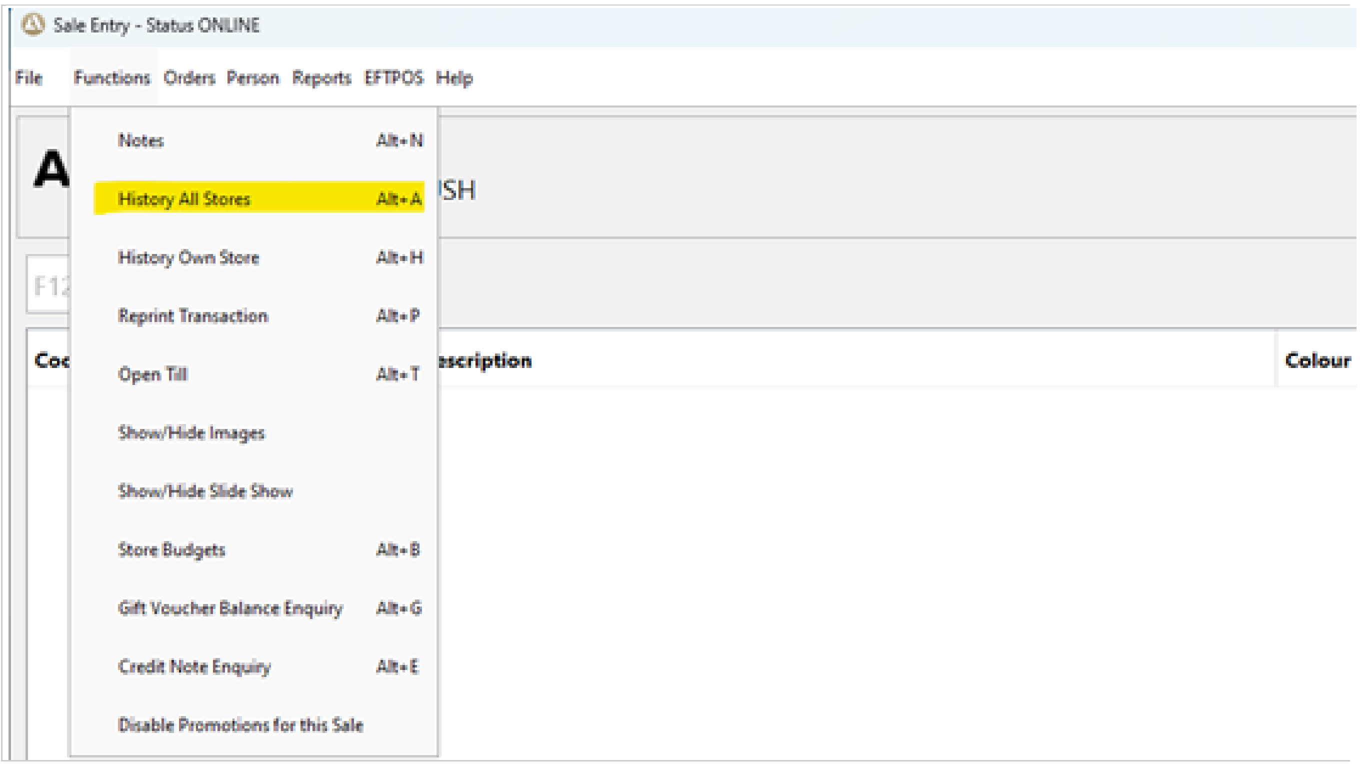
AQUILA
Processing an Online Return or Exchange in AP21

A quick-reference guide for store staff on finding and pulling up a customer's online order in AP21 before processing a return or exchange.

STEP 1 Open History All Stores

From the Sale Entry screen, go to the Functions menu and select History All Stores (or use the shortcut Alt+A).



STEP 2 Search for the customer's order

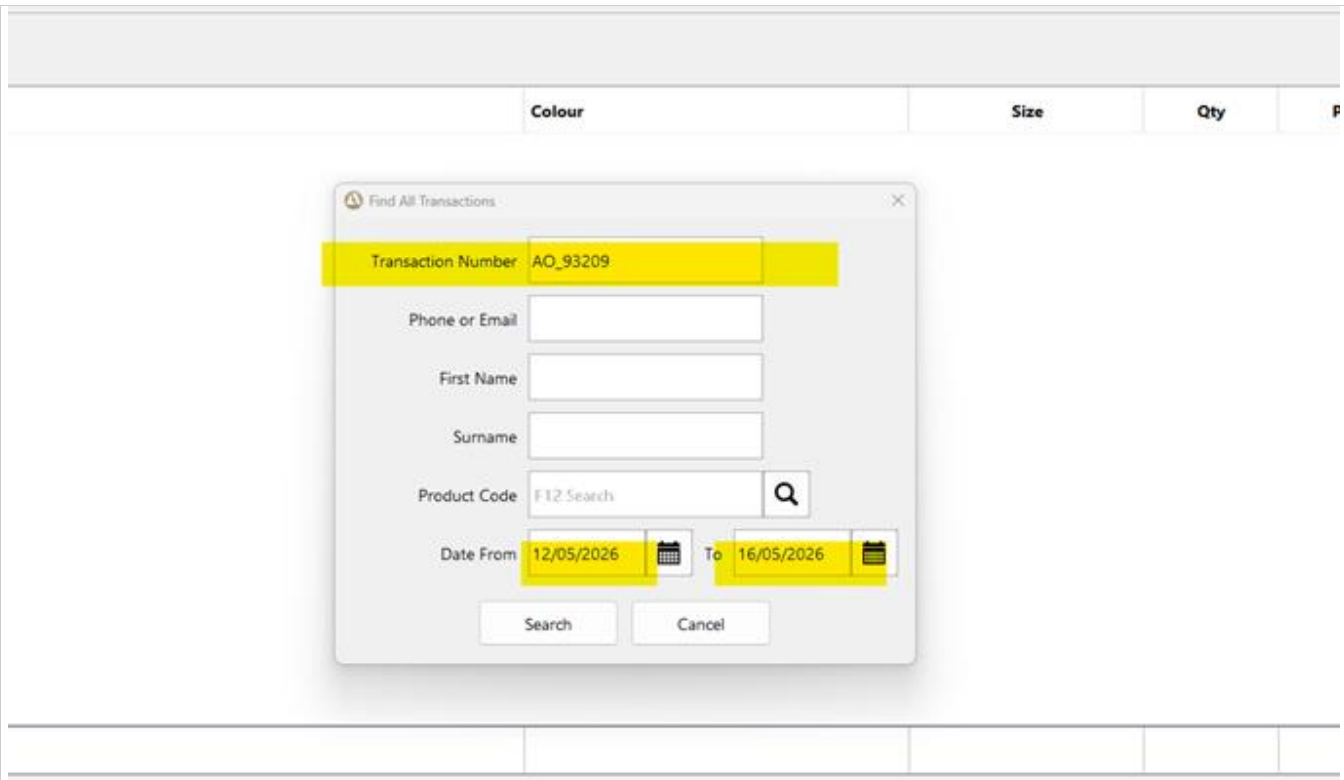
In the Find All Transactions window, search using one of the following:

- Transaction Number — enter the order reference starting with AO_ (e.g. AO_93209), or
- Customer name — enter their First Name and/or Surname. Note: this may return several results if other customers share the same name.

Set the **Date From / Date To range to cover when the order was purchased, and build in a buffer of a few days either side.**
For example, if the customer purchased on 14 May, search 12 May – 16 May (widen the range further if needed).

Why add a date buffer?

• Online orders aren't always processed the moment they're placed.
• The sale is sometimes finalised in AP21 a day or two later than the purchase date.
• A narrow date range can cause the search to miss the transaction entirely.



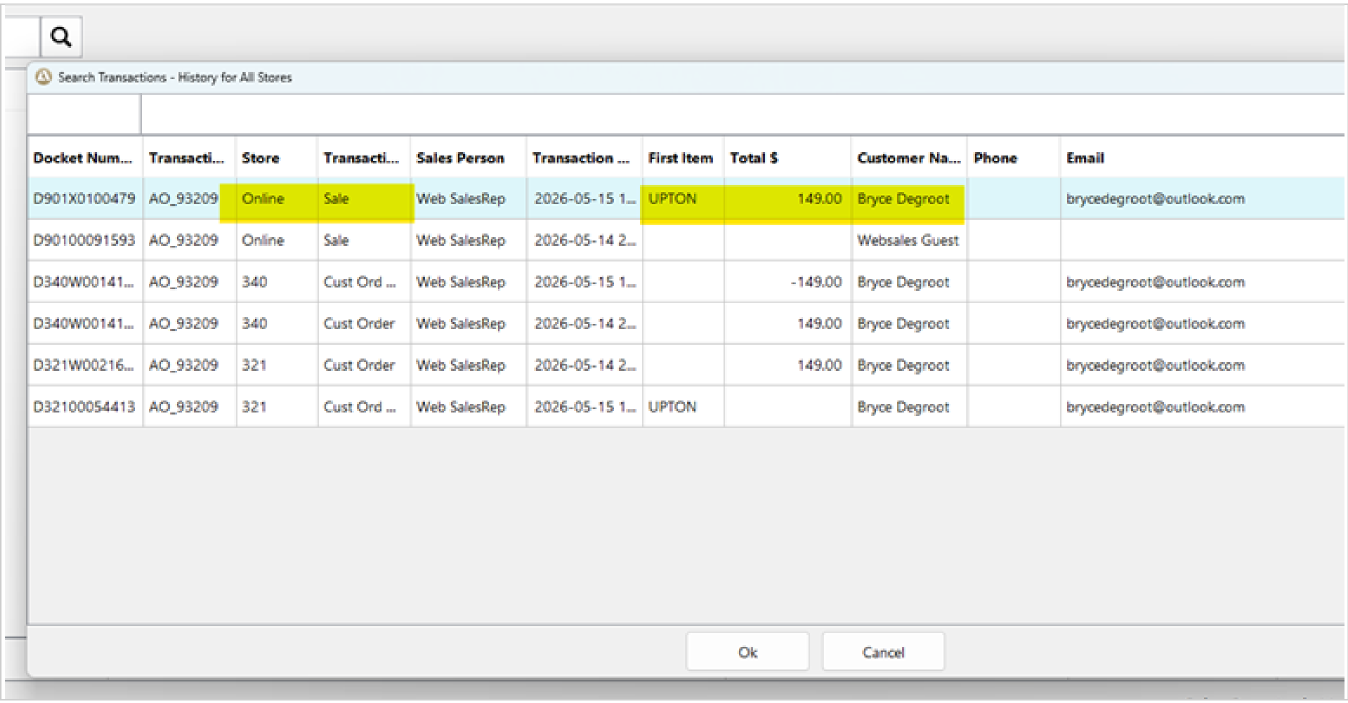
STEP 3 Select the correct transaction

Click Search. AP21 will list every transaction linked to that order or customer — this can include the original online sale, related customer orders, and store transfers.

To make sure you open the customer's actual purchase (and not a blank or unrelated record), select the row where:

- **Store = Online, and**
- **Transaction Type = Sale**

Then click OK.

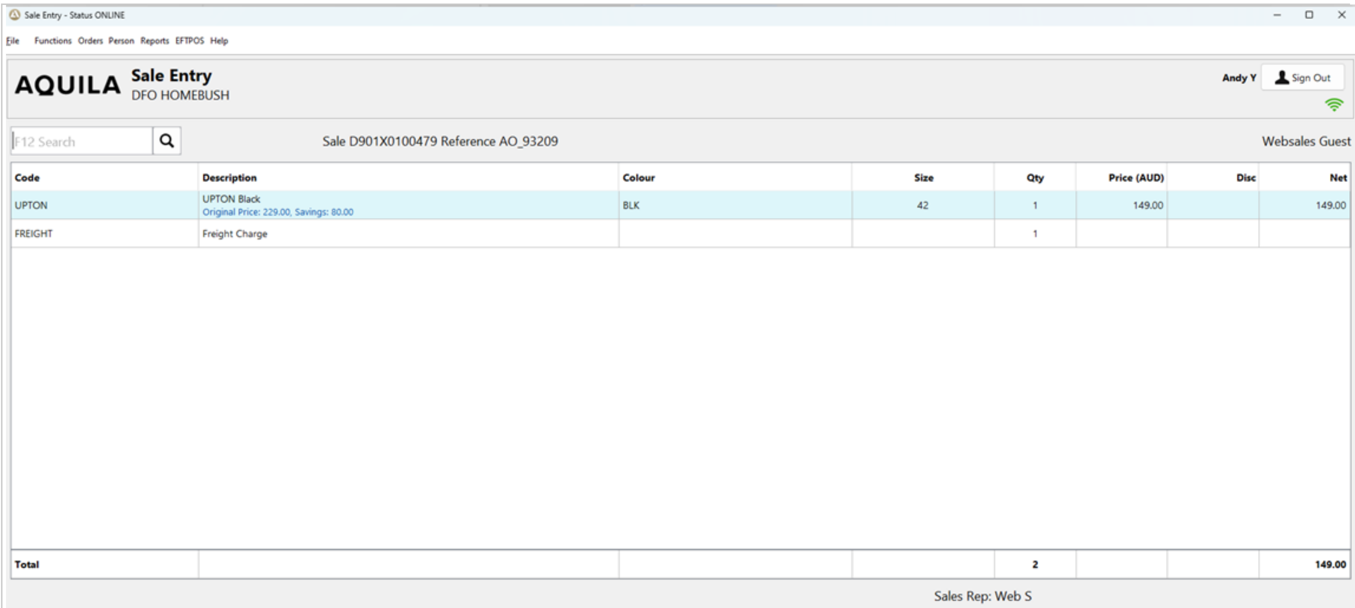


Docket Num...	Transacti...	Store	Transacti...	Sales Person	Transaction ...	First Item	Total $	Customer Na...	Phone	Email
D901X0100479	AO_93209	Online	Sale	Web SalesRep	2026-05-15 1...	UPTON	149.00	Bryce Degroot		brycedegroot@outlook.com
D90100091593	AO_93209	Online	Sale	Web SalesRep	2026-05-14 2...			Websales Guest		
D340W00141...	AO_93209	340	Cust Ord ...	Web SalesRep	2026-05-15 1...		-149.00	Bryce Degroot		brycedegroot@outlook.com
D340W00141...	AO_93209	340	Cust Order	Web SalesRep	2026-05-14 2...		149.00	Bryce Degroot		brycedegroot@outlook.com
D321W00216...	AO_93209	321	Cust Order	Web SalesRep	2026-05-14 2...		149.00	Bryce Degroot		brycedegroot@outlook.com
D32100054413	AO_93209	321	Cust Ord ...	Web SalesRep	2026-05-15 1...	UPTON		Bryce Degroot		brycedegroot@outlook.com

STEP 4 Process the return or exchange

The customer's original sale will load into Sale Entry, showing the item(s) purchased, size, colour, price paid and any discount applied, along with the order reference number at the top of the screen.

From here, use F7 Return (or the relevant function) to process the return or exchange as normal against this transaction.



Good to check before you proceed

- Confirm the item code, colour and size on screen match what the customer has physically brought in.
- Check the Original Price / Savings note under the item — this confirms the price actually paid.
- Freight charges show as a separate line and are generally not refundable unless the full order is being returned.