code is over-committed in the account ■ the order line may be backordered at the next order processing or credit card processing batch. It does not necessarily mean that the order line is backordered.
Custom Item Attribute (other)	Flags orders that contain the specified custom attribute.
Custom Item Attribute (picklist/checklist)	Flags orders that contain the attribute selected from the standard list.
Customization Class Available	Flags orders for which a customization class is offered.
Item Code	Flags orders that contain the specified item code on any order line of the order.
Parent/Family Item Code	Enables you to specify an item code (is or is not).
Product Type	Flags orders with items that are of a specified product type.

Address Criteria

The following table explains the address criteria review rules used in OMX.

Address Criteria	Description
Address Contains	Enables you to review orders based on certain information in the Address Lines.
Bill To Country	Flags orders with a specific billing country.
Bill To State	Flags orders with a specific state code in the billing address. You can find state codes using the World Fact Book, available on the International Tools widget.
Bill to Zip	Flags orders with a specific zip code in the billing address.
Billing E-Mail	Flags orders with a specific email.
PO Box	Enables you to review orders based on the Address Lines containing Post Office Box information.
Ship To Country	Flags orders with a specific shipping country.
Ship To Different from Bill To	Flags orders with a different shipping address and billing address.
Ship To State	Flags orders with the specified state code in the shipping address. You can find state codes using the World Fact Book, available on the International Tools widget.
Ship to Zip	Flags orders with the specified zip code in the shipping address.
SmartAddress Result	Flags orders with the following SmartAddress result codes: ■ **0** - Quality: Verified ■ **10** - Quality: Corrected ■ **20** - Quality: Suspicious. This code is generally given when there is more than one possibility for a correction. ■ **30** - Quality: Invalid ■ **40** - Quality: Unknown. Indicates that the address has been formatted. Note that this code is given when the SmartAddressUDI company parameter is set to False. ■ **90** - Quality: Not available ■ **95** - Quality: Invalid (This generally means that SmartAddress is temporarily unavailable or what it returned is not valid XML.)

Payment Criteria

The following table explains the payment criteria used in OMX.

Payment Criteria	Description
AVS Result	Specifies the results of the credit card address verification. Generally, values are: ■ **Y** - address verification was successful ■ **N** - part of the address did not match ■ **X** - unable to verify that portion of the address
CCV Result	Specifies the results of the credit card security code verification (required for PCI compliance). The credit card security code is a number (not part of the credit card number) that appears on the physical credit card and not on receipts or statements. This helps assure that the buyer actually possesses the physical card. Possible values are: ■ **Y** - security code verification was successful ■ **N** - the code does not match the data for the card

Payment Criteria	Description
	▪ **X** - the service is not supported by the gateway
Credit Card Type	Enables you to review orders based on the type of credit card used for primary payment.
Number of Customers That Use the Same Credit Card	Enables you to determine how many customers are using the same credit card for all of their purchases.
Payment Type	Enables you to score orders based on the primary payment type of the order.

Customer Criteria

The following table explains the customer criteria used in OMX.

Customer Criteria	Description
Bad Debt Flag	Set to True to flag orders where the customer has the Bad Debt flag box checked.
Bankrupt Flag	Set to True to flag orders where the customer has the Bankrupt flag box checked.
Collections Cycle Number	Set to True to flag orders from a particular collection cycle.
Collections Follow-up Attempt Count	Set to True to flag orders after a specific number of follow-up collection attempts.
Customer Custom Field (other)	Enables you to review orders based on the provided Customer Custom Field information with an input type other than **picklist** or **checklist**.
Customer Custom Field (picklist/ checklist)	Enables you to review orders based on the provided Customer Custom Field information with a **picklist** or **checklist** input type.
Customer IP Address	Flags orders with a specific IP address.
Customer Level	Enables you to review orders based on Customer Level.
Customer Write-off (bad debt)	Enables you to review orders that have been written off as a bad debt.
Customer Write-off (fraud)	Enables you to review orders that have been written off because they were identified as fraudulent.
Deceased Flag	Set to True to flag orders where the customer has the Deceased flag checked.
Do Not Call Flag	Set to True to flag orders where the customer has the Do Not Call flag checked.
Do Not E-Mail Flag	Set to True to flag orders where the customer has the Do Not E-Mail flag checked.
Do Not Mail Flag	Set to True to flag orders where the customer has the Do Not Mail flag checked.
Do Not Rent Flag	Set to True to flag orders where the customer has the Do Not Rent flag checked.
Nixie Flag	Enables you to review orders where the customer has the Nixie Flag checked.
No AVS Check Flag	Set to True to flag orders where the customer has the No AVS Check flag checked.

Customer Criteria	Description
Number of Continuity Orders Open	Enables you to view the number of open continuity orders.
Number of Open Orders	Enables you to view the total number of open orders.
Number of Recent Orders	Enables you to view the the maximum number of orders a customer can place within a certain time frame. Subsequent orders placed within this time frame are assigned a Review status.
Outstanding Balance (including current order)	Enables you to set a maximum value permitted for an outstanding balance in all orders for this customer, including the current order.
Outstanding Balance (other orders)	Enables you to set a maximum value permitted for an outstanding balance in orders for this customer, not including the current order.
Outstanding Balance in Continuity Membership	Enables you to set a maximum value permitted for an outstanding balance.
Outstanding Balance In Order's Division	Enables you to set a maximum value permitted for an outstanding balance in the same division as this order.

Conditions

Each rule requires a condition, which must match for the rule to be activated (and the points applied). Condition types are:

- Is
- Is Not
- Is Greater Than
- Is Greater Than or Equal To
- Is Less Than
- Is Less Than or Equal To

The value for each condition is either a text field, list, or in some cases, is pre-selected and non-editable.

Creating a Review Rule

To determine the criteria an order must meet to cause it to be placed into Review status, you need to create an active Review Rule.

To create a review rule:

1. On the Setup tab, in the Customer Service section, click **Review Rules**.

   ✔ **Tip:** To display the Configure Your Account page from any other page on the Setup tab, click the Home icon 🏠 in the upper left corner.

2. Scroll down to the bottom of the Existing Review Rules window and click **New Rule**.

   The Create Review Rule page appears. This page lists the possible criteria you can select to be applied to an order to cause it to be placed it in Review status.

3. Select a button beside one of the Criteria.

   The related Condition and Value options appear.

   These options are predetermined depending on the criteria selected.

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Certain criteria, such as custom fields, also require you to set a precondition.

4. Select a Condition and Value for the selected criteria, and select a precondition if needed.

5. Click **Update**.

The Review Rule is created and the Edit Review Rule window appears.

> ⚠️ **Important:** The new Review Rule is created Inactive by default and does not cause any orders to go into Review status until activated. For a Review Rule to cause an order to be placed into Review status, the rule must be active.

6. To activate the review rule, click the **Active** box.

> ℹ️ **Note:** You can combine one or more rules so that orders go into Review status if they qualify against multiple criteria. For an order to go into Review status, all of the review rule criteria must be met. For example, you could create a combined rule for orders where Credit Card Type is Diner's Club and a customer's Bad Debt Flag is set to true. To combine rules, click the **Combine with New Rule** link and repeat the steps to create a rule. A review rule can be combined if it has never caused an order to go into Review.

7. Click **Update**.

OMX displays a confirmation message.

8. Click **Back** to return to the Review Rule main page.

The new review rule is now included in the Existing Review Rules list.

New orders that match the criteria when evaluated are placed in Review status.

Reviewing an Order

There are several options for reviewing an order that is in Review status.

Viewing an Order's Review Reasons and Review History

When an order is in Review status, you can review the reason why it was placed in review.

On the Manage Order page, click **Review Reasons**.
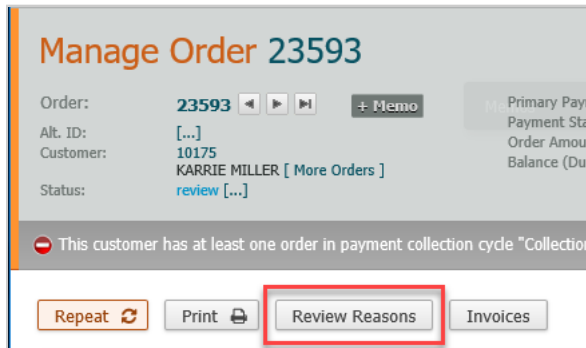
If Review rules were added after the order was created, and they now apply to that particular order, OMX displays two windows:

- The top window lists any current review rules triggered by the order.
- The bottom window includes a section created for each event when review rules were evaluated as per your Review Rules > Options setup.

Cancelling or Releasing an Order in Review Status

On the Review Reasons page:

- To cancel an order in Review status, click **Cancel Order**. If required, select cancellation reasons.
- To release the order from Review status to the appropriate status (for example, Pending or Waiting), click **Release from Review**.

On the Manage Order page:

- To cancel an order in Review status, click **Cancel**.
- To change the order status to Released, click **Release**.

Review List Report

You can view all orders in Review status using the Review List Report.

To display the Review List report:

1. On the Reporting tab, under Customer Service Metrics, click **Review List**.

   The Review List is grouped by Review Reasons and Rules.

   You can sort on any of the columns by clicking the column heading. When an order is moved out of Review status, it is removed from this report.

   The following columns are included:

   - **Age** - Number of days the order has been in the Review status.
   - **Date** - Date the order entered Review status.
   - **Order Number** (hyperlink) - Click this link to display the order.
   - **Customer Number** (hyperlink) - Click this link to display the Manage Customer page for the customer.
   - **Name, Zip** - Name and post code of the order recipient.
   - **Entered By** - Username of the OMX user who created the order.
   - **Amount** - Total value of the order.

2. You can perform the following operations:

   - Click an order number link to view and manage the order.
   - Click a customer number link to view and manage the customer.
   - Export to an Excel or CSV file.

Option To Ignore Selected Review Rules on an Order

OMX gives you the option to ignore certain review rules on an order so that the order may proceed.

When you choose to ignore some review rules, these rules are not considered for re-evaluation on the same order in the future. This enables OMX to process the order even when the order violates some review rules.

> **Note:** Ignoring review rules doesn't release the order from the Review status.

> **Important:** Ignoring rules on an order is irreversible.

To ignore certain review rules:

1. On the Manage Order page, click **Review Reasons**.
2. On the Review Reasons page, check the **Ignore** box next to rules you want to bypass, and then click **Ignore Selected Rules**.

Example

In this example, the following account settings are used. You can configure these settings at Setup > Review Rules, in the Options section.

Review Rules	Review Rules Evaluated When
- Order is Greater than $100 - Ship to Country is Antarctica - Address Contains test - Number of Order Lines Is Greater Than 10	- Creating order (default) - Releasing from Waiting - Adding a payment to order - Changing primary payment method (credit card or open invoice) - Creating an authorization

Part 1: An Order Is Created

The first review-rule evaluation identifies two issues: Ship to Country is Antarctica, and Address Contains the word **test**.

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You decide that the word **test** in the address can be ignored in future evaluations for this order because the address will be verified with the customer. You check the **Address Contains test** box, click **Ignore Selected Rules**, then click **Yes** to confirm so that this review rule is ignored in future evaluations.

OMX automatically creates a **new memo** record.

Part 2: The Order Is Updated

After contacting the customer to verify the shipping details, you update the order as follows:

1. Change the incorrect shipping address from Antarctica to New York, USA.
2. Change the shipping method to a method that has a higher shipping cost.
3. Change the primary payment method to credit card.

Since the new shipping costs increase the order price, the next evaluation check activates the **Order is Greater than $100** review rule.

Part 3: The Order's Review Rules Page after Update

The following figure shows the order review details after two evaluations: Order Creation and Update Primary Payment Details.

In the **Current Review Rules Triggered** section, you can see the current evaluation of the order. You can choose to release the order from review, or ignore the rule in the next evaluation.

> **Note:** If the order total remains higher than $100, the **Order is Greater than $100** review rule is reactivated in the next evaluation even if you click Release from Review.

The **Review Rules Triggered for** sections show which events activated the review rules. The **Review Rules Triggered for Order Creation (#1)** section shows review rules that were activated at the time of order creation. The **Review Rules Triggered for Update Primary Payment (#2)** section shows review rules that were activated when the primary payment details changed.