



# POS Manual Refunding

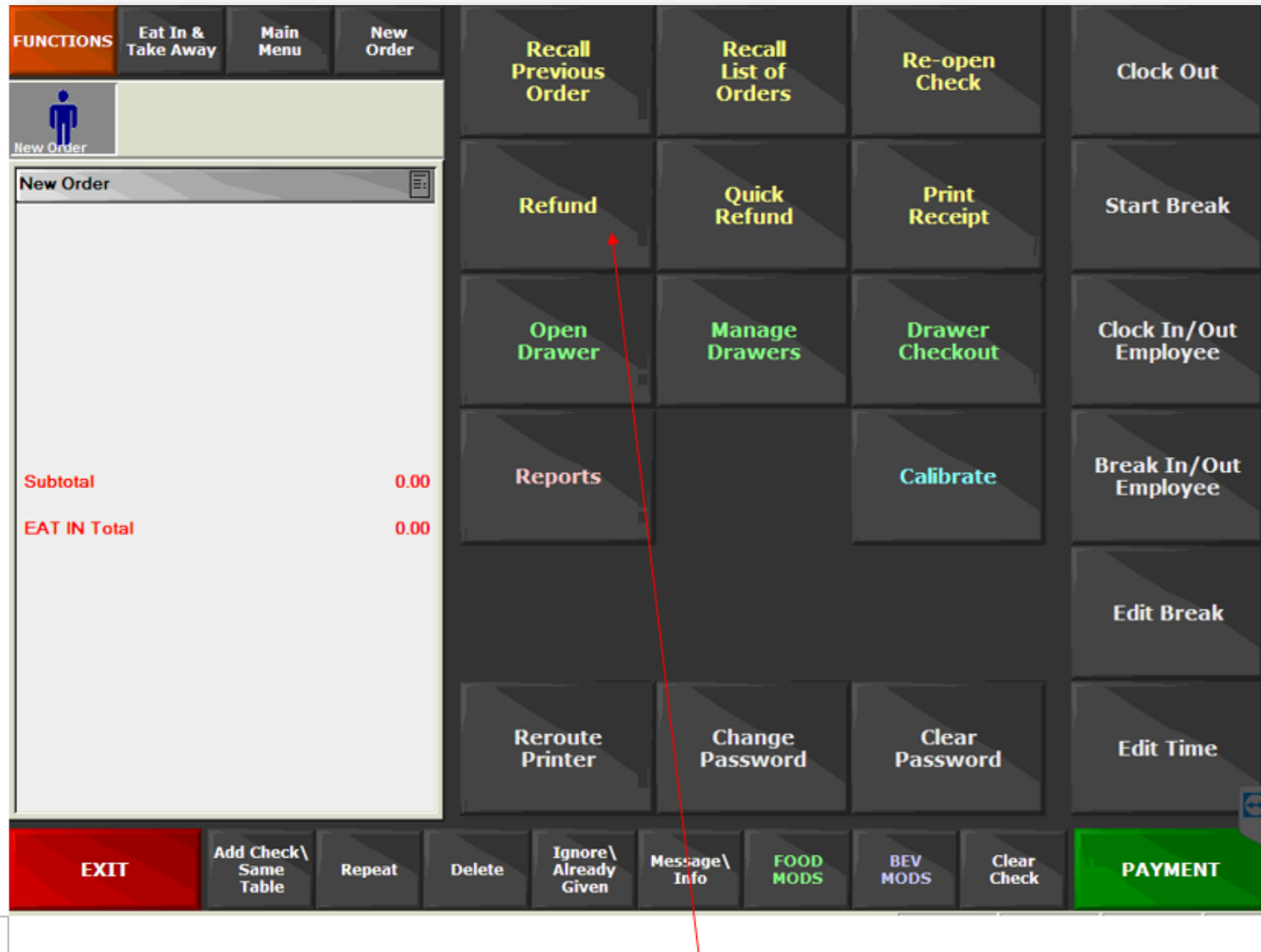
# REFUNDING

- Refunds are put through like an order, except the total will display as a negative (-) amount (slide 3)
- Refunds require a managers approval

To refund, go to ::

1. Functions
2. Refund and choose refund reasons
3. Go back to the main menu and select orders to be refunded (you will see the check now shows Refund Cash and Refund Total – slide 3)
4. Finally select the payment type to refund
5. Refund the amount to the customer

:: See visual instructions on the following pages ::



# REFUNDING

## Refund Reasons

Cust Complaint

Not Available

Wrong Item

Walk Out

VIP Card Issue

Changed Mind



OK



Cancel

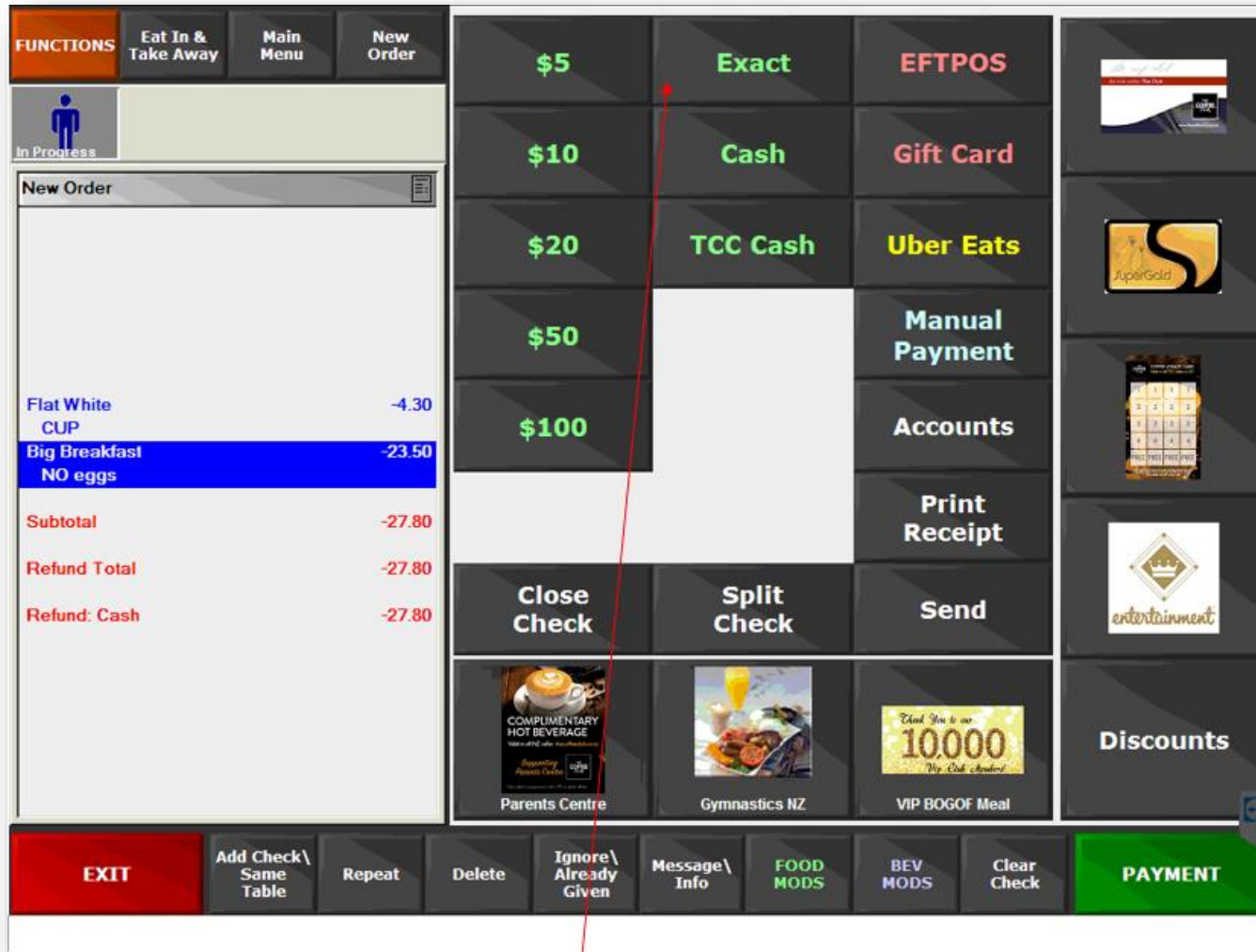
The screenshot displays a POS system interface. On the left, a 'New Order' window shows a subtotal of 0.00 and a refund total of 0.00. The refund section includes a 'Refund: Cash' field. On the right, a grid of function buttons includes 'Refund', 'Quick Refund', 'Print Receipt', 'Open Drawer', 'Manage Drawers', 'Drawer Checkout', 'Reports', 'Calibrate', 'Reroute Printer', 'Change Password', 'Clear Password', and 'PAYMENT'. Red arrows indicate the workflow: one arrow points from the 'Refund' button to the 'Refund Total' field, another from 'Refund' to 'Refund: Cash', and a third from the 'Delete' button to 'Refund: Cash'.

FUNCTIONS	Eat In & Take Away	Main Menu	New Order
In Progress			
New Order			
Subtotal			0.00
Refund Total			0.00
Refund: Cash			0.00

# REFUNDING

FUNCTIONS	Eat In & Take Away	Main Menu	New Order	Hot Drinks						
In Progress				Cold Drinks	Big Breakfast	Bacon Eggs Tomato Toast	Eggs Tomato Toast [V]	Salmon Avocado Stack		
				Cabinet	Pancakes Bacon Banana	Pancakes Banana CC [V]	Berry French Toast [V]	Chia Seed Pot [VG]		
New Order				All-Day Breakfast	Benedict Bacon	Benedict Salmon	Benedict Spinach Mushroom [V]			
				Classic Favourites	Brioche Burger	Breakfast Bruschetta	Bacon Potato Rosti [GF]	Salmon Potato Rosti [GF]		
Flat White CUP			-4.30	Burgers & Sandwiches	Omelette Ham Cheese Tomato	Omelette Mushroom Spinach Feta [V]	Omelette Salmon CC [GF]	Omelette to Order	Create Your Own Breakfast	
Big Breakfast NO eggs			-23.50	Fresh Salads	+white toast (2 pc)	+wholemeal toast (2 pc)	+ciabatta toast (2 pc)	+fruit toast (2 pc)	+GF toast (2 pc)	change to GF bread
Subtotal			-27.80	Vegan	+avocado	+fresh spinach	+hash brown	+crispy fried tofu	change to Wholemeal	change to Sourdough
Refund Total			-27.80	Kids Meals	+egg (1)	+eggs (2)	+bacon (1 pc)	+bacon (2 pc)	+salmon	+sausages
Refund: Cash			-27.80	Sweet Indulgence	+grilled tomato	+grilled haloumi	+grilled banana	+hollandaise sauce	mushrooms	+ chips
				Beer/Wine Spirits	NP Brioche French Toast					
				Retail/Specials NP/Charity						
EXIT	Add Check\ Same Table	Repeat	Delete	Ignore\ Already Given	Message\ Info	FOOD MODS	BEV MODS	Clear Check	PAYMENT	

Select items to refund.



Select the refund type (Cash or EFTPOS).

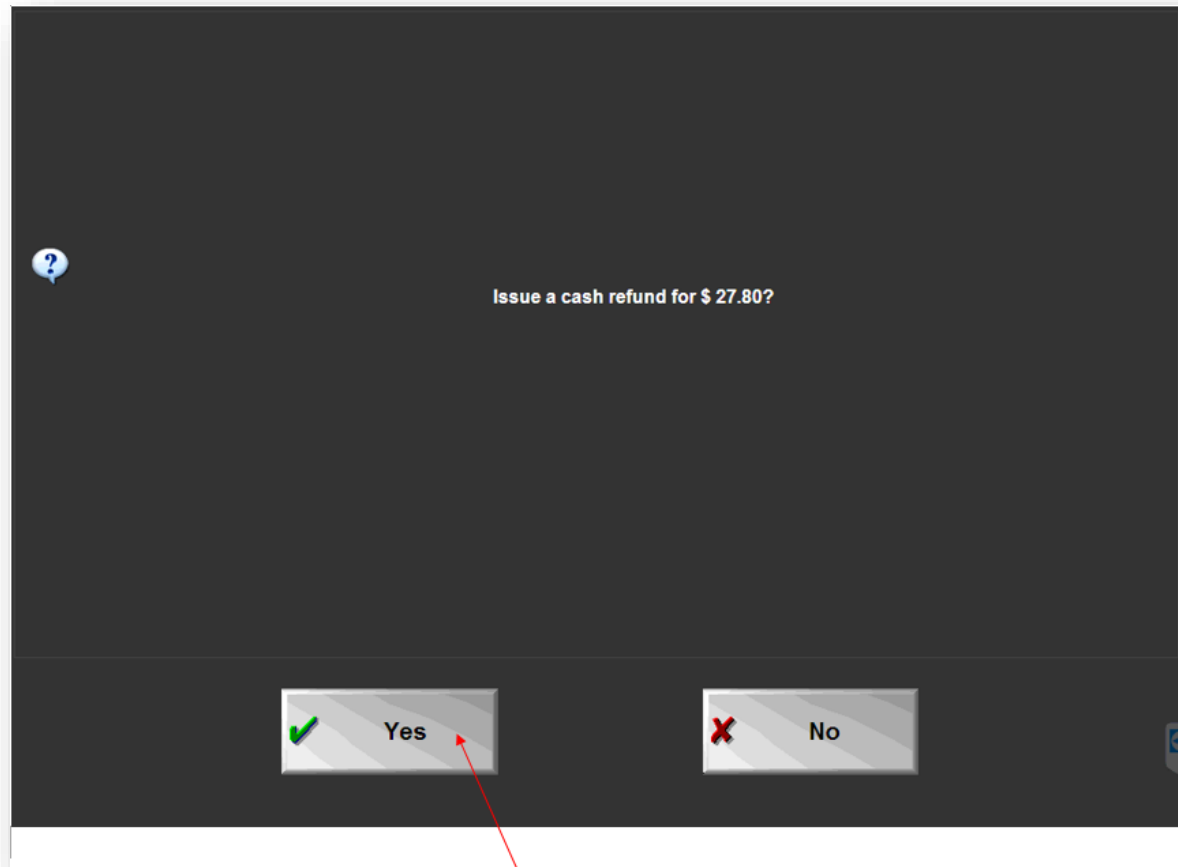


Cannot apply additional  
cash tenders to a refund check.  
The cash refund amount will be set at \$ 27.80.  
Would you like to continue?

 Yes

 No





Refund the cash amount to the customer. If you are doing an EFTPOS refund, on the EFTPOS machine, select “Refund” in the option, type in the refund amount and press Enter. Type in the merchant password (or swipe the merchant/refund card) and press enter. **Customer** presents the card, selects account and enters their PIN. Select Yes to approve the signature if prompted.