

Handling eCommerce Returns and Refunds

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

The aACE [ecommerce integration](http://aace6.knowledgeowl.com/help/introduction-to-e-commerce-integration) covers downloading orders, accounting for payments, and completing fulfillment. Subsequent interactions with web orders such as returns, cancellations, or refunds must be handled manually. Be sure to consult your company's policies and procedures on how to manage these transactions.

Note: These subsequent interactions do *not* interact with your ecommerce solution. The protocols here are the same as for orders generated initially in aACE.

- [Returns](http://aace6.knowledgeowl.com/help/processing-customer-returns) are often handled by creating a return shipment.
- [Cancellations and full refunds](http://aace6.knowledgeowl.com/help/issuing-refunds-for-checks) can also be accounted for by voiding the applicable invoice and receipt.
- [Refunds on non-taxable orders](http://aace6.knowledgeowl.com/help/issuing-refunds-for-checks) can be accounted for with regular credit/adjustments.
- [Refunds on taxable orders](http://aace6.knowledgeowl.com/help/refunding-taxes-on-e-commerce-orders) can be accounted for with credit/adjustments using custom line item codes.