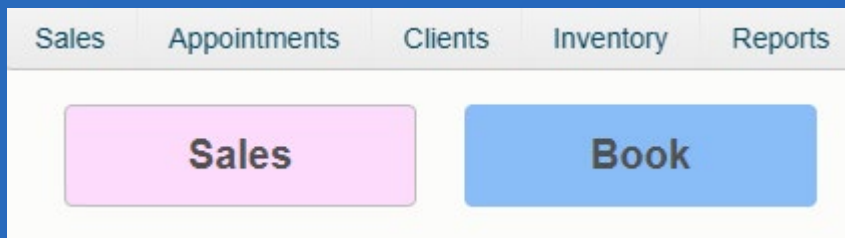
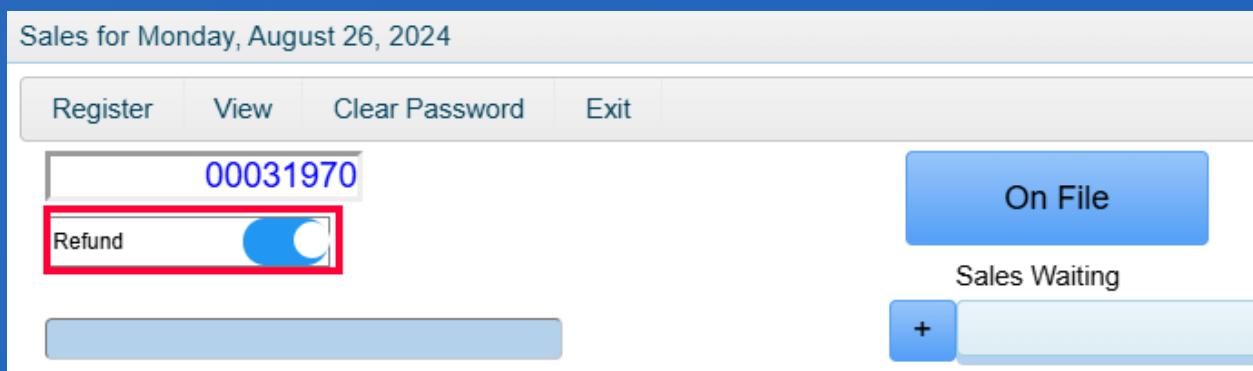


# Refunding Retail

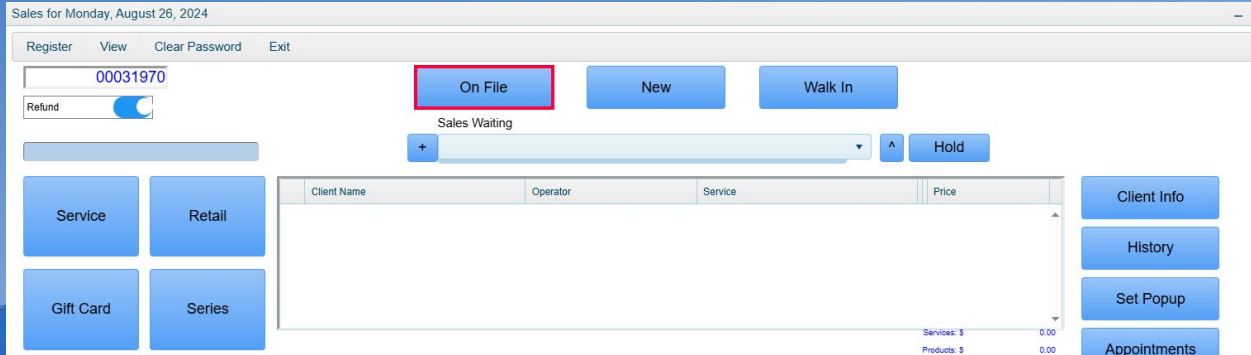
1. Click the Sales button from the main screen.



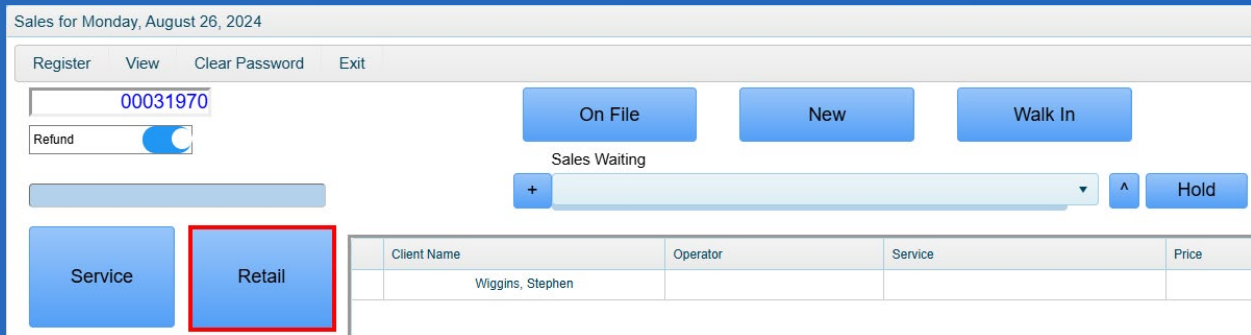
2. Click the 'Refund' switch so that the switch turns from gray to blue.



3. Click 'On File' to select the custom whom you will be refunding.



4. Click 'Retail.'



5. Enter the product you'll be refunding. If you previously gave commission for this product, be sure to select 'Sale by' so that commission is reduced. When done, click 'Checkout.'

PRODUCT SALE

Sku  
 Upc  
 Vendor

Shampoo QOH = 4

Product Number	Qty	Price	Sale By
<input type="text" value="20"/>	<input type="text" value="1"/>	<input type="text" value="25.00"/>	<input type="text" value="Salon Sale"/>

Manufacturer

Category

Products

6. You'll notice that the balance owed a negative amount. Click the Payment button Click the payment button to proceed.

The screenshot shows a POS system interface. On the left, there are buttons for 'Memberships', 'Gratuity', 'Professional', and 'Clear'. The 'Payment' button is highlighted with a red box. In the center, there is a table with the following data:

Client Name	Sold By	Description	Qty	Price	Total
Wiggins, Stephen	Salon Sale	0020 Shampoo	-1	25.00	-25.00

Below the table, there are buttons for 'Discounts', 'Modify Price', and 'Remove Item'. To the right, there is a summary section with the following values:

SUB-TOTAL	-25.00
TAX	-2.06
TOTAL	-27.06
AMT PAID	0.00
BALANCE	-27.06

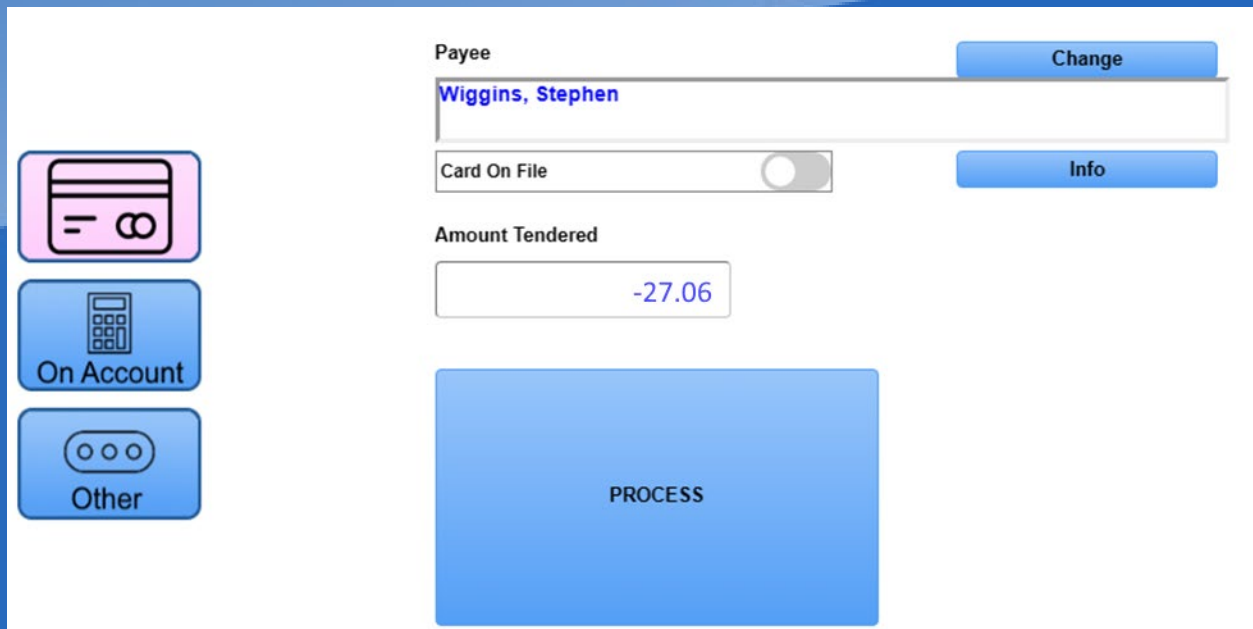
On the far right, there are buttons for 'Notes', 'Duplicate Receipt', and 'Pre-Print', along with a 'Receipt +' toggle switch.

7. Select how you will be giving back the money. In this example we will choose Credit Card.

The screenshot shows a 'Payment Types' selection screen. It features a grid of nine blue buttons, each with an icon and a label:

- Cash (Icon: Dollar bill)
- Check (Icon: Check)
- Credit Card (Icon: Credit card)
- Gift Card (Icon: Gift card)
- Series (Icon: Stacks of paper)
- On Account (Icon: Calculator)
- Room Charge (Icon: Bed)
- Rewards (Icon: Star in a circle)
- Other (Icon: Three dots)

8. If this customer wishes to refund the balance to a credit card that they already have on file with you, select 'Card on File' before clicking the 'Process' button, otherwise just click 'Process.'



The screenshot shows a payment processing interface. On the left, there are three icons: a credit card icon, a calculator icon labeled 'On Account', and a three-dot icon labeled 'Other'. The main area contains the following fields and buttons:

- Payee:** A dropdown menu showing 'Wiggins, Stephen' with a 'Change' button to its right.
- Card On File:** A toggle switch that is currently turned off, with an 'Info' button to its right.
- Amount Tendered:** A text input field containing '-27.06'.
- PROCESS:** A large blue button at the bottom center.

9. Follow the prompts on your credit card device to refund the card.



10. Lastly, click the 'Accept' button to finalize the transaction.

The screenshot shows a POS system interface. On the left, there are buttons for 'Memberships', 'Gratuity', 'Professional', and 'Clear'. Below these is a 'Payment' button. In the center, there is a table with columns: Client Name, Sold By, Description, Qty, Price, and Total. The table contains one row: Wiggins, Stephen, Salon Sale, 0010 Nail Polish, -1, 25.00, -25.00. Below the table are buttons for 'Discounts', 'Modify Price', and 'Remove Item'. On the right, there is a summary table with columns: Item, Amount. The summary table contains: SUB-TOTAL (-25.00), TAX (-2.06), TOTAL (-27.06), and AMT PAID (-27.06). To the right of the summary table is a 'Receipt' toggle switch and a large green 'ACCEPT' button. At the top right, there are buttons for 'Notes', 'Duplicate Receipt', and 'Pre-Print'.

Client Name	Sold By	Description	Qty	Price	Total
Wiggins, Stephen	Salon Sale	0010 Nail Polish	-1	25.00	-25.00

SUB-TOTAL	-25.00
TAX	-2.06
TOTAL	-27.06
AMT PAID	-27.06

11. You will be asked if you want to return this product to stock. Click yes to update your inventory quantities or no to disregard.

The screenshot shows a dialog box titled '- MERCHANDISE RETURN -'. The text inside the dialog box reads: '#454 Do you want product #00010, Nail Polish to be returned to stock?'. At the bottom right of the dialog box, there are two buttons: 'Yes' and 'No'.

12. Note\* If the customer will be getting refunded to multiple payment types, you will be brought back to the payment type window after applying each method of payment until the full refund amount has been applied.