



Refund Initiation

1. Tap the **transaction** that you want to refund. The *Transaction* screen appears.
2. Tap **Refund**. The *Refund Amount* screen appears.
3. Enter the amount to refund and tap **Refund**.

Cash Refund

1. No steps on the PINPad.

OR

Credit Card Refund

1. Customer inserts, taps or swipes their **credit card**.

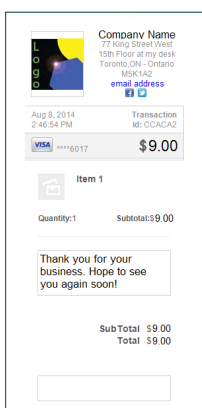


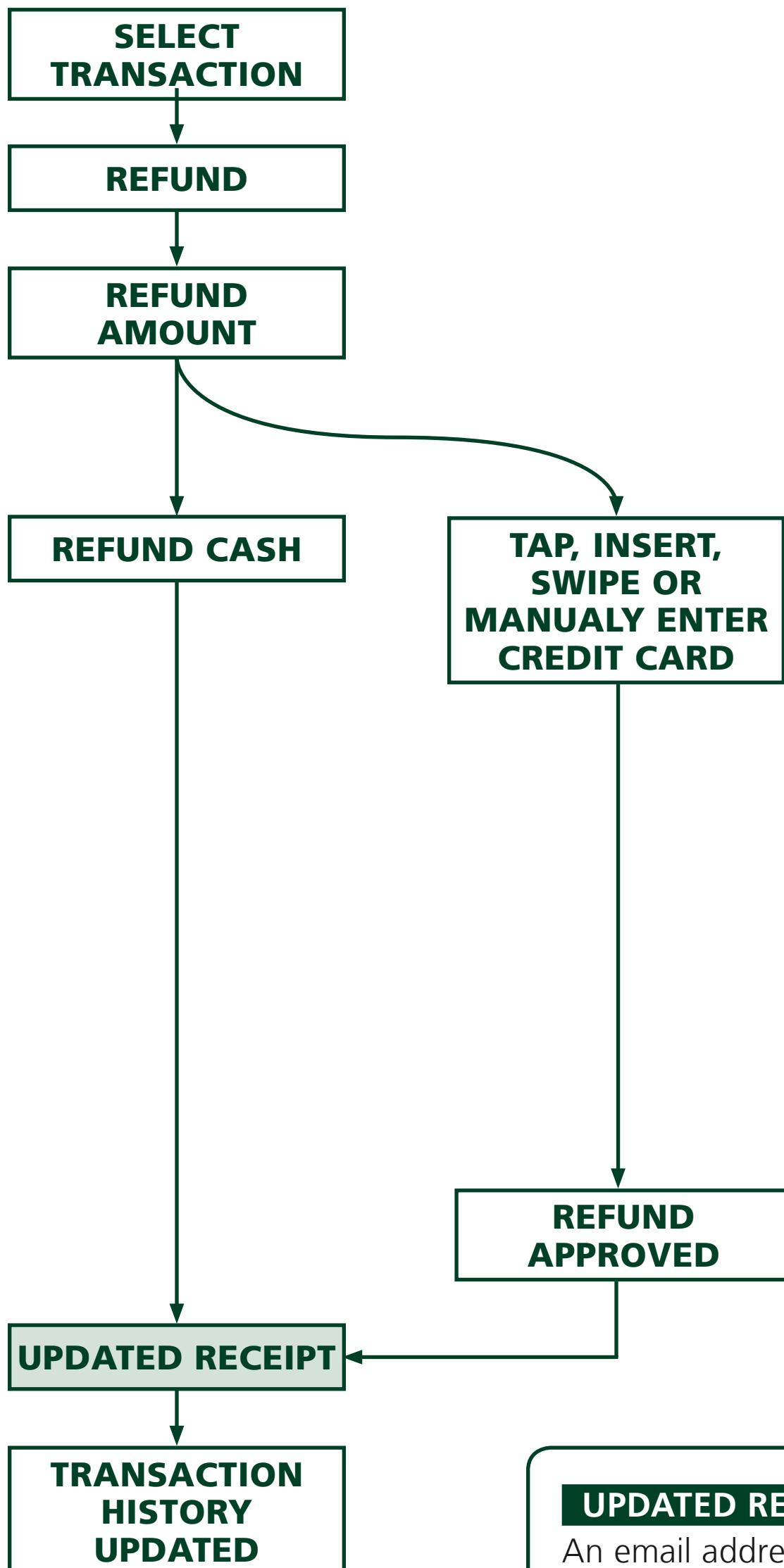
* Android® screens shown



Refund Completion

1. *Refund for \$XX.XX Approved.*
2. Tap **Continue**.
3. Enter **purchase notes**, the **invoice number** and press **Done** or tap **Skip** to bypass entering this information..
4. The transaction is now completed.





UPDATED RECEIPT

An email address will appear if the original purchase receipt was emailed. If not, offer the customer the option of having an updated receipt emailed to them.