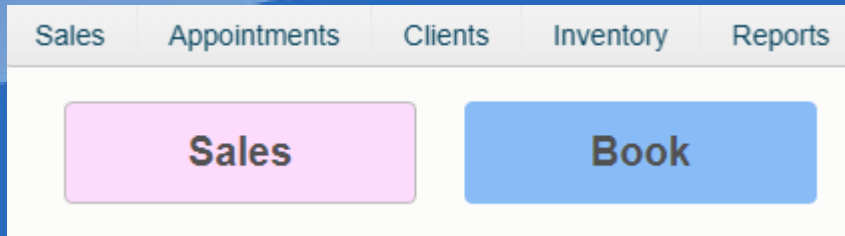
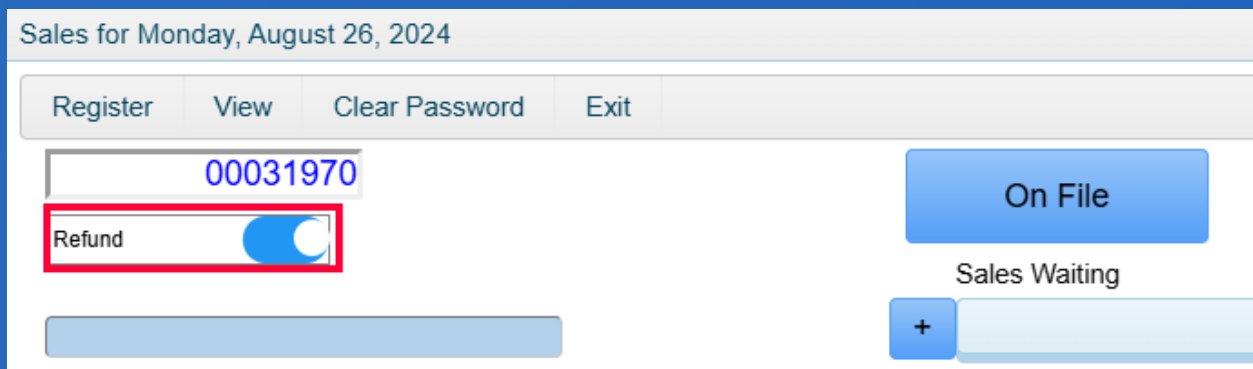


Refunding a Service

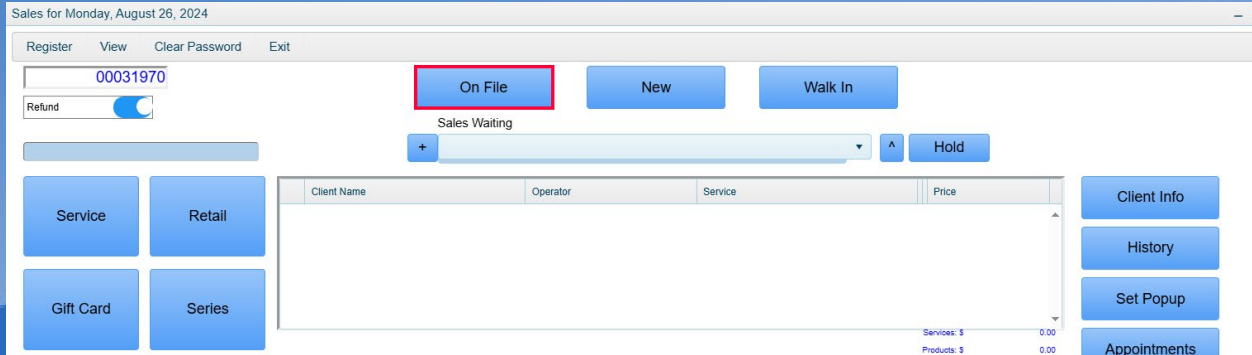
1. Click the Sales button from the main screen.



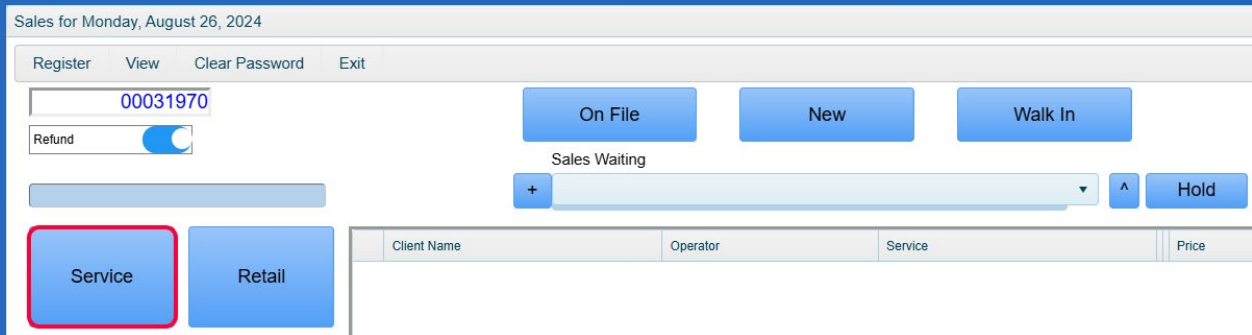
2. Click the 'Refund' switch so that the switch turns from gray to blue.



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



4. Click 'Service.'



5. Select the original operator that performed the service and service that was performed. If more than one service was performed, click the 'More' button. When done, click 'Last.'

SERVICES SELECTION

Operator

Services

Operator list: Brian, Cari, Cherisse, Cindie, Erika, Hannah, Jan, Jana, Jane, Karen, Kotohito, Larry, Leah

Services list: Add On Condition, Bang Trim, Blowdry, Blowout, Cheeks, Color and Cut, Cut & Color, Double Booking, Double Room, Eyebrow, Eyelashes, Eyes, Full Face, Highlights, Lips, Makeup

Buttons: Cancel, More, Last

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

Service Retail

Gift Card Series

Memberships Gratuity

Professional Clear

Payment

Client Name	Operator	Service	Price
Wiggins, Stephen	Brian	Add On Condition	-10.00

Services: \$ -10.00
Products: \$ 0.00

Client Name	Sold By	Description	Qty	Price	Total
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Discounts Modify Price Remove Item

SUB-TOTAL -10.00

TOTAL -10.00


AMT PAID 0.00

BALANCE -10.00




Client Info History Set Popup Appointments Notes Duplicate Receipt Pre-Print Receipt +

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

Payment Types

 Cash	 Check	 Credit Card
 Gift Card	 Series	 On Account
 Room Charge	 Rewards	 Other

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.'

  On Account  Other	Payee Change
	<input type="text" value="Wiggins, Stephen"/>
	Card On File <input type="checkbox"/> Info
	Amount Tendered
	<input type="text" value="-10.00"/>
	PROCESS

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



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

REGISTER1, DRAWER1 ON MONDAY, AUGUST 26, 2024 OPENED

Register View Clear Password Exit

00031970

Refund

On File New Walk In Last Visit 08/07/24

Sales Waiting

Client Name	Operator	Service	Price
Wiggins, Stephen	Brian	Add On Condition	-10.00

Services: \$ -10.00
Products: \$ 0.00

Client Name	Sold By	Description	Qty	Price	Total
-------------	---------	-------------	-----	-------	-------

Client Info
History
Set Popup
Appointments
Notes
Duplicate Receipt
Pre-Print

Service Retail
Gift Card Series
Memberships Gratuity
Professional Clear
Payment

Discounts Modify Price Remove Item

SUB-TOTAL -10.00
TOTAL -10.00
AMT PAID -10.00

Receipt +

ACCEPT

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.