

Steps

- 1 | Refund Transaction
- 2 | Select Refund
- 3 | Amount Entry
- 4 | Pass Terminal to Customer
- 5 | Card Entry
- 6 | Confirm Amount
- 7 | Authorization
- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



Step 1

Refund Transaction

Press the **Purple Function Key** (far left button). This will scroll down the menu.

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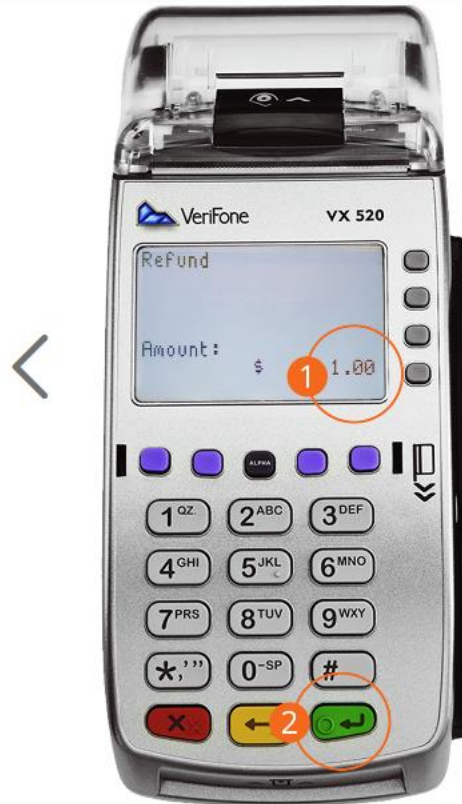
Step 2

Select Refund

Press the **[F1]** key to begin a **Refund** transaction.

Steps

- 1 | Refund Transaction
- 2 | Select Refund
- 3 | **Amount Entry**
- 4 | Pass Terminal to Customer
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- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



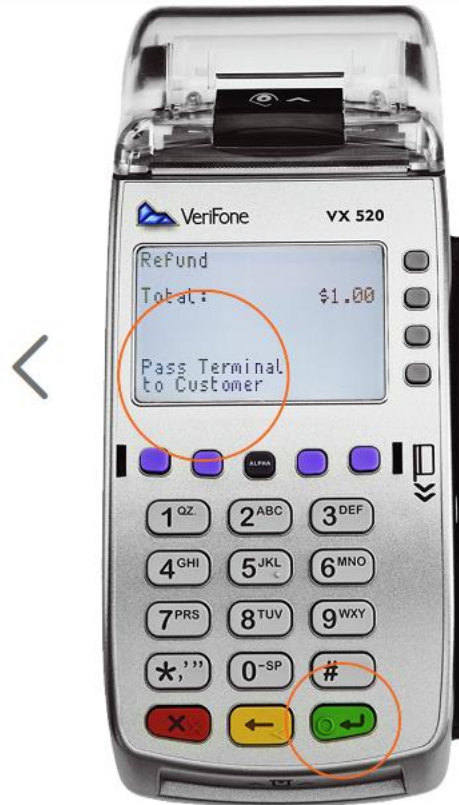
Step 3

Amount Entry

Enter the **Refund Amount** and press the green **[Enter]** button.

Steps

- 1 | Refund Transaction
- 2 | Select Refund
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Step 4

Pass Terminal to Customer

Pass the terminal to the customer to present their card. Press **[Enter]** to display the next screen.

Steps

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- 2 | Select Refund
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- 4 | Pass Terminal to Customer
- 5 | **Card Entry**
- 6 | Confirm Amount
- 7 | Authorization
- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



Step 5

Card Entry

Customer will insert (chip card), swipe, or tap their card.

Steps

- 1 | Refund Transaction
- 2 | Select Refund
- 3 | Amount Entry
- 4 | Pass Terminal to Customer
- 5 | Card Entry
- 6 | **Confirm Amount**
- 7 | Authorization
- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



Step 6

Confirm Amount

The customer leaves card inserted, press **[F1] Yes** to confirm the refund amount.

Steps

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- 6 | Confirm Amount
- 7 | **Authorization**
- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



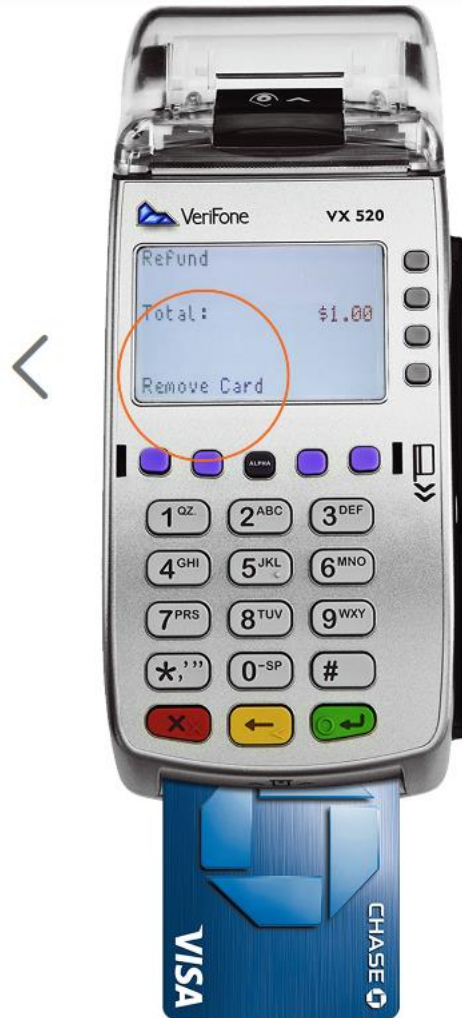
Step 7

Authorization

Refund will transmit and be authorized. No action required.

Steps

- 1 | Refund Transaction
- 2 | Select Refund
- 3 | Amount Entry
- 4 | Pass Terminal to Customer
- 5 | Card Entry
- 6 | Confirm Amount
- 7 | Authorization
- 8 | **Remove Card**
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



Step 8

Remove Card

Refund approved, customer instructed to remove card.

Steps

- 1 | Refund Transaction
- 2 | Select Refund
- 3 | Amount Entry
- 4 | Pass Terminal to Customer
- 5 | Card Entry
- 6 | Confirm Amount
- 7 | Authorization
- 8 | Remove Card
- 9 | **Return Terminal to Merchant**
- 10 | Print Receipt
- 11 | Refund Complete



Step 9

Return Terminal to Merchant

The customer returns the terminal to merchant. Press the green **[Enter]** button to print the merchant receipt.

Steps

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- 6 | Confirm Amount
- 7 | Authorization
- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | **Print Receipt**
- 11 | Refund Complete



Step 10

Print Receipt

Press **[F1] Yes** to print the customer receipt.

Steps

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- 8 | Remove Card
- 9 | Return Terminal to Merchant
- 10 | Print Receipt
- 11 | Refund Complete



Step 11

Refund Complete

The Refund is complete. The Main Menu screen displays.