Step 1

Refund Transaction

Select Refund to begin the transaction.

Additional Prompting:

- Invoice Number
- Customer Reference

Amount

[Image of POS terminal interface for card sale with fields for amount, invoice number, and customer reference]
Steps

1. Refund Transaction
2. Enter Amount
3. Await Customer Response
4. Card Entry
5. Card Insert - Pause
6. Authorization
7. Transaction Approved
8. Refund Complete
9. Receipt Process
10. Receipt Example
11. Refund Complete

Step 2

Enter Amount

Enter the Refund Amount and Invoice Number. Select Checkout.
Step 3

Awaiting Customer Response

If using a PIN Pad, the customer will follow the screen prompts to enter their card information.
Steps
1 | Refund Transaction
2 | Enter Amount
3 | Awaiting Customer Response
4 | Card Entry
5 | Card Insert - Pause
6 | Authorization
7 | Transaction Approved
8 | Refund Complete
9 | Receipt Process
10 | Receipt Example
11 | Refund Complete

Step 4
Card Entry
Customer can insert, swipe, tap, or key card.
Steps
1 | Refund Transaction
2 | Enter Amount
3 | Awaiting Customer Response
4 | Card Entry
5 | Card Insert - Pause
6 | Authorization
7 | Transaction Approved
8 | Refund Complete
9 | Receipt Process
10 | Receipt Example
11 | Refund Complete

Step 5
Card Insert - Pause

Leave chip card inserted until instructed to remove.
Steps

1 | Refund Transaction
2 | Enter Amount
3 | Awaiting Customer Response
4 | Card Entry
5 | Card Insert - Pause
6 | Authorization
7 | Transaction Approved
8 | Refund Complete
9 | Receipt Process
10 | Receipt Example
11 | Refund Complete

Step 6
Authorization

Terminal authorized transaction.
Leave card inserted.
Steps

1 | Refund Transaction
2 | Enter Amount
3 | Awaiting Customer Response
4 | Card Entry
5 | Card Insert - Pause
6 | Authorization
7 | Transaction Approved
8 | Refund Complete
9 | Receipt Process
10 | Receipt Example
11 | Refund Complete

Step 7

Transaction Approved

Please remove card.
Step 8

Refund Complete

Select how to provide the receipt to your customer.

Receipts

Send Electronic Receipts: Use the button below to send a receipt by email to the customer.

Print Receipts: Use the button below to print the receipt.

Transaction Details

Bank Response
Step 9

Receipt Process

1. Enter Customer Phone # or Email to send the receipt electronically.
2. Print Receipt by selecting:
   - Print Customer Receipt
   - Print Merchant Receipt
   - Print Both Receipts

Transaction Complete

This Refund for $7.00 has been Approved
Steps
1 | Refund Transaction
2 | Enter Amount
3 | Awaiting Customer Response
4 | Card Entry
5 | Card Insert - Pause
6 | Authorization
7 | Transaction Approved
8 | Refund Complete
9 | Receipt Process
10 | Receipt Example
11 | Refund Complete

Step 10
Receipt Example

Joe’s Pizza
4915 Independence Parkway
Tampa, FL 33610
8135555555

Term ID: 001

Refund - Approved

Date: 07/11/17 Time: 15:43:07
Card Type: Visa
Entry Method: Chip
Card #: X0000000000000119

Invoice #: 123456

Amount $2.00

I agree to pay the above total amount according to the card issuer agreement. (Merchant agreement if credit card)
Step 11

Refund Complete

Select New Transaction to return to the Main Menu. The refund is complete.