

Processing refunds, by card and by cash

Refunds on the POS

ESTIMATED TIME 5 minutes

Refunds are done on the POS, either an item at a time from an order or a whole transaction from the journal. A refund goes back the way the money came: cash out of the drawer, card back to the same card.

Processing refunds on PowerEPOS

<https://www.youtube.com/watch?v=jPp5s59p4GU>

Before you start

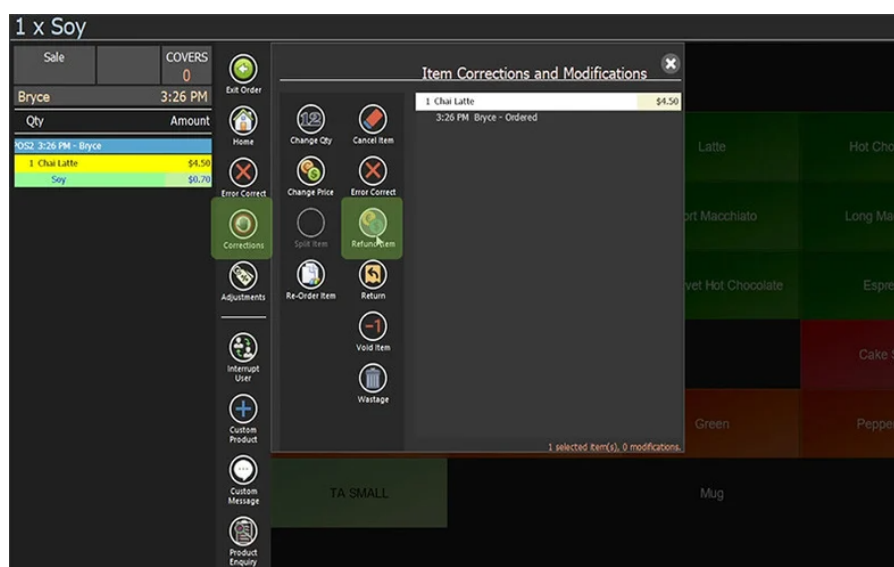
- A POS login with permission to process refunds.
- The customer's card, for a card refund — it must be the card the sale was paid on.

Refunding one item to a card

1

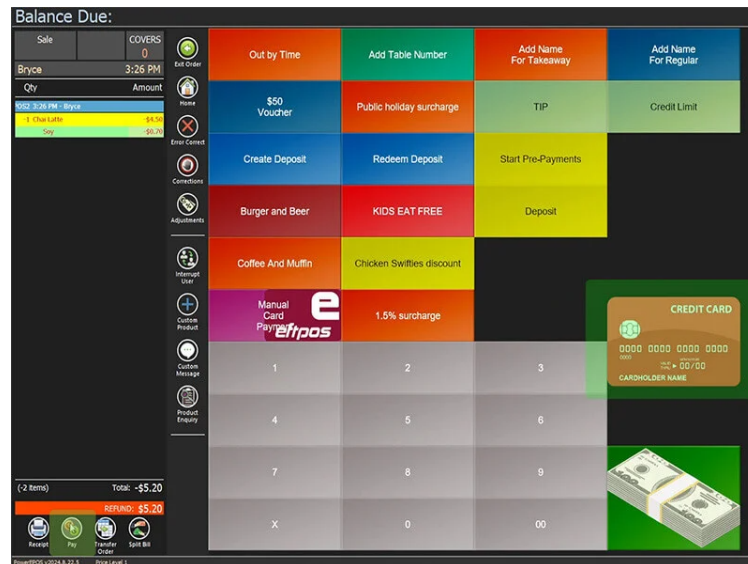
Mark the item as a refund

Sign in and open a new order. Select the item being refunded, with the parent item highlighted, then choose **Corrections** → **Refund Item**.



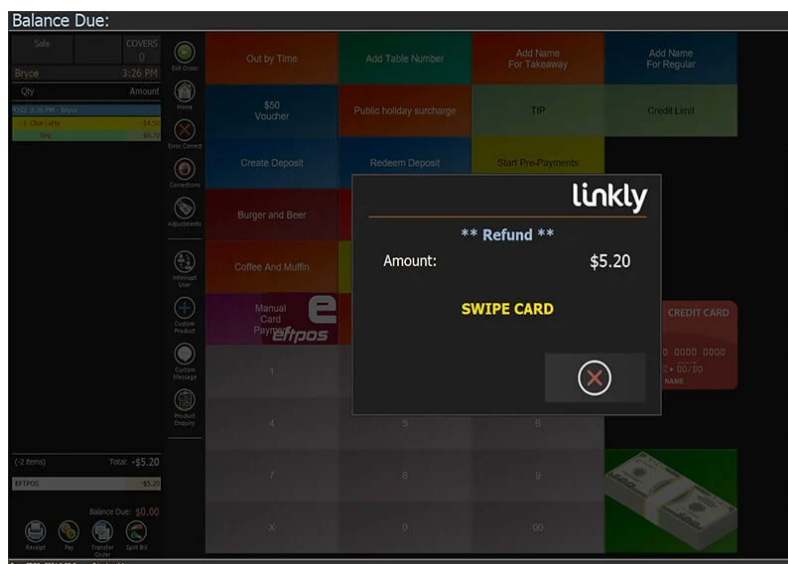
2 Pay it out by card

Close the corrections panel, press **Pay**, then **Integrated EFTPOS**.



3 Let the customer present their card

The terminal asks the customer to tap or swipe and enter their PIN.



4 Check the journal

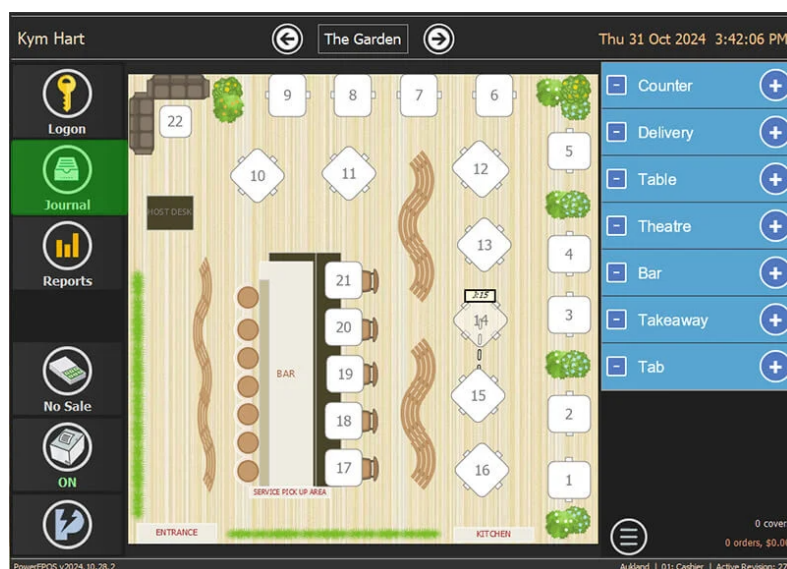
The refund is approved and sent back to the POS, where it appears in the journal as a negative sale.



Refunding a whole transaction to a card

5 Open the journal

Sign in and open the **Journal**.



6

Choose the transaction

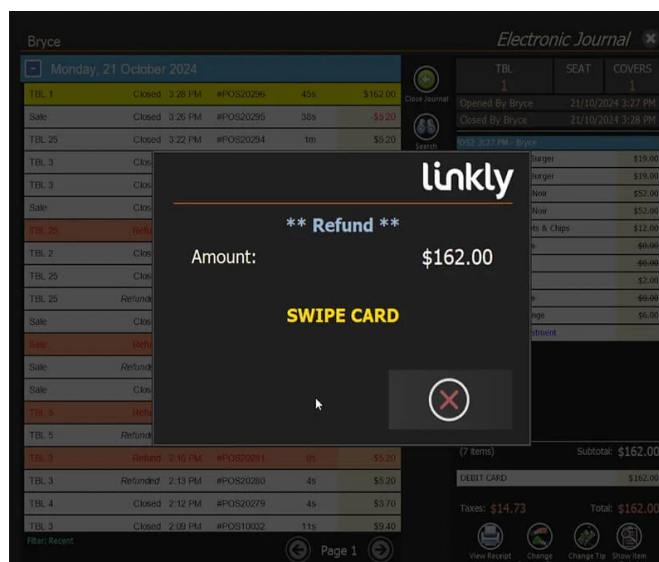
Find the transaction, choose **Refund Transaction** and press the green tick.



7

Let the customer present their card

The terminal asks the customer to tap or swipe and enter their PIN.



8 Check it went through

The transaction turns red in the journal and shows a negative amount.



Refunding one item in cash

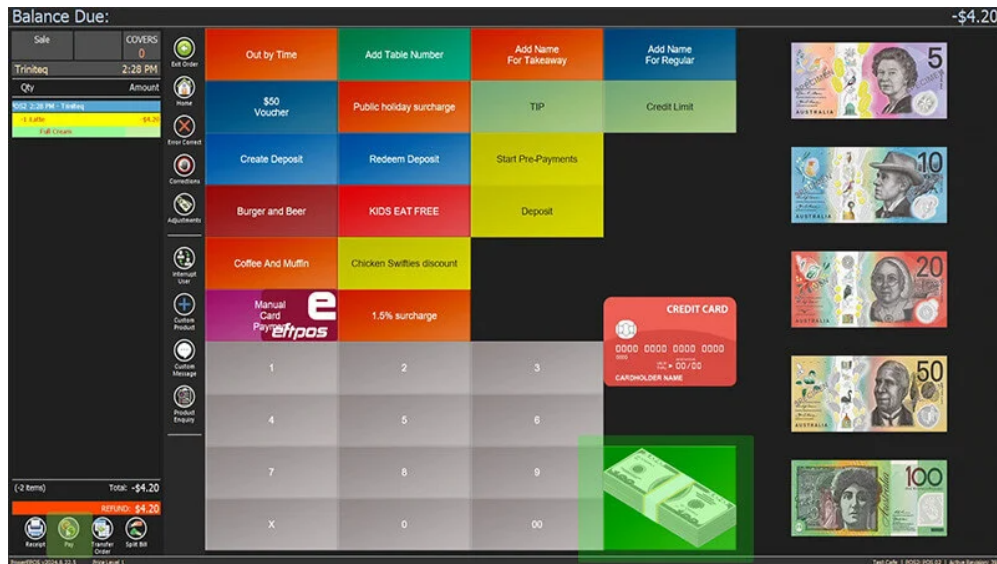
9 Mark the item as a refund

Sign in and open an order. Select the item with the parent item highlighted, then choose **Corrections** → **Refund Item**.



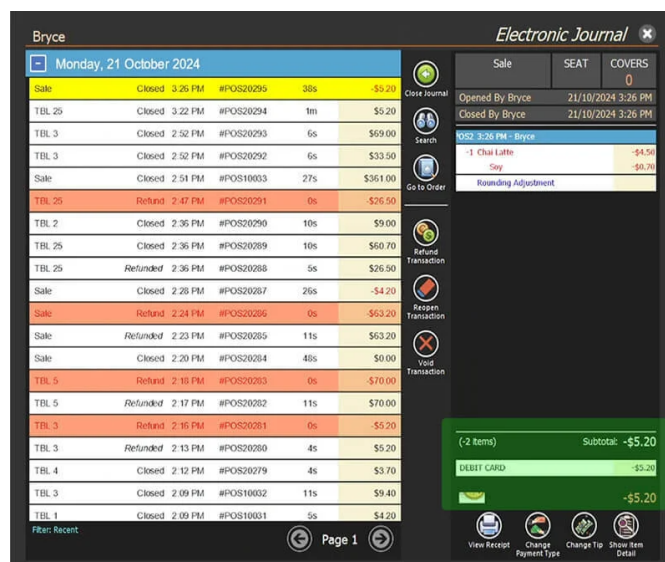
10 Pay it out in cash

Close the corrections panel, press **Pay**, then **Cash**. The drawer opens so you can hand the money back.



11 Check the journal

The item shows in red in the journal, with a negative amount against it.



IMPORTANT A refund follows the original payment

Cash sales are refunded in cash and card sales back to the same card. Refunding a card sale in cash leaves the takings out by the amount twice over.

12**Need a hand? Contact Triniteq Support**

NEED A HAND? CONTACT TRINITEQ SUPPORT

Phone **1300 784 276**Email **support@triniteq.com**

Our support team is here to help.