

CREDIT CARD REFUND

There may be times when it is necessary to give a customer a “Credit Card Refund.” This is done from the “History” button on the home screen. **NOTE: “Cash Refunds” are done from the “POS” button on the home screen.**

1. From the home screen, tap the “History” button.



2. Once the history loads, look for the transaction you would like to refund. This can be done by typing in the "Search" box or scrolling through the list. **NOTE: Credit card orders are distinguished by a "*CC" to the right of the "Order Number."** Mobile orders have the user's name and phone number displayed.

4:40 PM Tue Mar 22 405 Test League - Test Concession

Search For (Order #, Name, Cell #, Amount)

Search Clear

TSM-262434 *CC	03/22/2022 2:17PM - PAID	John Holland - (405) 615-2346	\$2.50
TSM-262404	03/22/2022 10:23AM - DELIVERED	Window 2 No name	\$8.00
TSM-262403	03/22/2022 10:20AM - REFUNDED	Window 2 JOHN	\$3.00
TSM-262402	03/22/2022 10:18AM - Paid	Window 2 No name	\$2.00
TSM-262401	03/22/2022 10:10AM - Delivered	Window 2 BILL	-----
TSM-262399 *CC	03/22/2022 10:01AM - Delivered	Window 2 13	\$3.00
TSM-262398	03/22/2022 9:56AM - Delivered	Window 2 43	\$11.00
TSM-262397 *CC	03/22/2022 10:26AM - PART REFUNDED	John Holland - (405) 615-2346	\$2.50
TSM-262333	03/20/2022 10:31PM - Delivered	Window 2 MFRNY	\$2.00

Order Amount \$ 0

Credit Card Refund Text Message A Receipt Restore To Order Picker

- Tap the **“Transaction”** you would like to **“refund.”** The detail of the items sold will appear in the column on the right.

The screenshot shows a mobile application interface for a business. At the top, the status bar displays '11:36 AM Wed Mar 23' and '100%' battery. The app title is '405 Test League - Test Commission'. Below the title is a search bar with the placeholder text 'Search For (Order #, Name, Cell #, Amount)' and buttons for 'Search' and 'Clear'.

The main content area is divided into two columns. The left column lists transactions with the following details:

Transaction ID	Payment Method	Date & Time	Status	Amount
TSM-262502	*CC	03/22/2022 8:17PM	Delivered	\$9.00
TSM-262501	*CC	03/22/2022 8:16PM	Delivered	\$9.00
TSM-262500	*CC	03/22/2022 8:15PM	Delivered	\$8.00
TSM-262499		03/22/2022 8:14PM	Delivered	\$5.00
TSM-262434	*CC	03/22/2022 2:17PM	Delivered	\$2.50
TSM-262404		03/22/2022 10:23AM	DELIVERED	\$8.00
TSM-262403		03/22/2022 10:20AM	REFUNDED	\$3.00
TSM-262402		03/22/2022 10:18AM	Delivered	\$2.00
TSM-262401		03/22/2022 10:10AM	Delivered	

The right column shows the details for the selected transaction (TSM-262501):

1	Cheeseburger Basket	\$6.50
	+ Diet Dr. Pepper	-----
	+ Jalapenos	\$0.50
	+ Cool Ranch Doritos	-----
1	Kit Kat	\$2.00
Order Amount		\$ 9.00
Convenience Fee		\$ 1.00
Charged Amount		\$ 10.00

At the bottom of the right column, there are three action buttons represented by colored circles:

- Credit Card Refund** (Red circle)
- Text Message A Receipt** (Green circle)
- Restore To Order Picker** (Orange circle)

A hand icon is pointing to the transaction TSM-262501 in the left column.

Tap on the "Credit Card Refund" button.

11:36 AM Wed Mar 23 100%

405 Test League - Test Concession

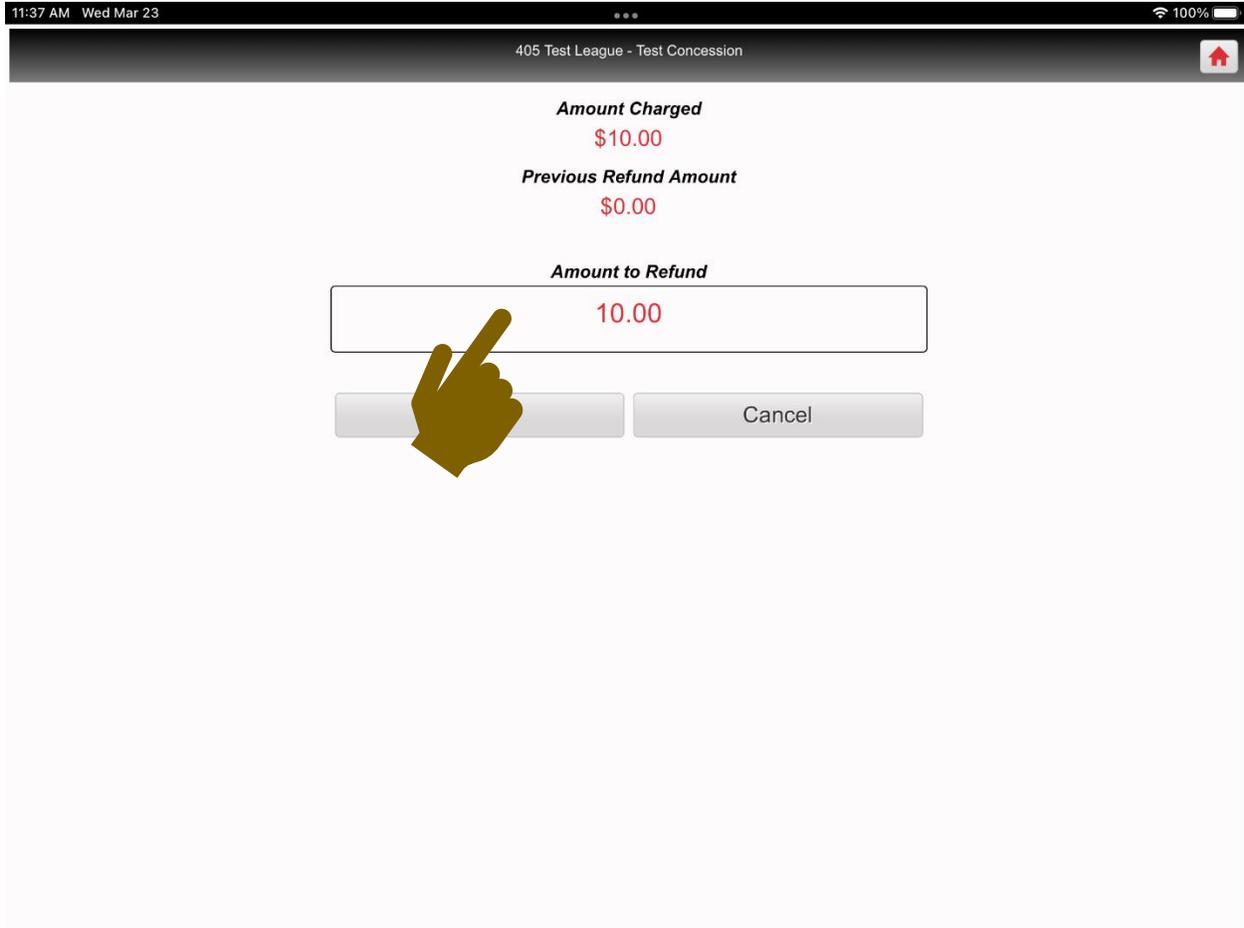
Search For (Order #, Name, Cell #, Amount)

Search Clear

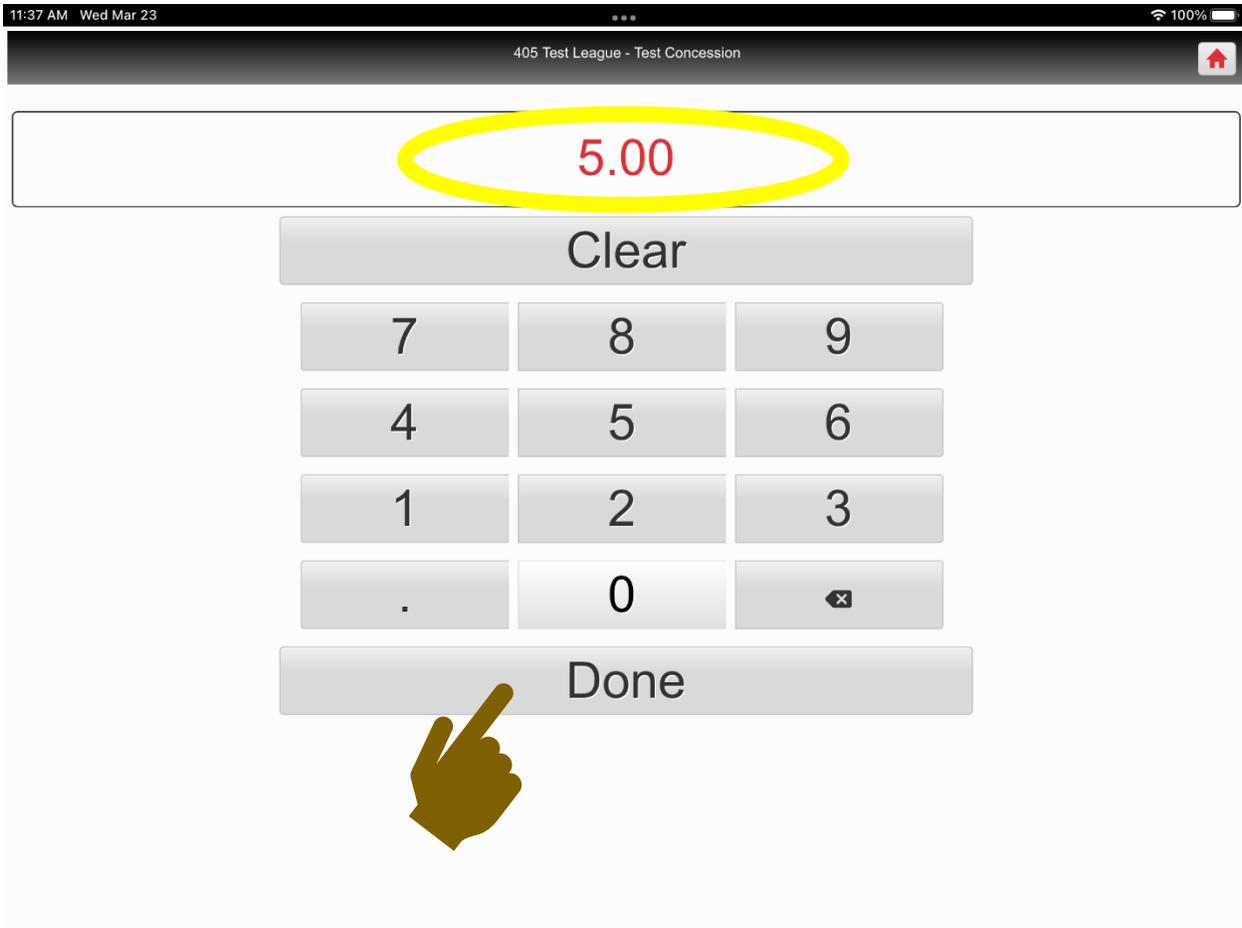
TSM-262502 *CC John Holland - (405) 615-2346 03/22/2022 8:17PM - Delivered \$9.00	1 Cheeseburger Basket \$6.50 + Diet Dr. Pepper ----- + Jalapenos \$0.50 + Cool Ranch Doritos -----
TSM-262501 *CC Window 2 005 03/22/2022 8:16PM - Delivered \$9.00	1 Kit Kat \$2.00
TSM-262500 *CC Window 2 004 03/22/2022 8:15PM - Delivered \$8.00	
TSM-262499 Window 2 003 03/22/2022 8:14PM - Delivered \$5.00	
TSM-262434 *CC John Holland - (405) 615-2346 03/22/2022 2:17PM - Delivered \$2.50	Order Amount \$ 9.00 Convenience Fee \$ 1.00 Charged Amount \$ 10.00
TSM-262404 Window 2 No name 03/22/2022 10:23AM - DELIVERED \$8.00	
TSM-262403 Window 2 JOHN 03/22/2022 10:20AM - REFUNDED \$3.00	 Credit Card Refund
TSM-262402 Window 2 No name 03/22/2022 10:18AM - Delivered \$2.00	 Text Message A Receipt
TSM-262401 Window 2 No name 03/22/2022 10:10AM - Delivered	 Restore To Order Picker



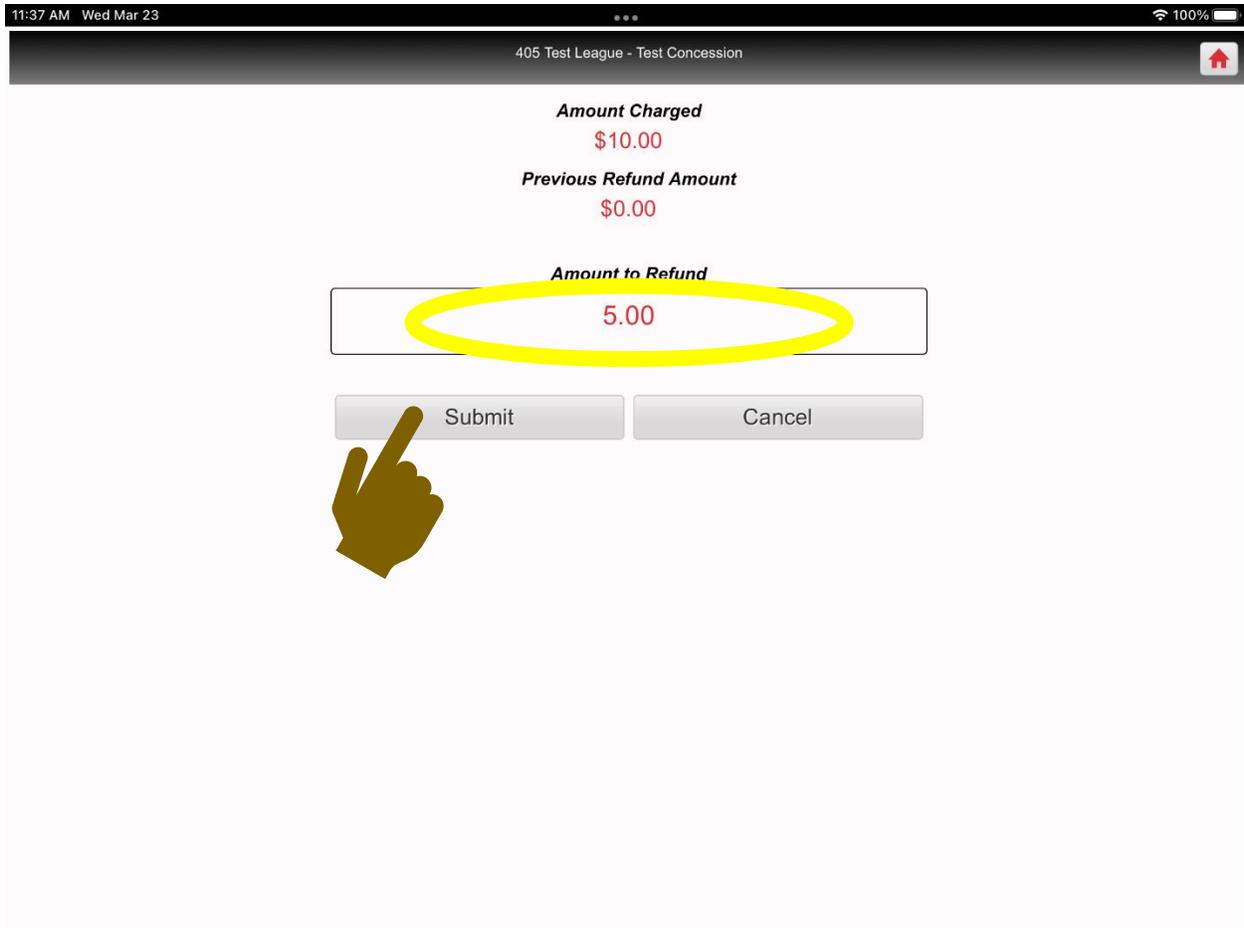
4. The “**Credit Card Refund**” screen will appear. The full amount of the original transaction shows up in the box. However, you can refund a different amount by tapping in the box. **NOTE: You CANNOT refund more than the original amount charged to the card.**



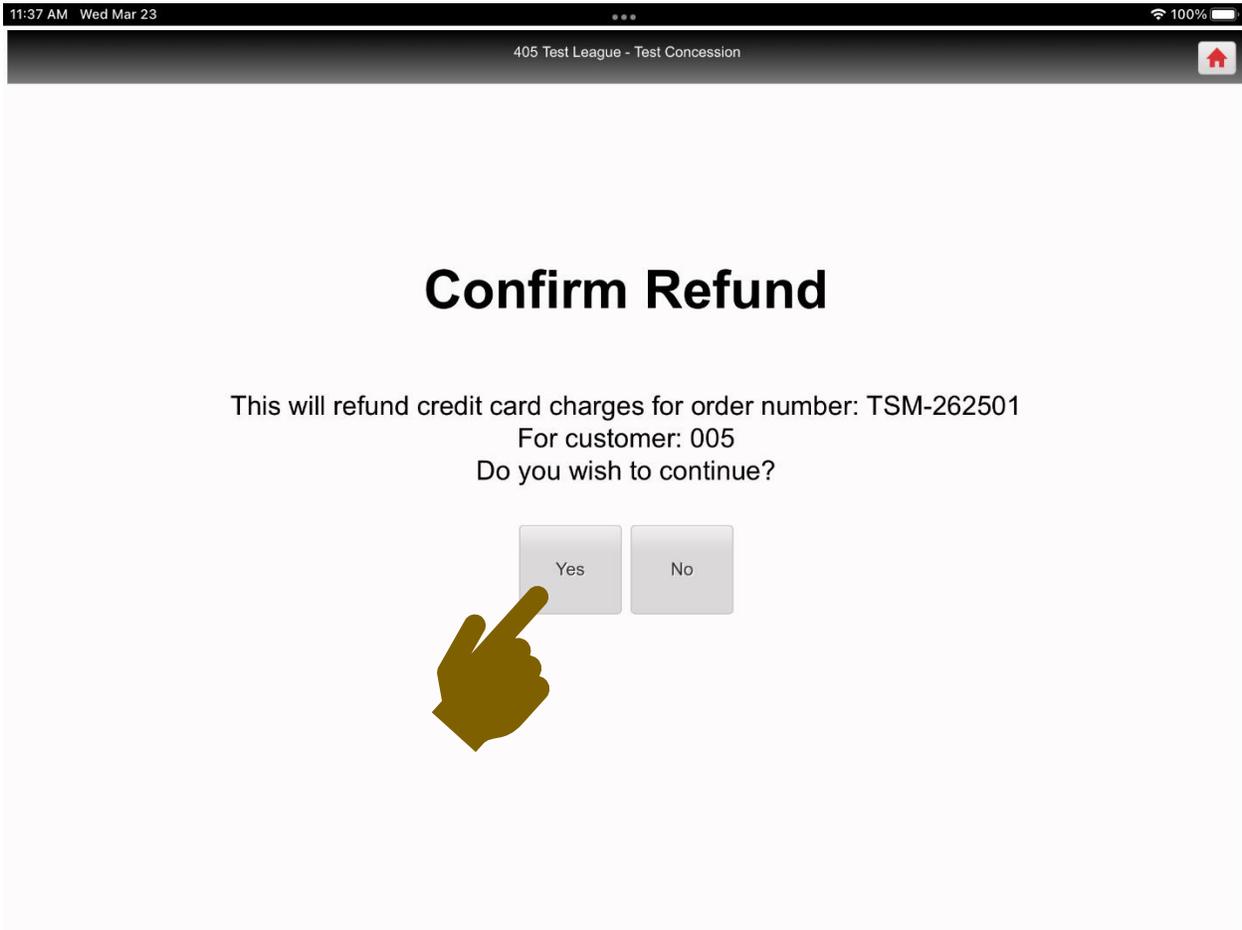
5. A numeric keypad will appear. You can type the amount you'd like to "refund" and tap the "Done" button at the bottom of the screen.



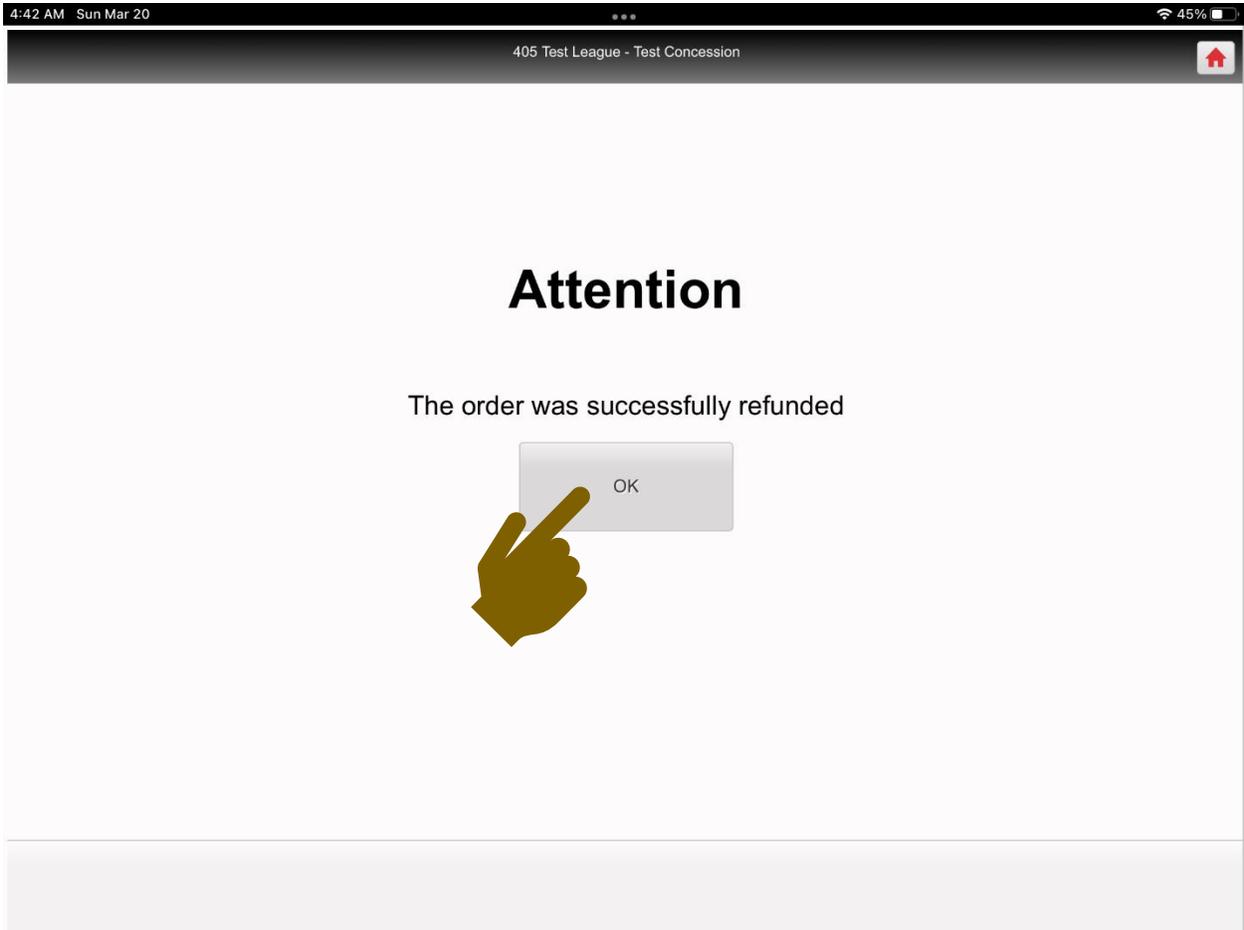
- The **“Credit Card Refund”** screen re-appears with the amount you are going to **“refund.”** Tap the **“Submit”** button.



7. A **“Confirm Refund”** screen will automatically appear. Tap the **“Yes”** button.



- An **“Attention”** screen will automatically appear. This screen lets you know that the refund was successfully completed with the credit card processor. Tap the **“OK”** button.



9. The transaction record on the left shows “Part Refunded” for easy look-up later, if necessary. The column on the right shows the “refund” you made.

11:55 AM Wed Mar 23 405 Test League - Test Concession

Search For (Order #, Name, Cell #, Amount)

Search Clear

TSM-262502 *CC John Holland - (405) 615-2346 03/22/2022 8:17PM - Delivered \$9.00	1 Cheeseburger Basket \$6.50 + Diet Dr. Pepper ----- + Jalapenos \$0.50 + Cool Ranch Doritos -----
TSM-262501 *CC Window 2 005 03/22/2022 8:16PM - PART REFUNDED	1 Kit Kat \$2.00
TSM-262500 *CC Window 2 004 03/22/2022 8:15PM - Delivered \$8.00	
TSM-262499 Window 2 003 03/22/2022 8:14PM - Delivered \$5.00	
TSM-262434 *CC John Holland - (405) 615-2346 03/22/2022 2:17PM - Delivered \$2.50	Order Amount \$9.00 Convenience Fee \$1.00 Charged Amount \$10.00 Refund Amount \$(5.00)
TSM-262404 Window 2 No name 03/22/2022 10:23AM - DELIVERED \$8.00	
TSM-262403 Window 2 JOHN 03/22/2022 10:20AM - REFUNDED \$3.00	
TSM-262402 Window 2 No name 03/22/2022 10:18AM - Delivered \$2.00	
TSM-262401 03/22/2022 10:10AM - Delivered	

Credit Card Refund Text Message A Receipt Restore To Order Picker

10. If you had refunded the “ENTIRE” transaction, the transaction record on the left would show “Refunded.”

7:38 PM Tue Mar 22 38%

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Search For (Order #, Name, Cell #, Amount)

Search
Clear

<p>TSM-259957 03/19/2022 10:51PM - Delivered Window 2 003 \$11.50</p>	<p>1 Cheetos \$1.50</p>
<p>TSM-259951 03/19/2022 9:45PM - Delivered Window 2 003 \$11.50</p>	<p>1 16oz - Fountain Drink \$2.00</p>
<p>TSM-259950 03/19/2022 9:41PM - Delivered Window 2 RACHEL \$11.50</p>	<p>+ Dr. Pepper -----</p>
<p>TSM-259943 03/19/2022 9:39PM - Delivered Window 2 RACHEL \$11.50</p>	
<p>TSM-259676 *CC 03/19/2022 3:33P - REFUNDED John Holland - (405) 615-2346 \$4.50</p>	<p>Order Amount \$ 3.50 Convenience Fee \$ 1.00 <hr/>Charged Amount \$ 4.50 Refund Amount \$ (4.50)</p>
<p>TSM-257186 03/18/2022 11:51PM - DELIVERED Window 2 No name \$1.50</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Credit Card Refund </div> <div style="text-align: center;">  Text Message A Receipt </div> <div style="text-align: center;">  Restore To Order Picker </div> </div>
<p>TSM-257185 03/18/2022 11:51PM - DELIVERED Window 2 004 \$6.75</p>	
<p>TSM-257184 03/18/2022 11:50PM - DELIVERED Window 2 003 \$12.50</p>	
<p>TSM-257183 03/18/2022 11:40PM - DELIVERED</p>	