How to Issue a Refund

1. Log in to CORES: https://cores-usc.mis.vanderbilt.edu
   Enter your USC (Shiboleth) user name and password

2. Go to Reports Menu > Invoice Reports > Invoice to run the invoice report

3. Open the invoice that contains the order you wish to issue a refund for and make a note of the order number.

4. Go back to the homepage. Go to Entry > Refund Entry

5. Enter the order number you wish to issue a refund for.

6. Date Refund Provided is defaulted to current date.
   Select a Refund Reason.
   Update Refund Quantity.
   Verify Total Refund reflects the amount you wish to refund.
   Enter any necessary Comments.

7. Click Submit Refund when finished. Refund request will be processed in the next invoice cycle based on the Date Refund Provided.