



## **“HOW TO”**

# **REFUND TRANSACTIONS**



## **REFUND CASH TRANSACTIONS**

**- Applies to CASH / CHEQUE / BANK TRANSFER TRANSACTIONS**

- *Subject to access level privilege*
- *Below relates to original transaction being completed on the same day*

**{BOSSII POS}**  
**{OPTIONS},**  
**{MANAGER OPTIONS},**  
**{TRANSACTION VIEWER},**

To find your transaction, either:

- a). Scroll down the list to find the particular transaction required and highlight it
- b). If the receipt number is known, choose **{FIND RECEIPT}** and enter the receipt number

Once you have the transaction required, select

**{VIEW DETAILS}**  
**{REOPEN RECEIPT}**

You will then be asked,

**“Which table would you like the transaction opened to”.**

Choose any table to open the transaction to. Once the transaction is moved to an Open Table, select

**{VIEW PAYMENTS}**

Highlight the payment requiring Refund and select

**{REVERSE PAYMENT},**  
**{CANCEL}** to exit

The transaction is now a regular live transaction and is available to be edited, deleted or added to.

Additionally, the **{VOID}** button now also becomes available, from there you will be able to change the transaction as required and finalize the bill.



## **REFUND INTEGRATED TYRO TRANSACTIONS**

### **- CARD PRESENT**

- *Subject to access level privilege*
- *Only relates to original transaction being completed on the same day*

**{BOSSII POS}**  
**{OPTIONS},**  
**{MANAGER OPTIONS},**  
**{TRANSACTION VIEWER},**

To find your transaction, either:

- a). Scroll down the list to find the particular transaction required and highlight it
- b). If the receipt number is known, choose **{FIND RECEIPT}** and enter the receipt number

Once you have the transaction required, select

**{VIEW DETAILS}**  
**{REOPEN RECEIPT}**

You will then be asked,

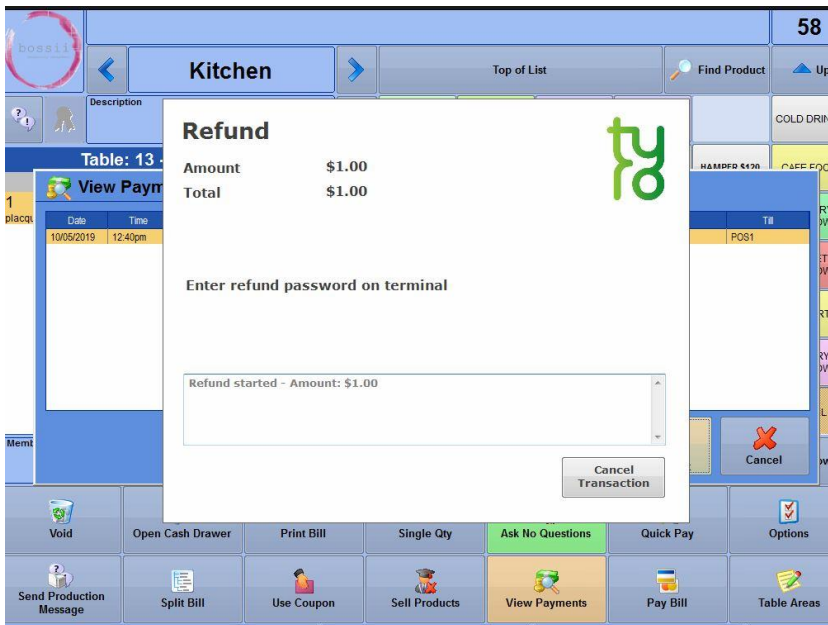
**“Which table would you like the transaction opened to”.**

Choose any table to open the transaction to. Once the transaction is moved to an Open Table, select **{VIEW PAYMENTS}**

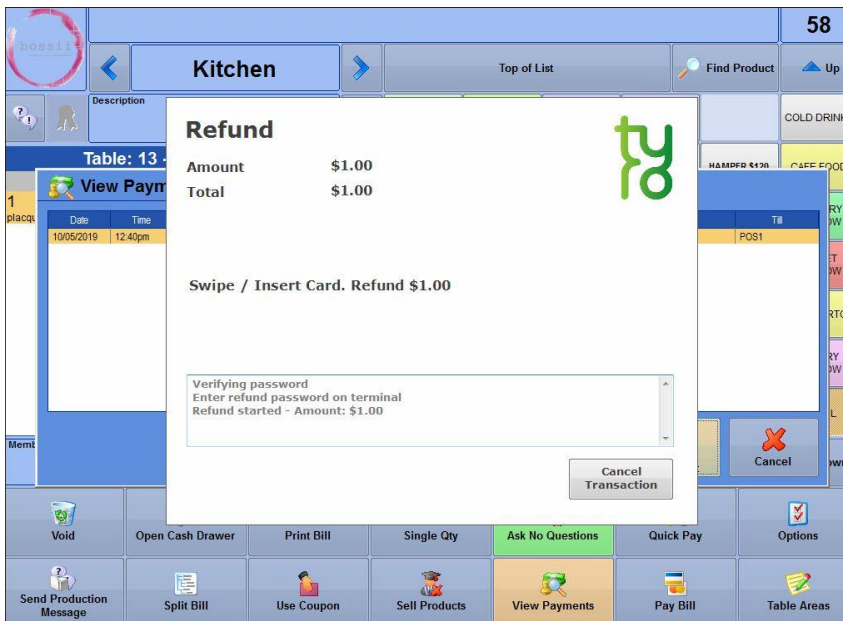
Highlight the Integrated payment requiring refund and select **{REVERSE PAYMENT},**



## “HOW TO” REFUND TRANSACTIONS



The Tyro Terminal will request you enter your Refund password (sometimes this is set the same as your admin password and sometimes it isnt. This is not a bossii pre-set password)



Tap or Swipe the Customers Card to refund the transaction.

Tyro will show its Approval or otherwise of the Refund transaction.



## “HOW TO” REFUND TRANSACTIONS

Table: 13 - R/N: 001268589

View Payments For R/N: 001268589

Date	Time	Payment Type	Amount	Surcharge	Gratuity	Account Name	Operator	Till
10/05/2019	12:40pm	EFTPOS	\$1.00	\$0.00	\$0.00		Athena Heke	POS1
10/05/2019	12:42pm	EFTPOS	\$-1.00	\$0.00	\$0.00		Athena Heke	POS1

Cancel

Click {CANCEL} to exit the above screen.

Once Approved the transaction is now a regular live transaction and is available to be edited, deleted or added to. The {VOID} button will become available and from there you will be able to re-charge the transaction as required and finalize the line items on the bill or void them entirely.



## **REFUND INTEGRATED TYRO TRANSACTIONS**

### **– CARD NOT PRESENT (MOTO)**

- *Subject to access level privilege*
- *Only relates to original transaction being completed on the same day*

**{BOSSII POS}**  
**{OPTIONS},**  
**{MANAGER OPTIONS},**  
**{TRANSACTION VIEWER},**

To find your transaction, either:

- a). Scroll down the list to find the particular transaction required and highlight it
- b). If the receipt number is known, choose **{FIND RECEIPT}** and enter the receipt number

Once you have the transaction required, select

**{VIEW DETAILS}**  
**{REOPEN RECEIPT}**

You will then be asked,

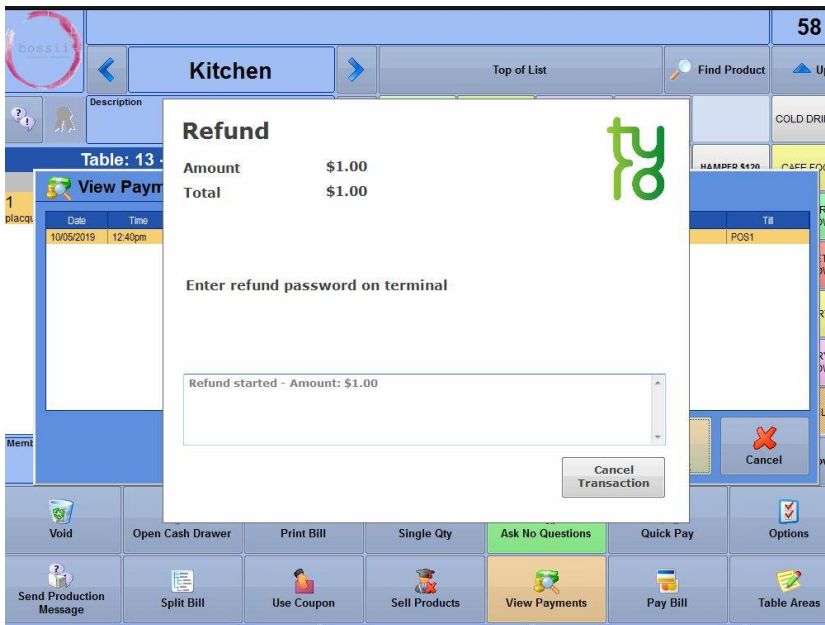
**“Which table would you like the transaction opened to”.**

Choose any table to open the transaction to. Once the transaction is moved to an Open Table, select **{VIEW PAYMENTS}**

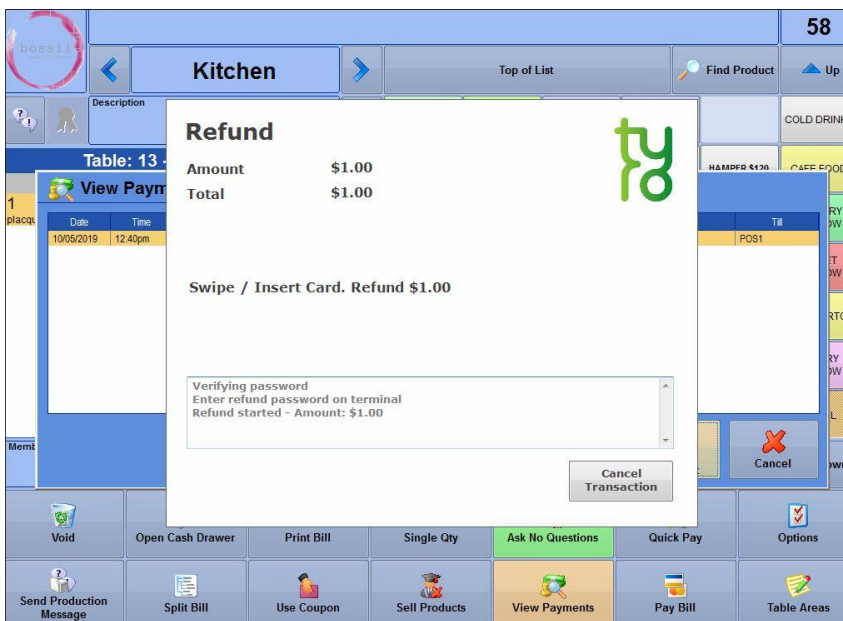
Highlight the Integrated payment requiring refund and select **{REVERSE PAYMENT},**



## “HOW TO” REFUND TRANSACTIONS



The Tyro Terminal will request you enter your Refund password (sometimes this is set the same as your admin password and sometimes it isnt. This is not a bossii pre-set password)



Enter the clients MOTO card details including 16 digit number and 3 digit CVV number to refund the transaction.

Tyro will show its Approval or otherwise of the Refund transaction.



# “HOW TO” REFUND TRANSACTIONS

Table: 13 - R/N: 001268589

Date	Time	Payment Type	Amount	Surcharge	Gratuity	Account Name	Operator	Till
10/05/2019	12:40pm	EFTPOS	\$1.00	\$0.00	\$0.00		Athena Heke	POS1
10/05/2019	12:42pm	EFTPOS	\$-1.00	\$0.00	\$0.00		Athena Heke	POS1

Click **{CANCEL}** to exit the above screen.

Once Approved the transaction is now a regular live transaction and is available to be edited, deleted or added to. The **{VOID}** button will become available and from there you will be able to re-charge the transaction as required and finalize the line items on the bill or void them entirely.





## **REFUND INTEGRATED TYRO TRANSACTIONS**

- **CARD NOT PRESENT (MOTO)**
- **PREVIOUS DAY TRANSACTION**
- **REFUNDING ENTIRE TRANSACTION**

- ***Subject to access level privilege***

**{BOSSII POS}**  
**{OPTIONS},**  
**{MANAGER OPTIONS},**  
**{TRANSACTION VIEWER},**

To find your transaction, either:

- If the receipt number is known, choose **{FIND RECEIPT}** and enter the receipt number
- Go to **{BOSSII ADMIN}** -> **{MANAGEMENT}** -> **{SHIFT INFORMATION}** find the date of the shift the transaction was completed on and search the transaction list for the receipt number of the transaction. Once found, see a) above

Once you have the transaction required, select

**{VIEW DETAILS}**  
**{REOPEN RECEIPT}**

You will then be asked,

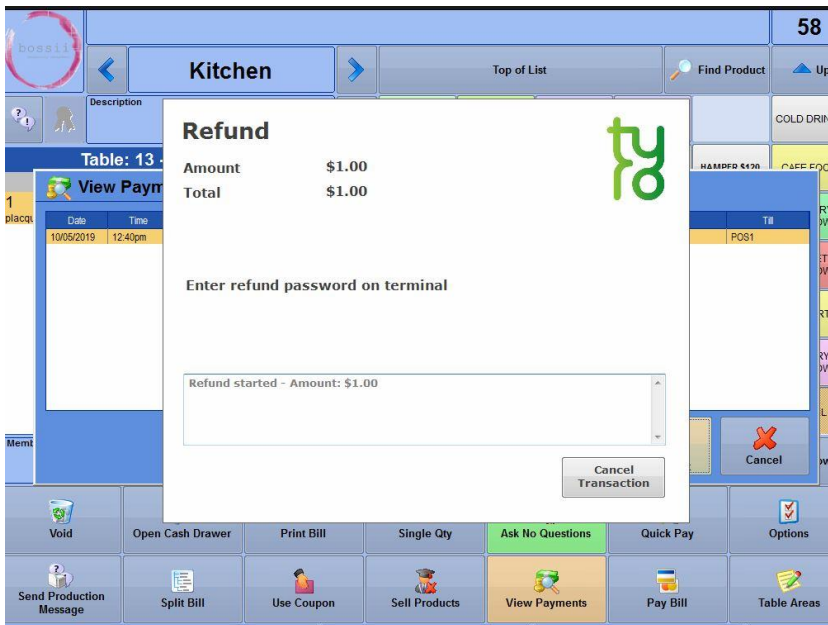
**“Which table would you like the transaction opened to”.**

Choose any table to open the transaction to. Once the transaction is moved to an Open Table, select **{VIEW PAYMENTS}**

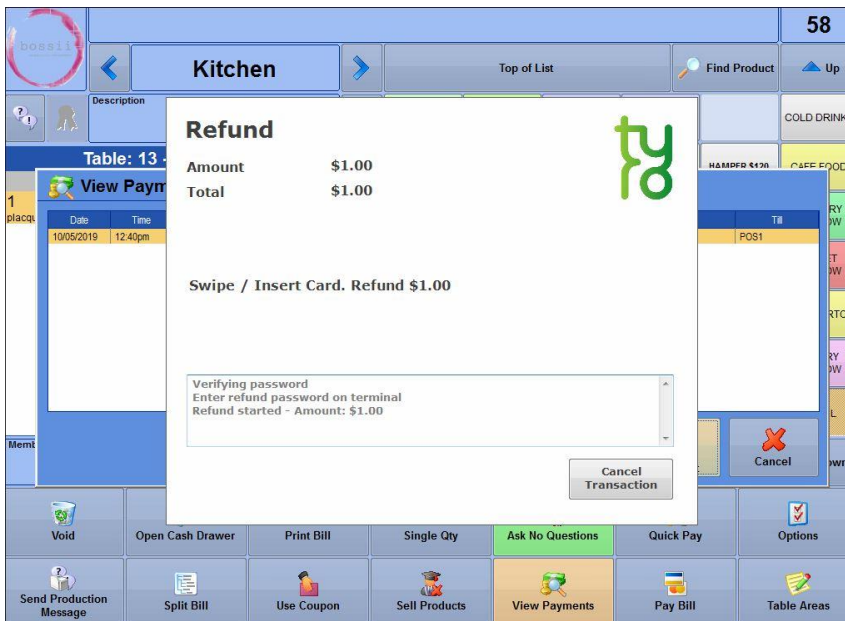
Highlight the Integrated payment requiring refund and select **{REVERSE PAYMENT},**



## “HOW TO” REFUND TRANSACTIONS



The Tyro Terminal will request you enter your Refund password (sometimes this is set the same as your admin password and sometimes it isnt. This is not a bossii pre-set password)



Enter the clients MOTO card details including 16 digit number and 3 digit CVV number to refund the transaction.

Tyro will show its Approval or otherwise of the Refund transaction.



## “HOW TO” REFUND TRANSACTIONS

Table: 13 - R/N: 001268589

Date	Time	Payment Type	Amount	Surcharge	Gratuity	Account Name	Operator	Till
10/05/2019	12:40pm	EFTPOS	\$1.00	\$0.00	\$0.00		Athena Heke	POS1
10/05/2019	12:42pm	EFTPOS	\$-1.00	\$0.00	\$0.00		Athena Heke	POS1

Cancel

Click **{CANCEL}** to exit the above screen.

Once Approved the transaction is now a regular live transaction and is available to be edited, deleted or added to. The **{VOID}** button will become available and from there you will be able to re-charge the transaction as required and finalize the line items on the bill or void them entirely.



## **REFUND INTEGRATED TYRO TRANSACTIONS**

- **CARD NOT PRESENT (MOTO)**
- **PREVIOUS DAY TRANSACTION**
- **REFUNDING PORTION OF TRANSACTION**

- ***Subject to access level privilege***

**{BOSSII POS}**  
**{OPTIONS},**  
**{MANAGER OPTIONS},**  
**{TRANSACTION VIEWER},**

To find your transaction, either:

- If the receipt number is known, choose **{FIND RECEIPT}** and enter the receipt number
- Go to **{BOSSII ADMIN}** -> **{MANAGEMENT}** -> **{SHIFT INFORMATION}** find the date of the shift the transaction was completed on and search the transaction list for the receipt number of the transaction. Once found, see a) above

Once you have the transaction required, select

**{VIEW DETAILS}**  
**{REOPEN RECEIPT}**

You will then be asked,

**“Which table would you like the transaction opened to”.**

Choose any table you wish to reopen the transaction to.

The total of the bill will read \$0 but the line items will have a balance

To refund a single line item instead of the entire transaction, Choose **{USE COUPON}** and select the **{REFUND COUPON}** to the value of the refund to be completed.

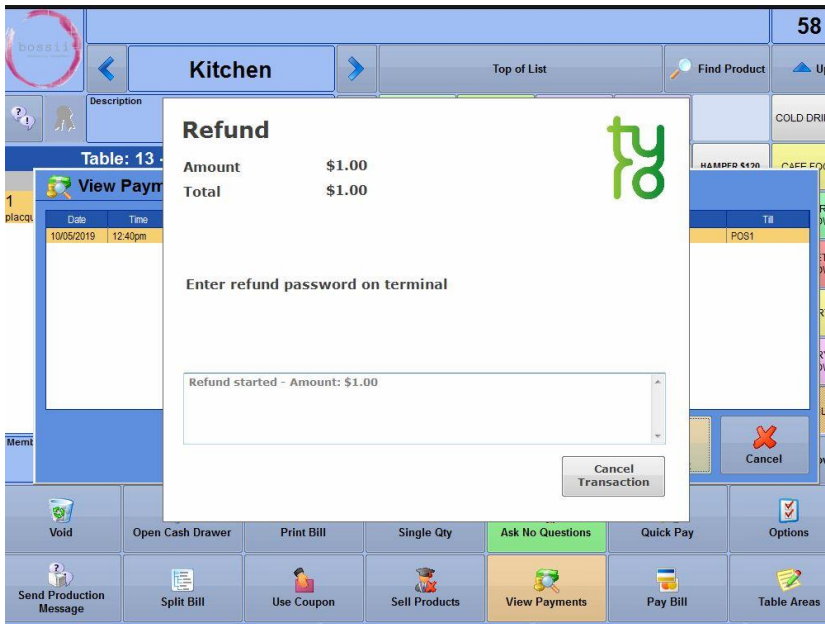
This will place the total of the bill into a negative balance.



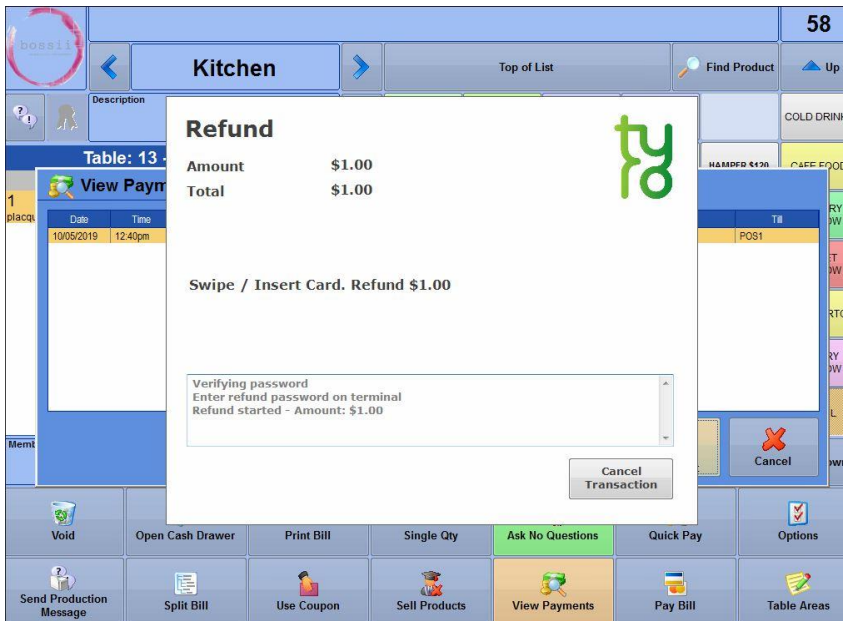
## “HOW TO” REFUND TRANSACTIONS

Eg: from 6 days ago a \$4.50 coffee was incorrectly charged on a bill that had 7 items totalling \$50.90. Instead of refunding the entire \$50.90, enter a Refund Coupon on the bill to the value of \$4.50 making the bill show as (-\$4.50) due.

Due to the negative payment tyro will complete a refund for this value



The Tyro Terminal will request you enter your Refund password (sometimes this is set the same as your admin password and sometimes it isnt. This is not a bossii pre-set password)





## **“HOW TO” REFUND TRANSACTIONS**

---

Swipe the clients card or enter the clients MOTO card details including 16 digit number and 3 digit CVV number to refund the transaction.

Tyro will show its Approval or otherwise of the Refund transaction.