

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.