



**“HOW TO”**

**REFUND TRANSACTIONS**

**TILL PAYMENTS**



## REFUND INTEGRATED TILL PAYMENTS TRANSACTIONS

- *Applies to “Card Present” transactions ie; card is held by customer before you*
- *Subject to access level privileges*
- *Applies 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}**,

The Till Payments terminal may request you enter your Refund password (*by default the refund password is the last 4 digits of your merchant number and would have been sent to the initial account applicant. This is not a BOSSII pre-set password and is unknown to BOSSII*)

Tap/Swipe/Insert the Customers Card to refund the transaction.

Till Payments will show its Approval or otherwise of the Refund transaction.

Click **{CANCEL}** to exit the **{VIEW PAYMENTS}** screen.

The transaction is now live and can be voided entirely or line items removed to enable a new charge