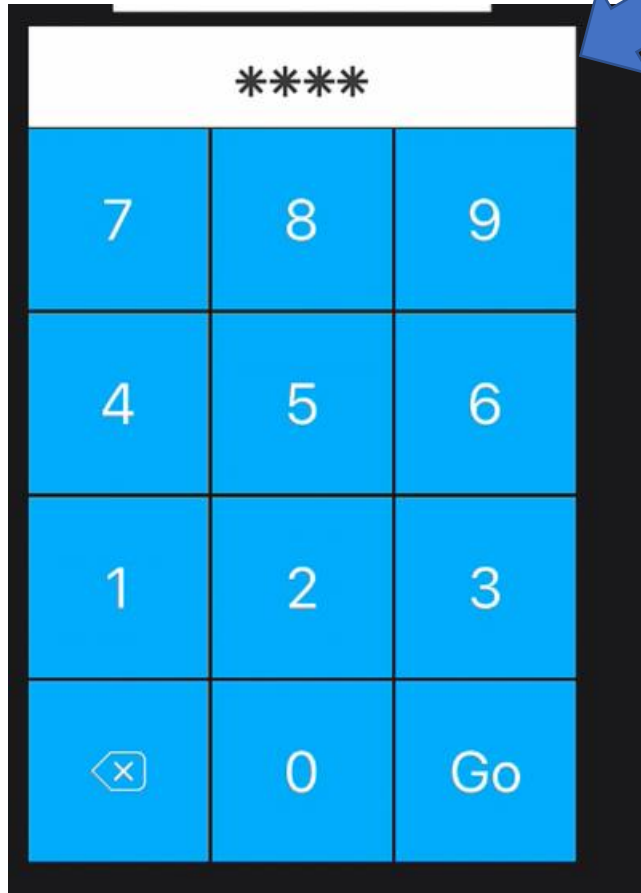


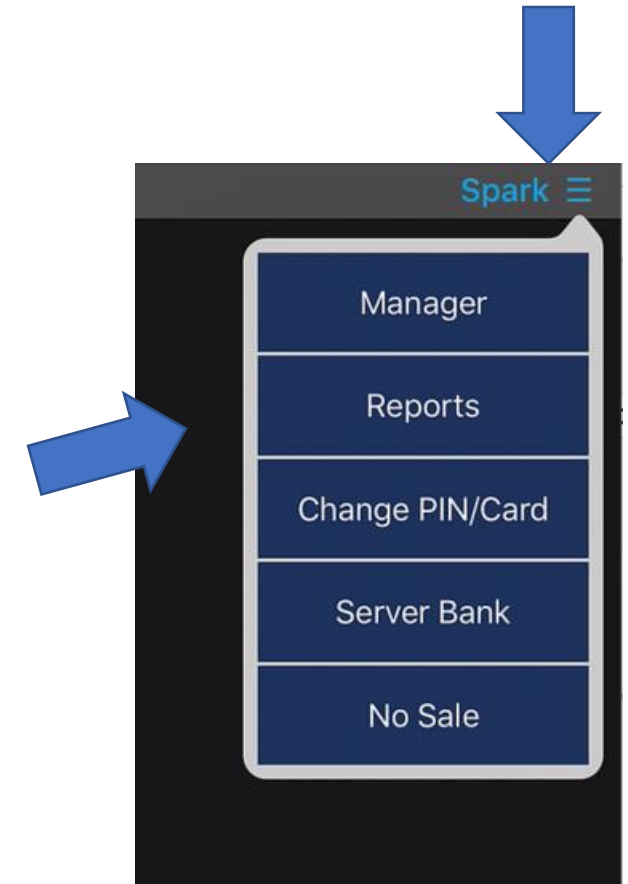
How to Refund a CC Transaction

1. Enter your **Login PIN**

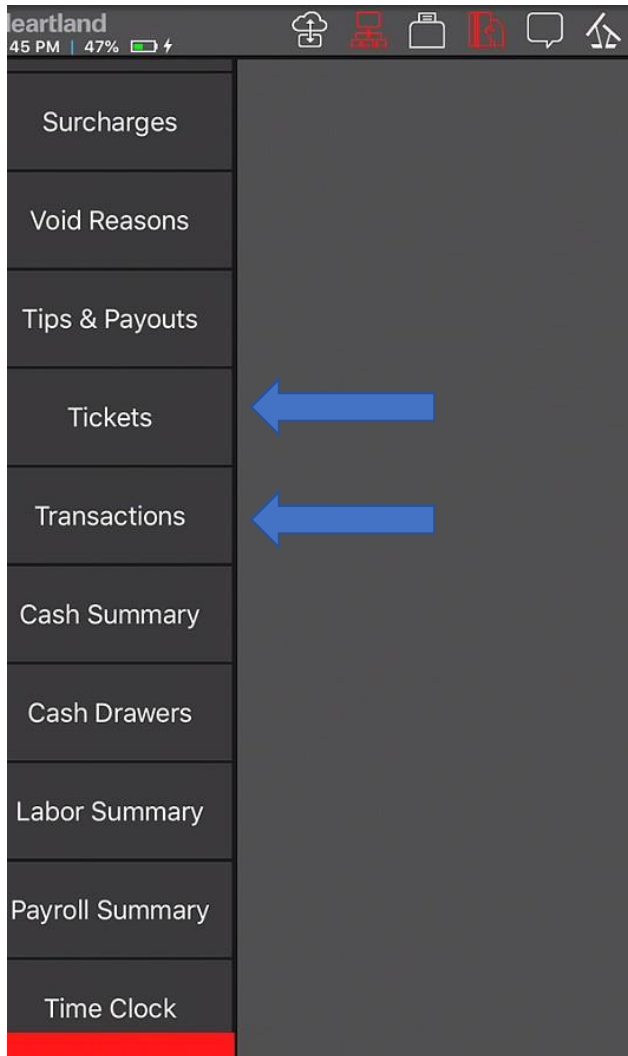


2. Tap your name at the top right

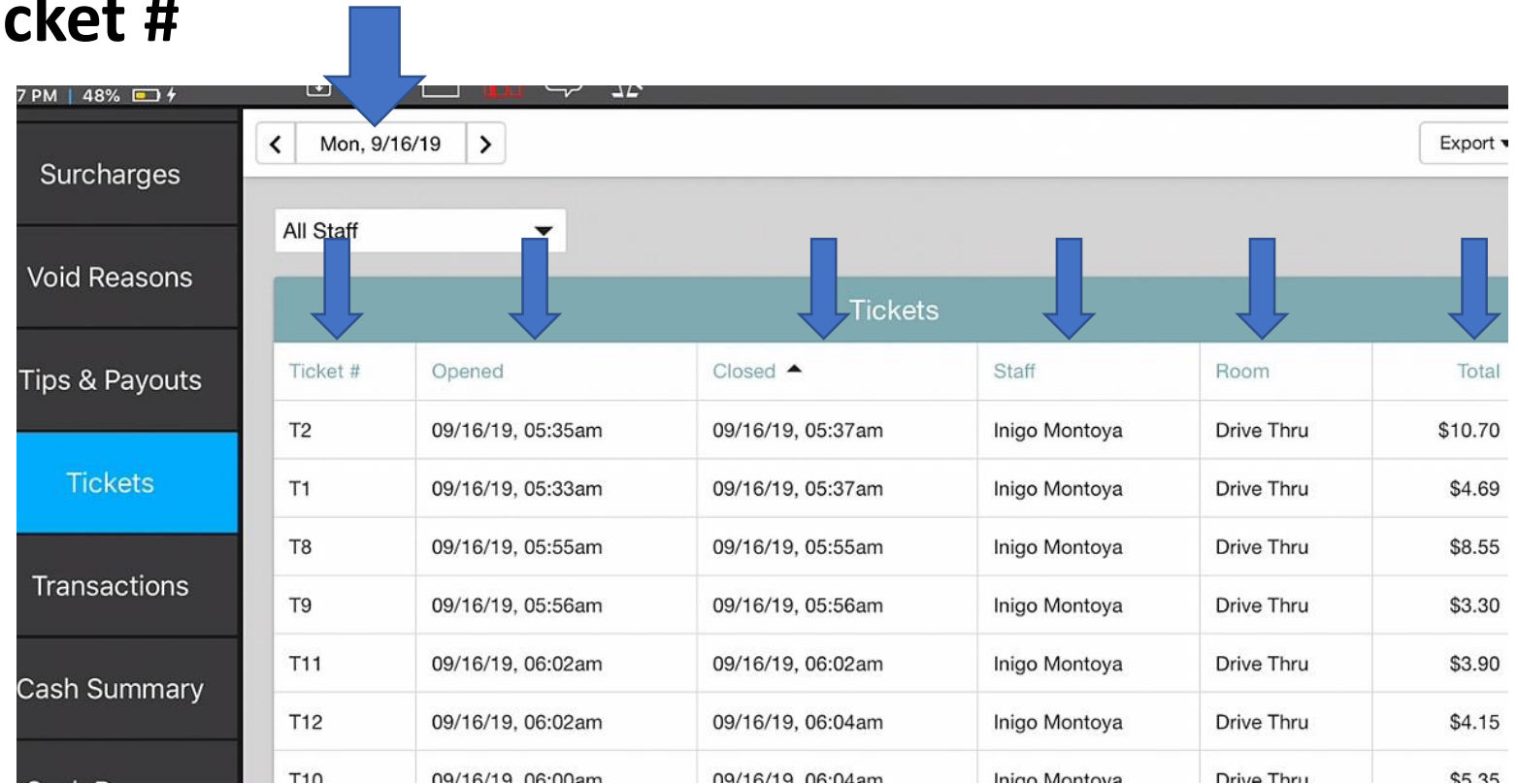
3. Tap on **“Reports”**



4. Select a **Report** to Search; Depending on the Info you Have for the Transaction, use Either **Tickets** or **Transactions**



5. Select the **Date** (if Needed, **Sort** by Tapping the Header of the Report's **Columns**), then on the **Ticket #**



6. After Tapping on the **Ticket #**, Tap on **View Original**

Extra Huge 24oz		Room/Table
No Extra Shot	\$0.00	Guest Count
1 Caramel Cubano	\$4.94	Ticket Status
Extra Huge 24oz		Hold Ticket
No Extra Shot	\$0.00	Promise Time
<p style="text-align: center; color: yellow; font-size: 2em; opacity: 0.5;">Ticket assigned to Inigo Montoya</p>		Ticket Status
		Paid Status
		Created By
		Ordered
		Closed
Subtotal:	\$9.88	Ticket Actions
Sales Tax:	\$0.82	Retrieve Card Info
Total:	\$10.70	Combine Ticket
MASTERCARD - xxxx...	\$10.70	Refund Ticket
Tip:	\$2.00	
Total Due:	\$0.00	

Print Exp

Ticket #T2 - Drive Thru [VIEW ORIGINAL](#)

[View Audit Trail](#) [View History](#) [Troubleshoot](#)

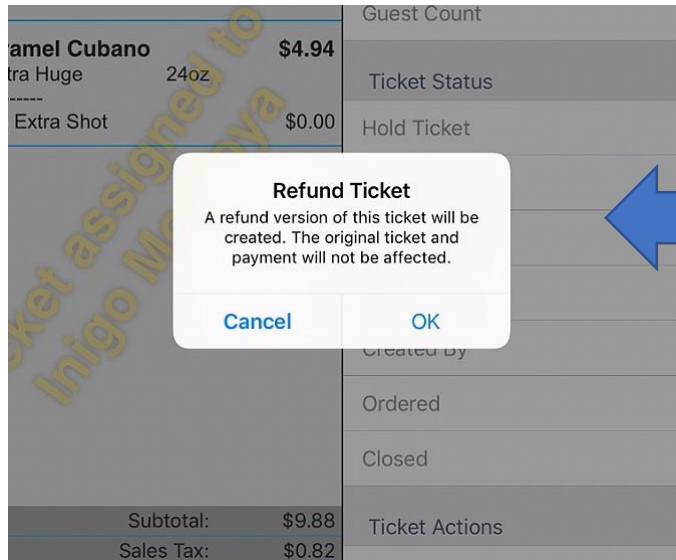
S	C	#T2	Phone	Guest #
		1 x Caramel Cubano Extra Huge 24oz No Extra Shot	\$4.94	
			\$0.00	
		1 x Caramel Cubano Extra Huge 24oz No Extra Shot	\$4.94	
			\$0.00	
		Subtotal	\$9.88	
		Sales Tax	\$0.82	
		Total	\$10.70	
		MasterCard - xxxx1311 SMITH/SKYLER Tip	\$10.70	
			\$2.00	

Company	Guest Name	
Email	Credit Card Name SMITH/SKYLER	
Address	Suite	
City	State	Zip
Delivery Instructions		
Server Inigo Montoya	Delivery Driver	
Table #	Guest Count 1	
Ticket Status Closed	Paid Status Paid	
Created By Inigo Montoya		
Ordered		

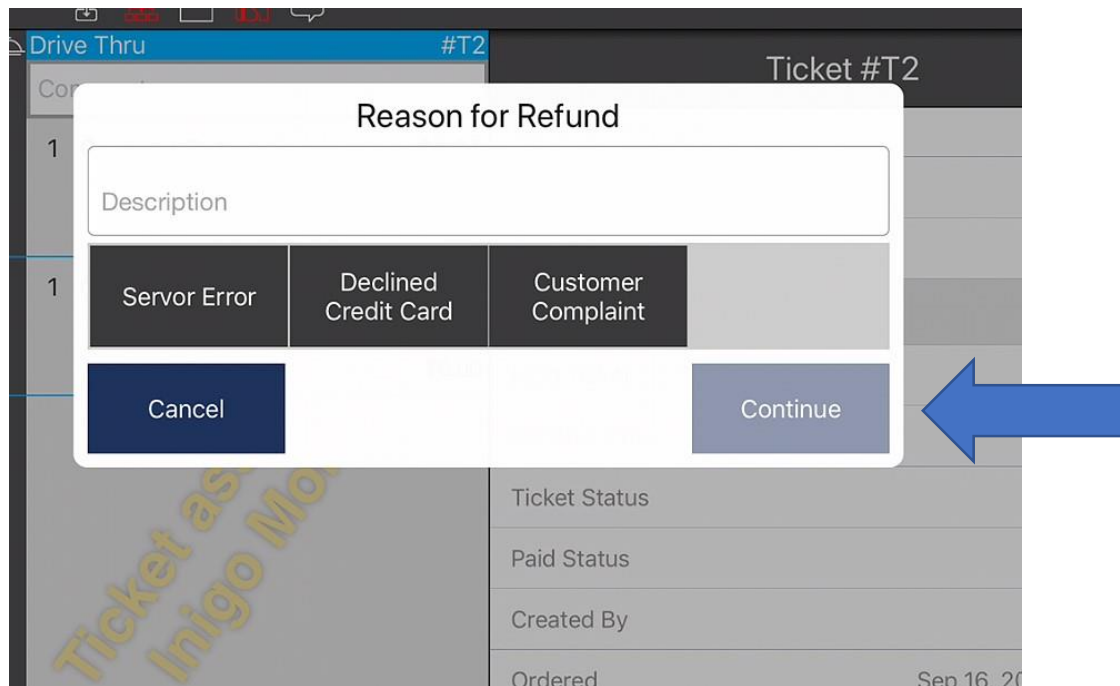
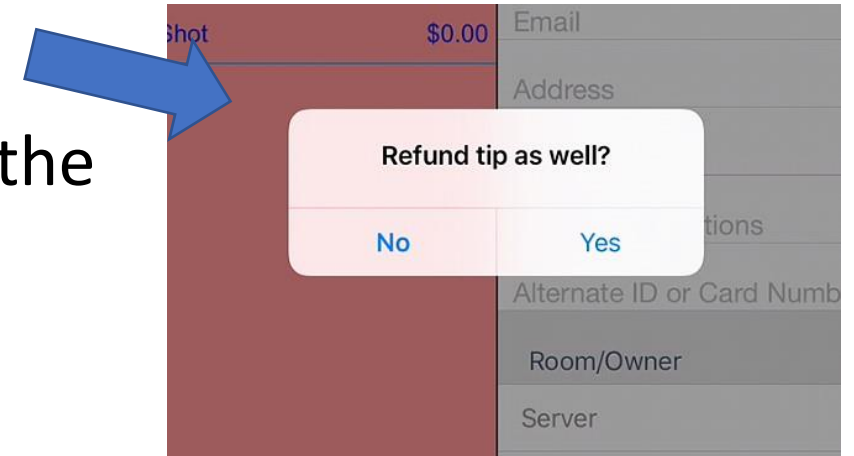
7. Scroll to the Bottom Right and Tap on **Refund Ticket**

8. You Will See This **Warning**, Tap **OK**

Note: this is explaining to you that a refund in this system does not affect the original transaction, but rather creates a new, negative version of it

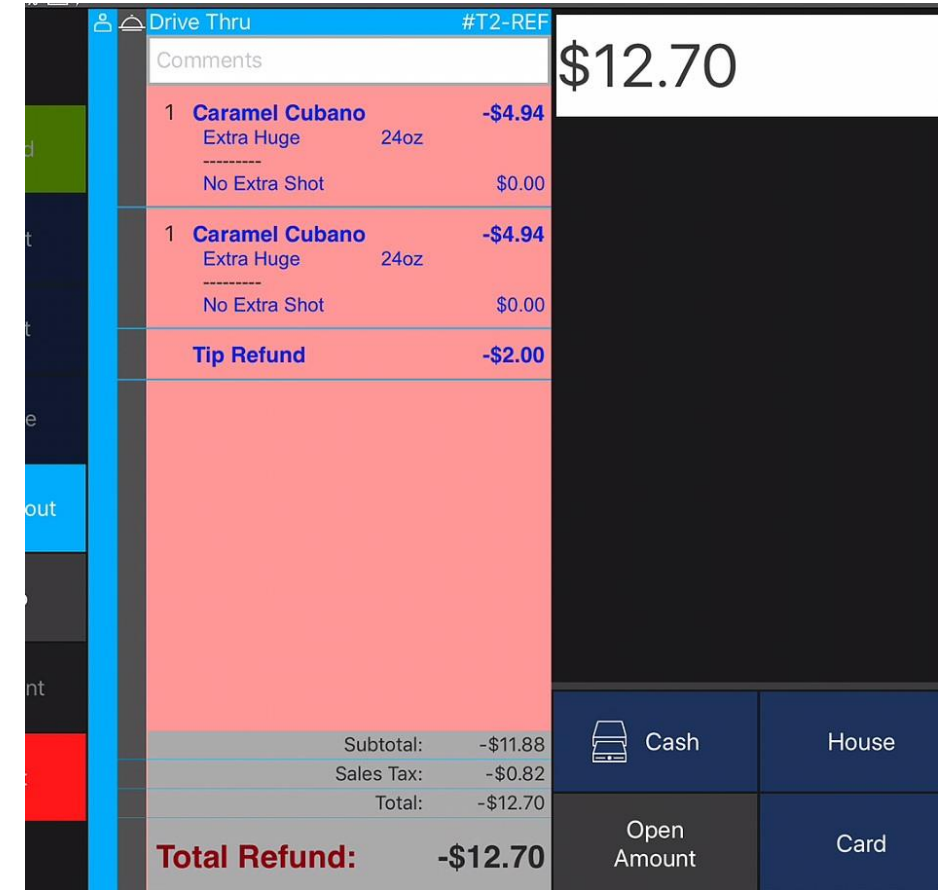
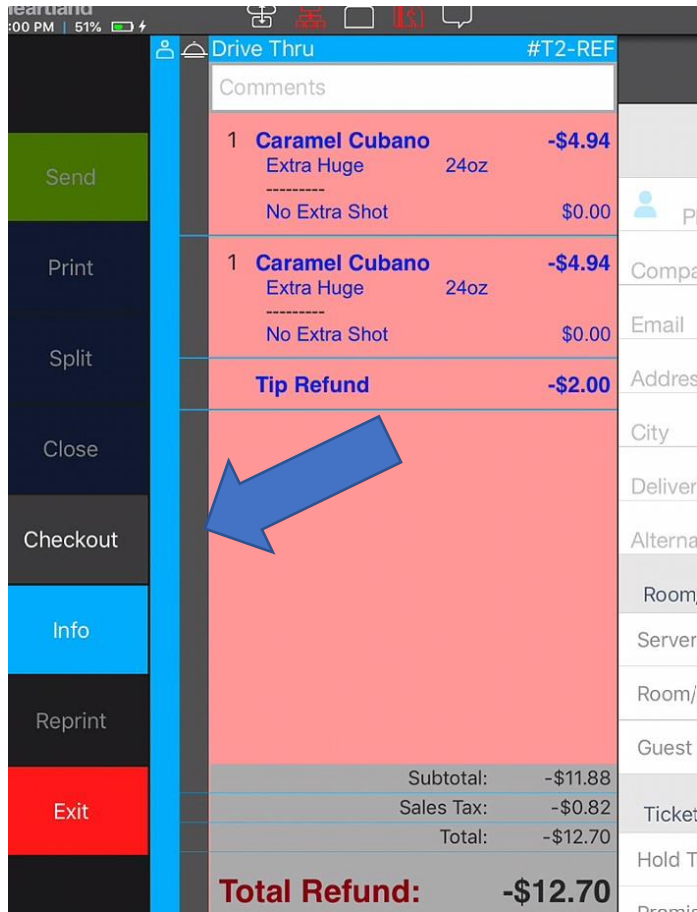


9. Tap on **Yes** or **No**, Depending on if You Want to Also Refund the **Tip**



10. Select a **Refund Reason**, Tap **Continue**

11. A Refund Ticket Will be Created, Tap on Checkout Once the Amount is Confirmed

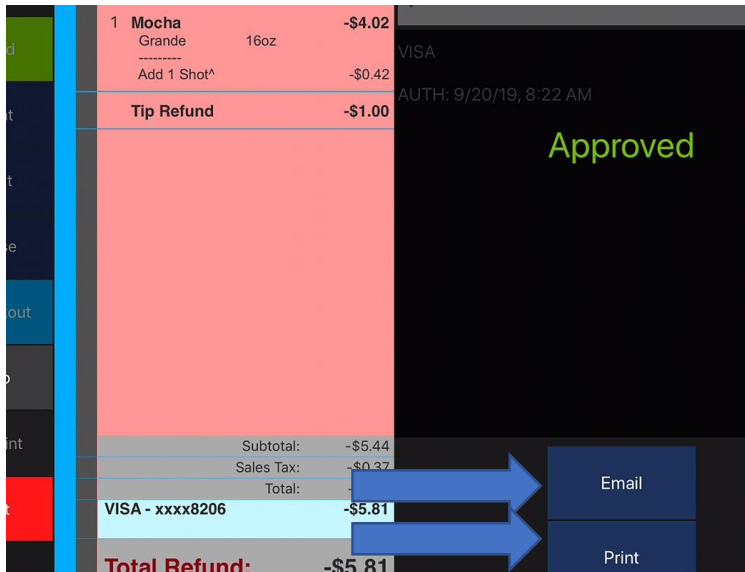
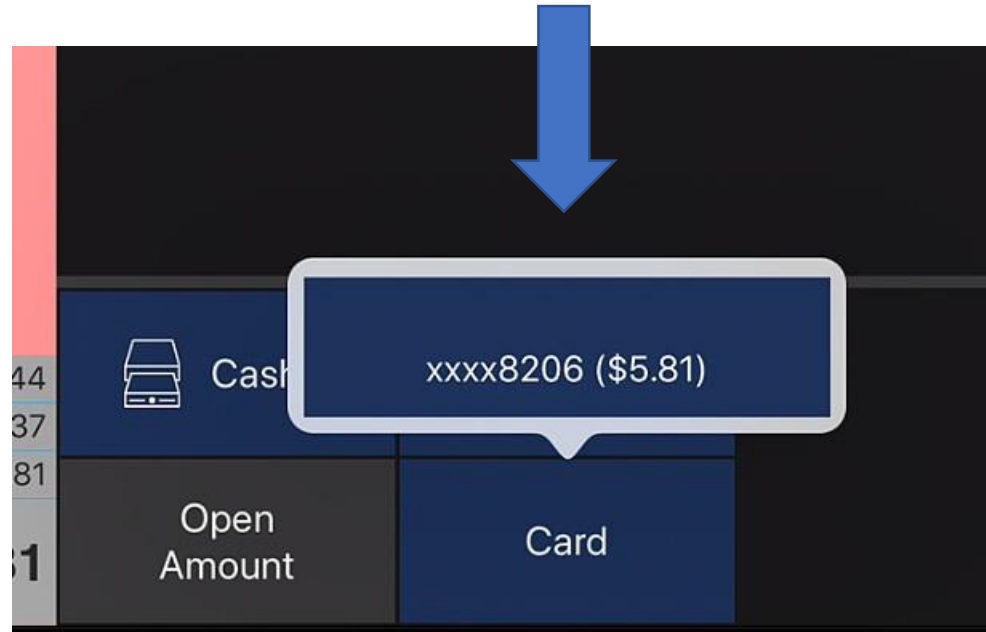


12. Select the Method of Payment to Which the Refund Will Apply, in This Case, Card

Note: even if there is a card on file, you can do a Cash refund as well, if desired



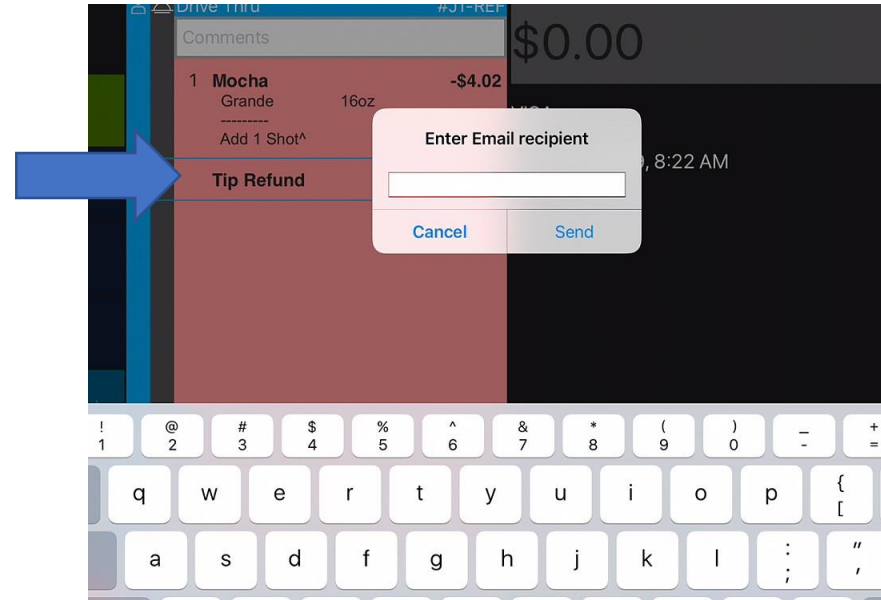
13. The **Card** from the Original Transaction Will Appear as an Option, Tap on it



14. Once the Transaction is Approved, you can Either **Print** the Receipt, **Email** it or **Exit**



15. If you Choose **Email**, you Will See This Screen – Enter **Email Address** and Tap **Send**, Then **Exit**



16. You Can Verify The **Refund** by Going to the **Tickets Report** for the **DAY of THE REFUND** (Steps 2-4 Above). That Ticket Will Show as **[Ticket #] – REF**

The screenshot shows a 'Tickets' report table. The table has columns for 'Ticket #', 'Opened', 'Closed', 'Staff', 'Room', and 'Total'. A blue arrow points to the 'Ticket #' column, specifically to the entry 'J1-REF'.

Ticket # ▲	Opened	Closed	Staff	Room	Total
J1-REF	09/20/19, 08:22am	09/20/19, 08:22am	Spark Spark	Drive Thru	-\$5.81