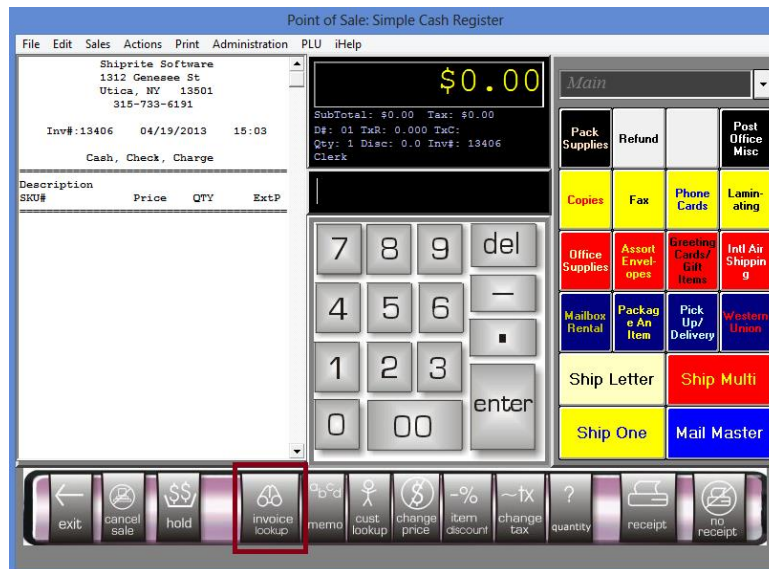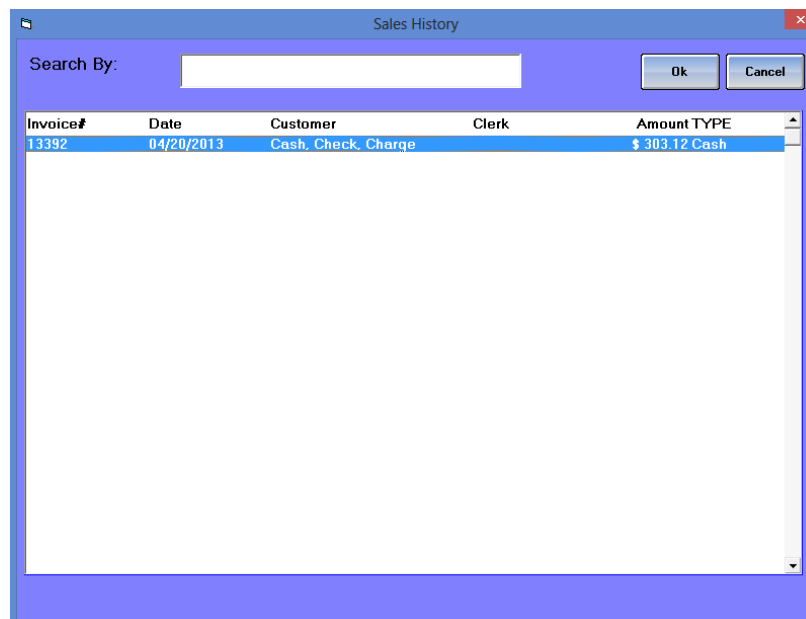# Issue a Refund – How to Guide
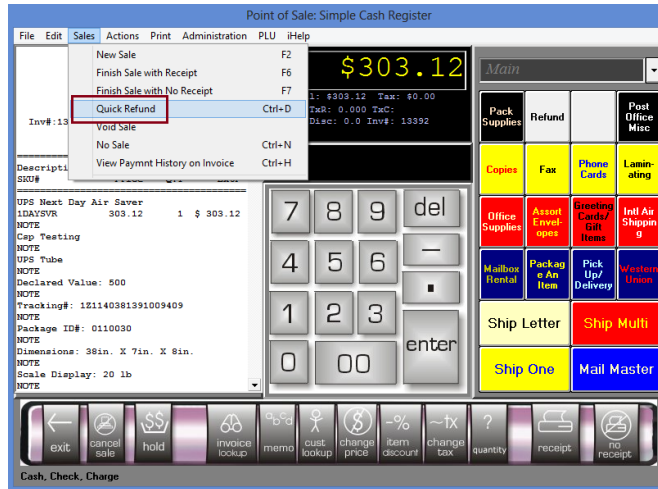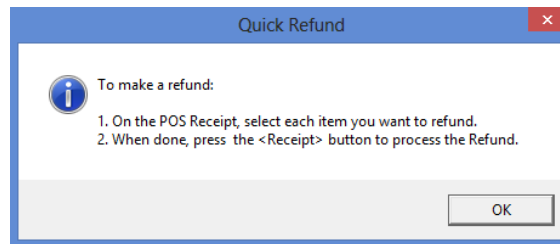
I. How to issue a full refund on an item

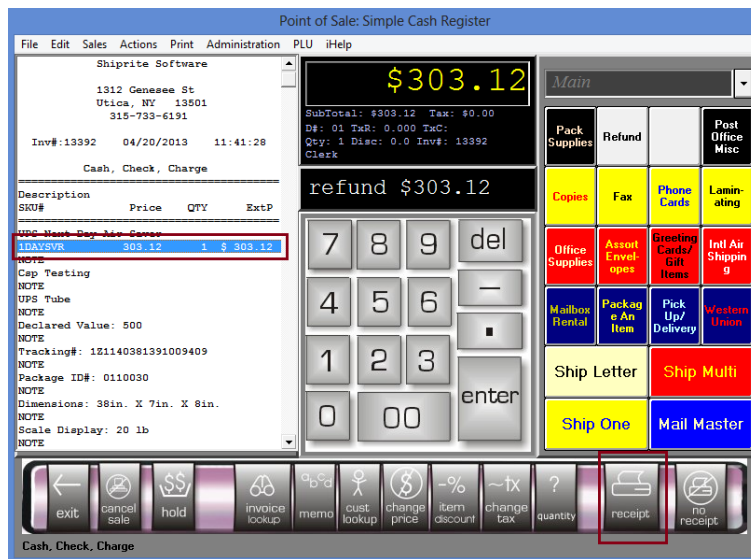- From the POS, click the '*Invoice Lookup*' button

- Locate the invoice to be refunded and double click on it to bring the information up in the POS

- Once the invoice information is displayed in the POS, click the '*Sales*' tab, then '*Quick Refund*'

- Click the '*Ok*' button when this message appears

- Select the item(s) you wish to refund from the onscreen receipt
- Click the 'Receipt' button

For Cash or Credit on Account Refund:
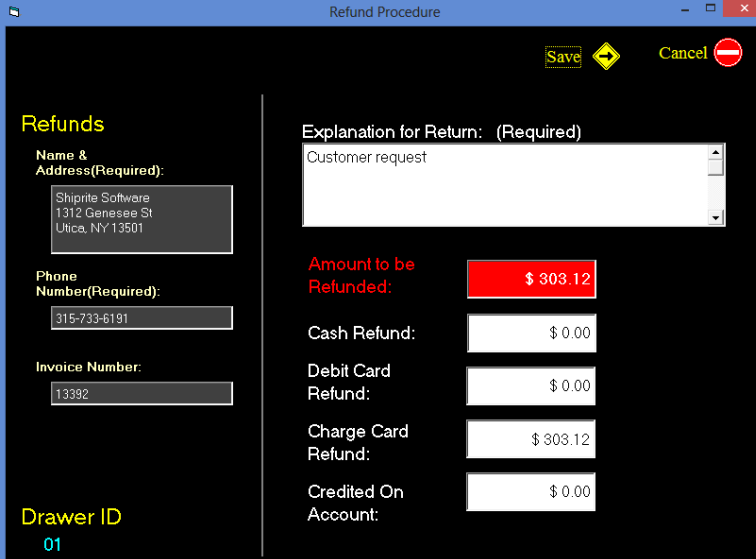
- Make sure that the information is correct. Check the amount to be refunded; be sure that the appropriate amount is entered into the corresponding cash or credit on account textbox
- Click the '*Save*' button to go back to the POS, the cash drawer will pop open and a receipt will print out

For Debit or Credit Refund:


- Make sure that the information is correct. Check the amount to be refunded; be sure that the appropriate amount is entered into the corresponding debit or credit textbox
- Click the '*Save*' button

- Smart Swiper will open up; swipe the credit card to apply the refund or manually type in the credit card number
- Enter the expiration date as four digits xxxx
- Enter the cv code on the back of the card
- Click the '*Enter*' button to finish the refund and print out a receipt
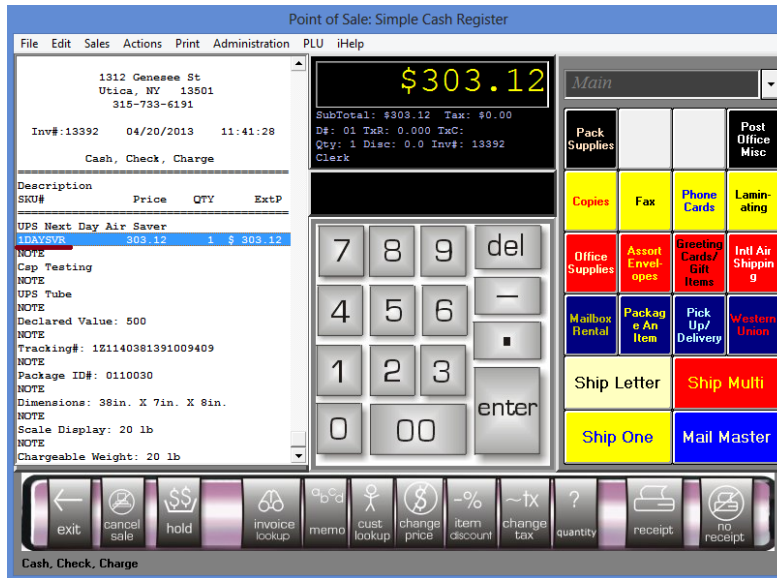
## II.   How to issue a partial refund on an item
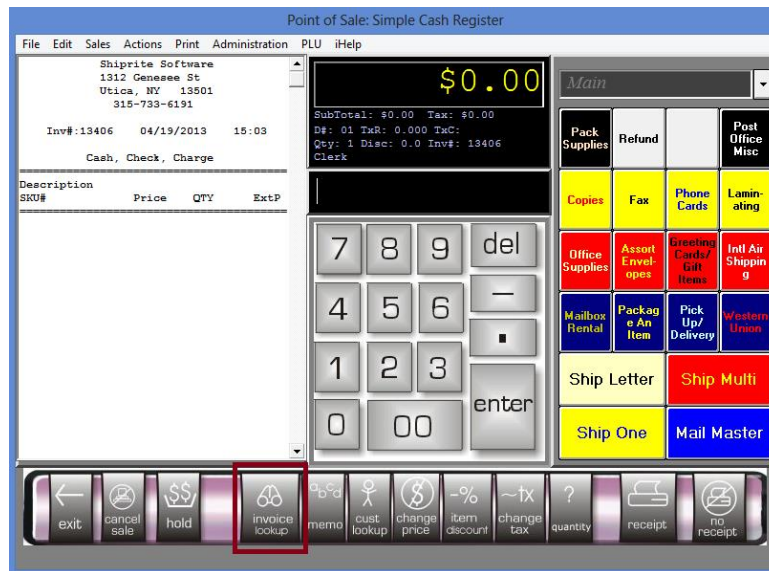
- From the POS, click the '*Invoice Lookup*' button
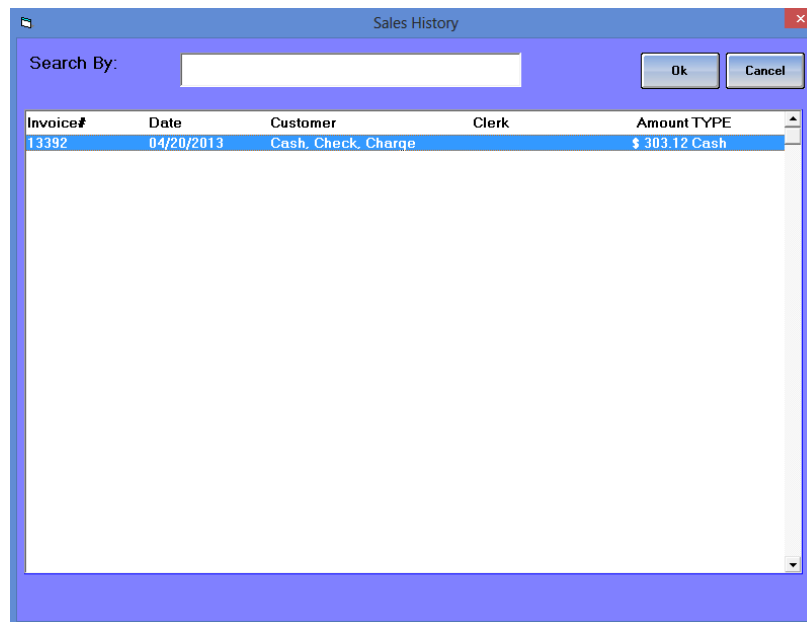
- Locate the invoice to apply a partial refund and double click on it to bring the information up in the POS

- Take note of the 'SKU#' and 'Order ID #' on the invoice, these are important numbers for completing the partial refund - perhaps write them down (**Note:** *The Order ID# will only show if the transaction was completed using debit or credit*)
- Click the '*Cancel Sale*' button to clear the screen
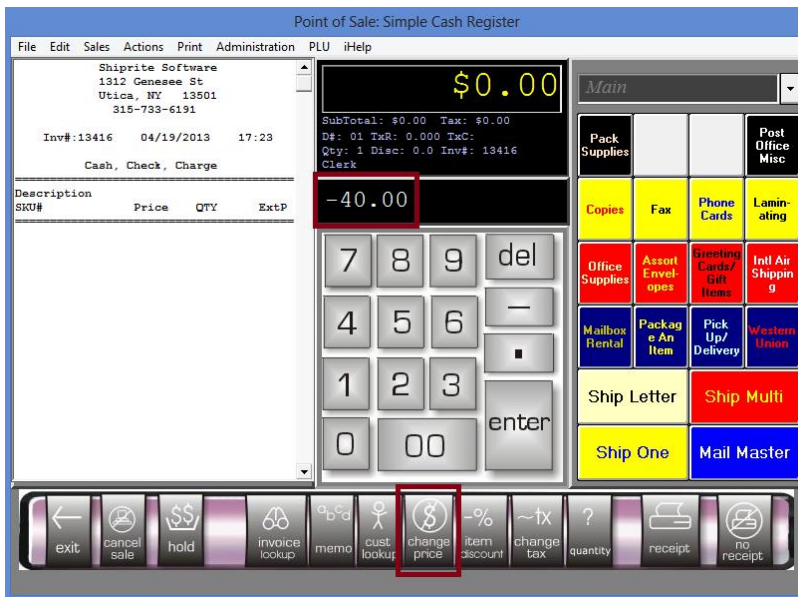
- Enter the amount of the refund in the SKU entry field as a negative value (**Note:** *Our example is refunding $40, as seen in the above image*)
- Click the '*Change Price*' function button
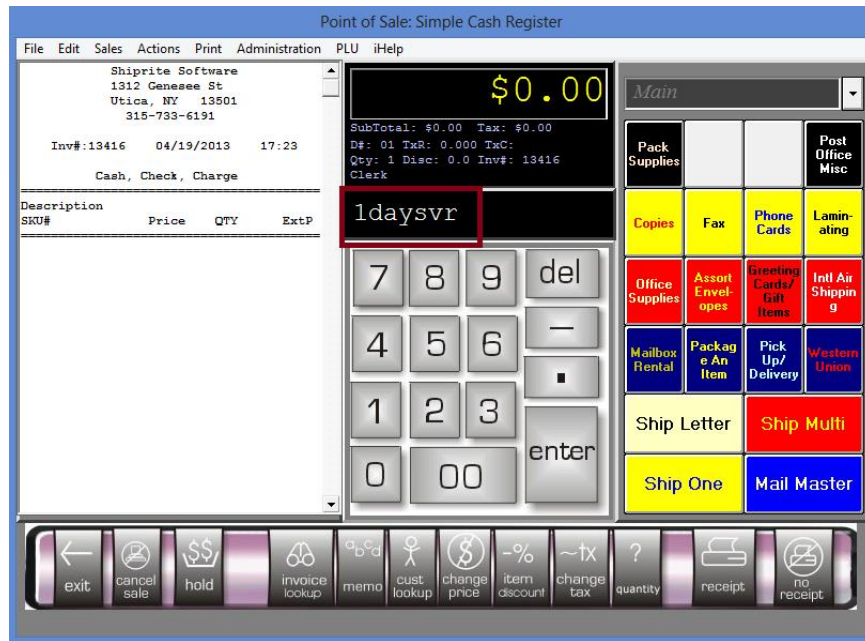
- Enter the SKU# into the SKU entry field and hit the '*Enter*' key on the keyboard
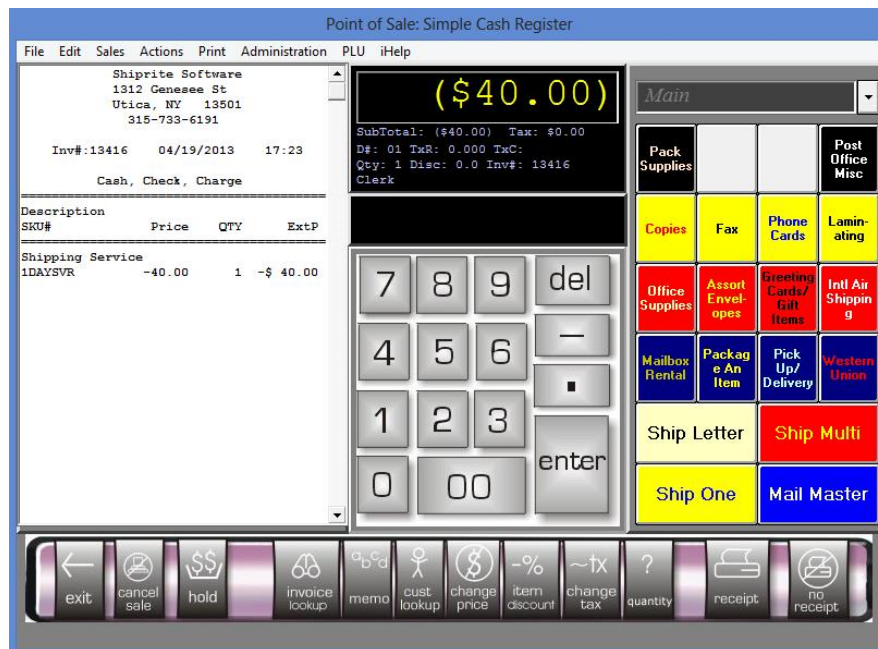
- The POS will now show that $40.00 will be deducted
- Click the '*Receipt*' button

For Cash or Credit on Account Partial Refund:

- Enter in the invoice number into the corresponding textbox
- Enter an explanation for the refund into the corresponding text area
- Ensure that the amount to be refunded is correct and entered into the appropriate '*cash*' or '*credit on account*' textbox
- Click the '*Save*' button to return to the POS, open the cash drawer and print out a receipt

For Debit or Credit Partial Refund:

- Enter in the invoice number into the corresponding textbox
- Enter an explanation for the refund into the corresponding text area
- Ensure that the amount to be refunded is correct and entered into the appropriate debit or credit textbox
- Click the '*Save*' button

- Smart Swiper will open up; enter the Order ID# into the SmartSwiper text area
- Click the '*Enter*' button to finish the refund and print out a receipt