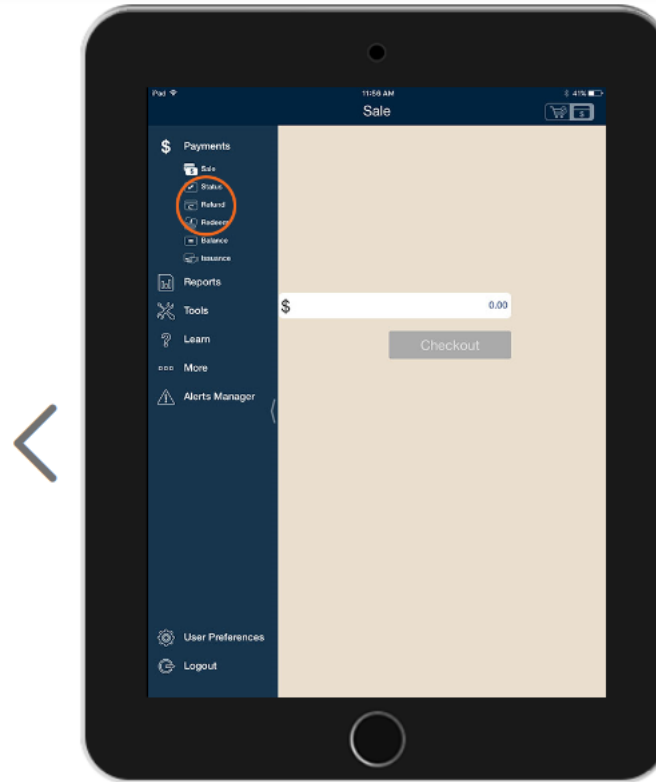




Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 1

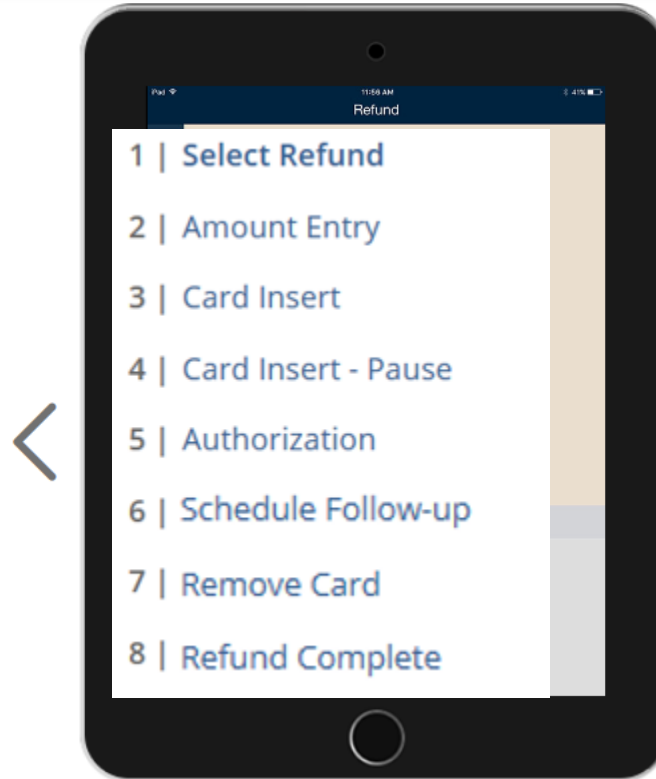
Select Refund

MERCHANT HOLDING TABLET »

Merchant taps the **Refund** icon under the Payments menu.

Steps

- 1 | Select Refund
- 2 | **Amount Entry**
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 2

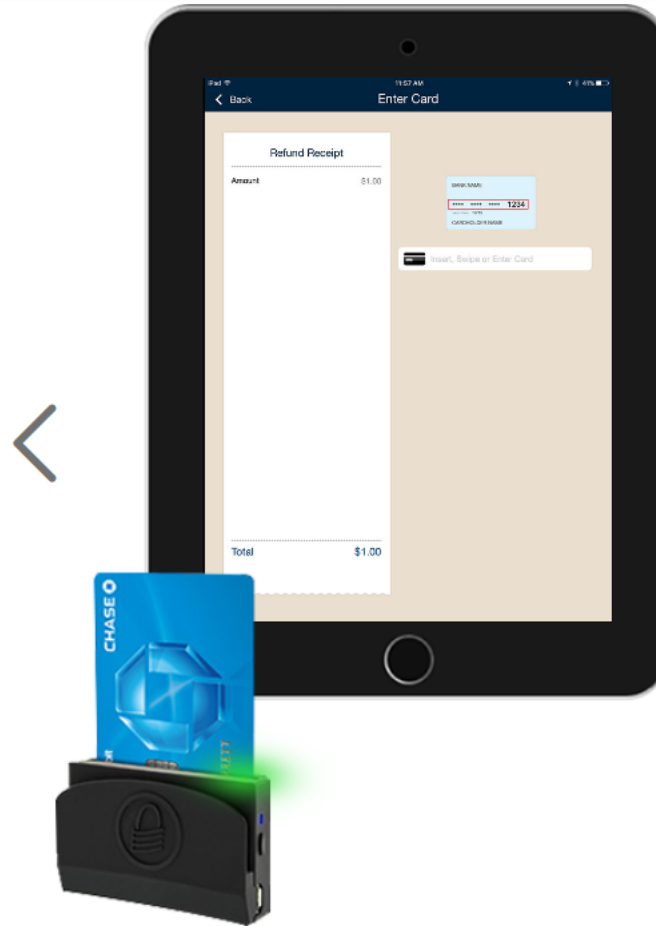
Amount Entry

MERCHANT HOLDING TABLET »

- 1 Merchant enters refund amount
- 2 Taps **Refund**

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | **Card Insert**
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 3

Card Insert

« CUSTOMER HOLDING CARD READER »

Customer inserts card into card reader, the LED lights green.

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | **Card Insert - Pause**
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 4

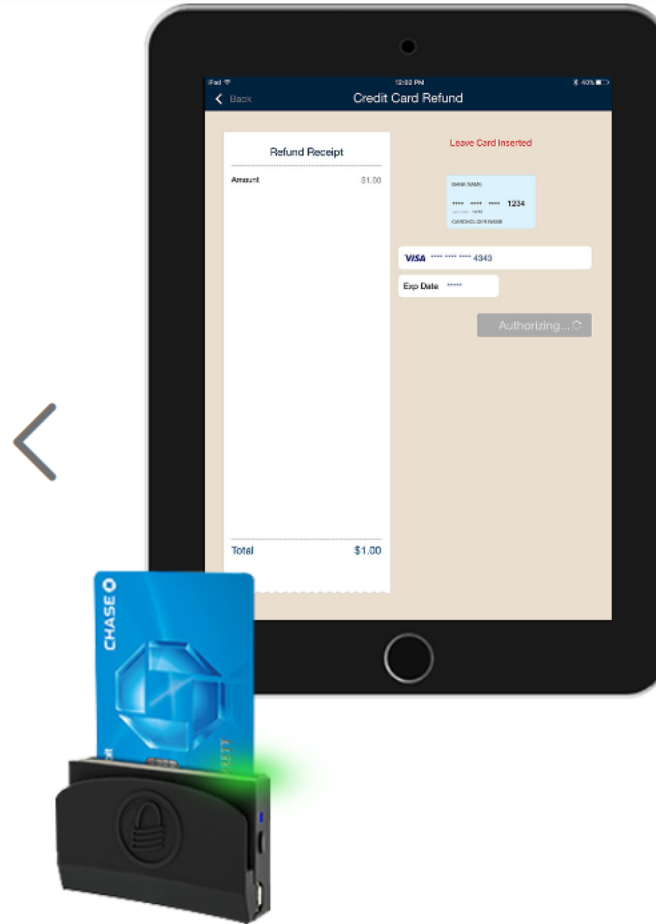
Card Insert - Pause

MERCHANT HOLDING TABLET »

Leave card inserted until instructed to remove it. Tap **Authorize**.

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | **Authorization**
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 5

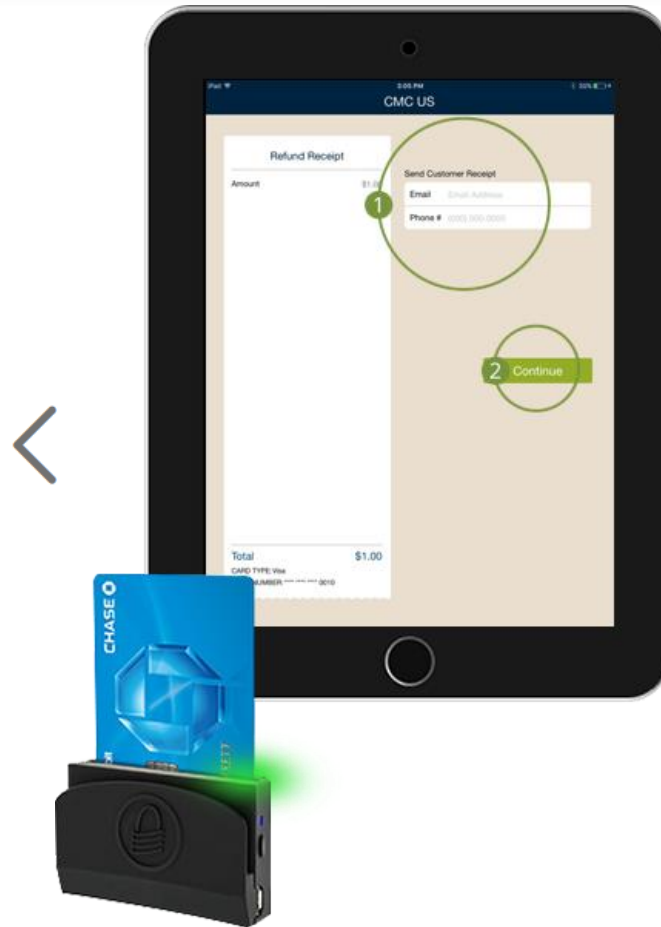
Authorization

MERCHANT HOLDING TABLET »

Tablet will authorize the refund.

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | **Customer Requests a Receipt**
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | Refund Complete



Step 6

Customer Requests a Receipt

« CUSTOMER HOLDING TABLET »

- 1 Customer enters **Email Address** or **Phone #** to receive their receipt
- 2 Taps **Continue** and returns the tablet to merchant

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | **Schedule Follow-up**
- 8 | Remove Card
- 9 | Refund Complete



Step 7

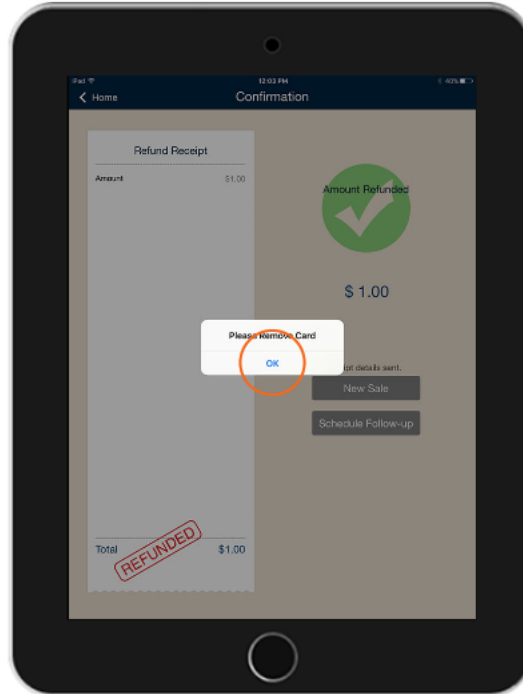
Schedule Follow-up

MERCHANT HOLDING TABLET »

Select **New Sale**, or **Schedule Follow-up**.

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | **Remove Card**
- 9 | Refund Complete



Step 8

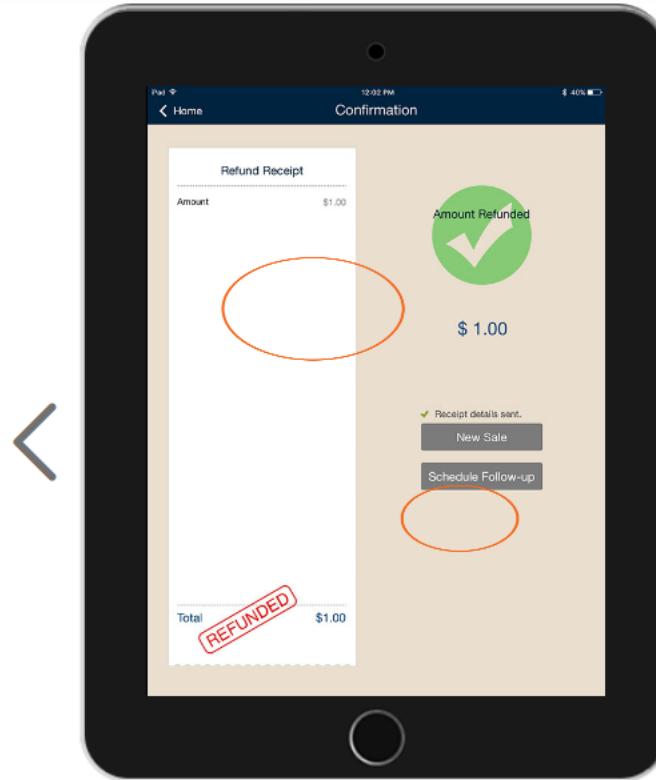
Remove Card

MERCHANT HOLDING TABLET »

Instruct customer to remove card from reader, tap **OK**.

Steps

- 1 | Select Refund
- 2 | Amount Entry
- 3 | Card Insert
- 4 | Card Insert - Pause
- 5 | Authorization
- 6 | Customer Requests a Receipt
- 7 | Schedule Follow-up
- 8 | Remove Card
- 9 | **Refund Complete**



Step 9

Refund Complete

MERCHANT HOLDING TABLET »

Refund is complete. Select **New Sale** to begin the next transaction.