Steps

1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 1

Start the Return Transaction

Press the green [Enter] key.
Steps

1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 2
Select Return

Press the [1] key to begin a return transaction.
Steps
1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 3
Supervisor Password
Enter your supervisor password and press the green [Enter] key.
Steps
1. Start the Return Transaction
2. Select Return
3. Supervisor Password
4. Select Card Type
5. Enter Return Amount
6. Pass Terminal to Customer
7. Card Entry
8. Leave Chip Card Inserted
9. Transaction Approved
10. Pass Terminal to Merchant
11. Terminal Will Print Receipt
12. Customer Receipt Prints
13. Return Complete

Step 4
Select Card Type
Select [1] for credit card or [2] for debit card.
Steps

1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 5
Enter Return Amount

Use the number keys to enter the return amount, press the green [Enter] key.
Steps
1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 6
Pass Terminal to Customer
Pass the terminal to the customer to enter their card information.
Steps

1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 7
Card Entry

The customer can insert, swipe, or tap their card. If a chip card is used, leave it inserted until instructed to remove it.
Steps

1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 8
Leave Chip Card Inserted

While the system is verifying the card, leave the chip card inserted until instructed to remove it.
Steps
1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 9

Transaction Approved

When the transaction is approved, the customer is instructed to remove the card.
Steps
1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 10

Pass Terminal to Merchant

The customer returns the terminal to the merchant. Press the green [Enter] key to print the merchant receipt.
Steps
1. Start the Return Transaction
2. Select Return
3. Supervisor Password
4. Select Card Type
5. Enter Return Amount
6. Pass Terminal to Customer
7. Card Entry
8. Leave Chip Card Inserted
9. Transaction Approved
10. Pass Terminal to Merchant
11. Terminal Will Print Receipt
12. Customer Receipt Prints
13. Return Complete

Step 11
Terminal Will Print Receipt

After pressing the key as noted in the previous step, the merchant copy of the receipt will print.
Steps
1 | Start the Return Transaction
2 | Select Return
3 | Supervisor Password
4 | Select Card Type
5 | Enter Return Amount
6 | Pass Terminal to Customer
7 | Card Entry
8 | Leave Chip Card Inserted
9 | Transaction Approved
10 | Pass Terminal to Merchant
11 | Terminal Will Print Receipt
12 | Customer Receipt Prints
13 | Return Complete

Step 12
Customer Receipt Prints
Press the green [Enter] key again to print the customer receipt.
Steps

1. Start the Return Transaction
2. Select Return
3. Supervisor Password
4. Select Card Type
5. Enter Return Amount
6. Pass Terminal to Customer
7. Card Entry
8. Leave Chip Card Inserted
9. Transaction Approved
10. Pass Terminal to Merchant
11. Terminal Will Print Receipt
12. Customer Receipt Prints
13. Return Complete

Step 13
Return Complete

The main menu screen is displayed.