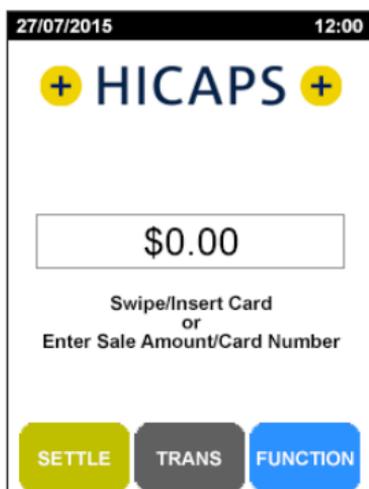# HOW TO REFUND AN EFTPOS TRANSACTION

There are two options for refunding an EFTPOS transaction

OPTION 1
REFUNDING AN EFTPOS TRANSACTION PROCESSED BY THE SAME TERMINAL
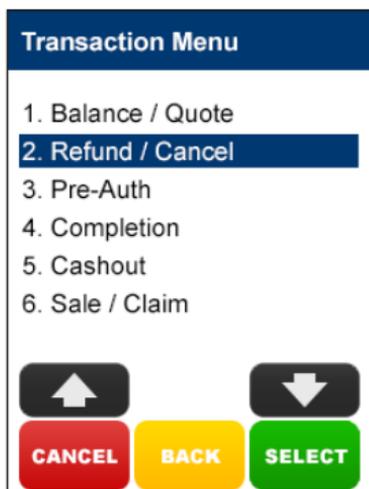
step 1
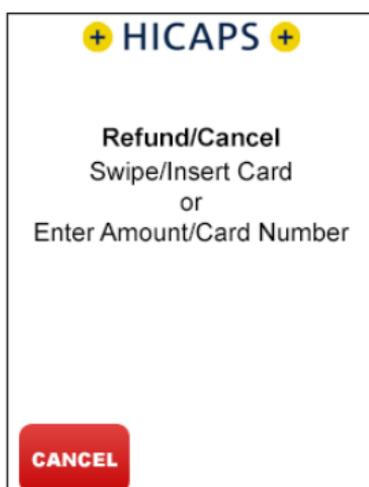Access the Transactions menu by pressing **[TRANS]** on the touch screen

step 2
Select **2. Refund/Cancel** and press **[SELECT]**

step 3
The terminal will then prompt you for a card.
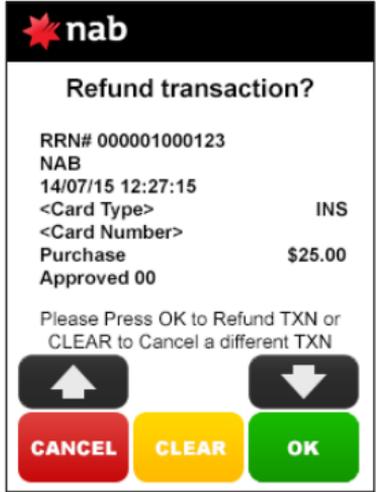**Swipe/Insert** the cardholder's card

step 4

The screen will then display the transaction(s) processed on the terminal by this cardholder for the current day. If there is more than one transaction for that cardholder, all transactions can be reviewed by using the up/down arrow buttons on the touch screen.

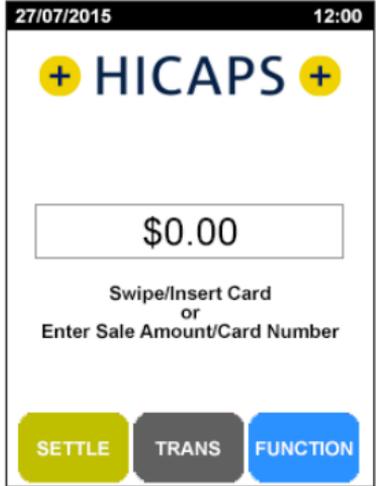Once you have located the transaction you wish to refund, press **[OK]**.

If the transaction is not in the terminal journal press **[CLEAR]** and continue from Option 2 Step 4
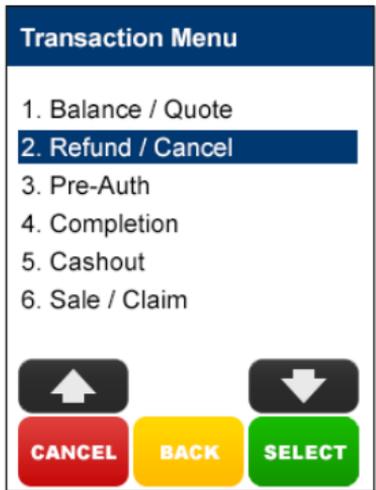
OPTION 2
REFUNDING ANY
EFTPOS TRANSACTION

step 1
Access the Transactions
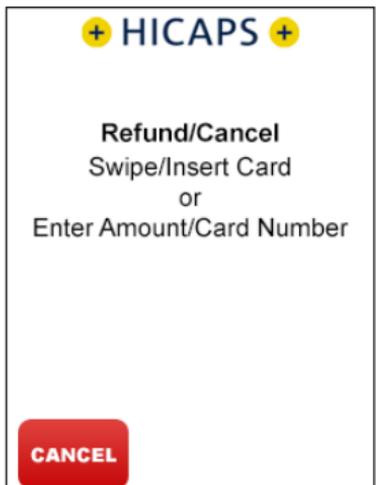menu by pressing **[TRANS]**
on the touch screen

27/07/2015	12:00

➕ HICAPS ➕

$0.00

Swipe/Insert Card
or
Enter Sale Amount/Card Number

| SETTLE | TRANS | FUNCTION |

step 2
Select **2. Refund/Cancel**
and press **[SELECT]**

Transaction Menu

1. Balance / Quote
2. Refund / Cancel
3. Pre-Auth
4. Completion
5. Cashout
6. Sale / Claim

⬆️   ⬇️

| CANCEL | BACK | SELECT |

step 3
The terminal will then
prompt you for a card.
Swipe/Insert the
cardholder's card

➕ HICAPS ➕

Refund/Cancel
Swipe/Insert Card
or
Enter Amount/Card Number

CANCEL

step 4

Use the arrows on the touch screen to highlight the **Merchant** you wish to transact with and press **[SELECT]**

Note: This option will only appear if there is more than one merchant loaded in this terminal
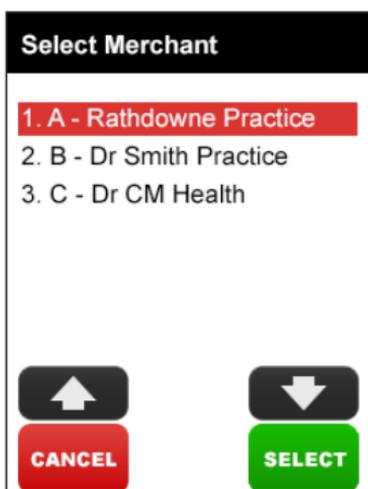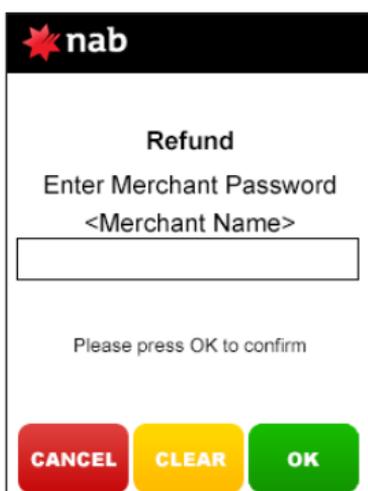
Select Merchant

1. A - Rathdowne Practice
2. B - Dr Smith Practice
3. C - Dr CM Health

CANCEL   SELECT

step 5

The terminal will then prompt you for the refund password for the selected merchant.

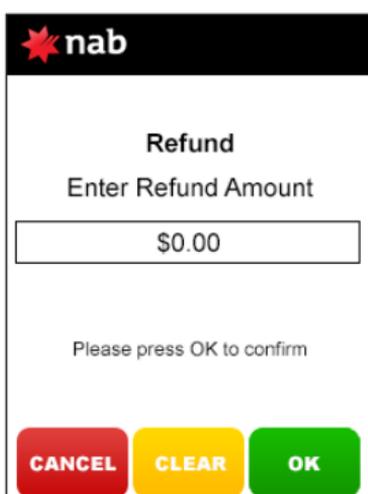Key the **password** and press **[OK]**

nab

Refund

Enter Merchant Password
<Merchant Name>

Please press OK to confirm

CANCEL   CLEAR   OK

step 6

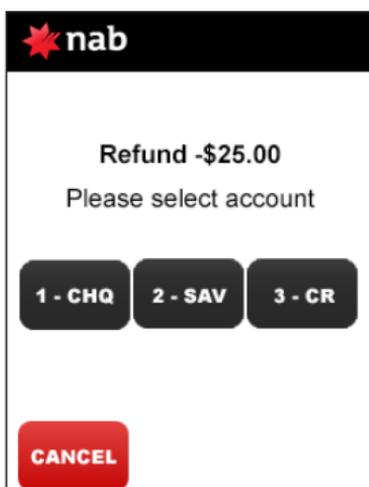Key the amount you wish to refund and press **[OK]**

nab

Refund

Enter Refund Amount

$0.00

Please press OK to confirm

CANCEL   CLEAR   OK

step 7

The cardholder is to **select their account** on the touch screen or by selecting the number on the keypad that is next to the account name on the screen. e.g 1 – CHQ, 2 – SAV, 3 – CR
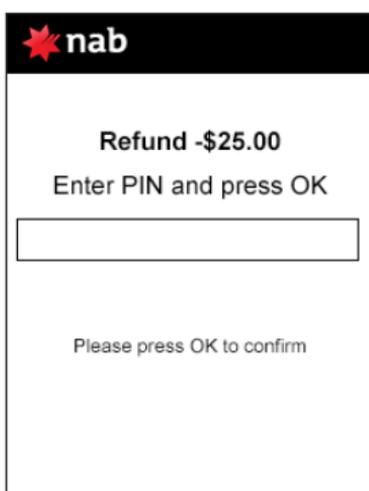

step 8

The cardholder is required to key enter their **PIN** and press **[OK]**

Note: In some cases the card will not require a PIN and therefore a signature will be required to complete the transaction
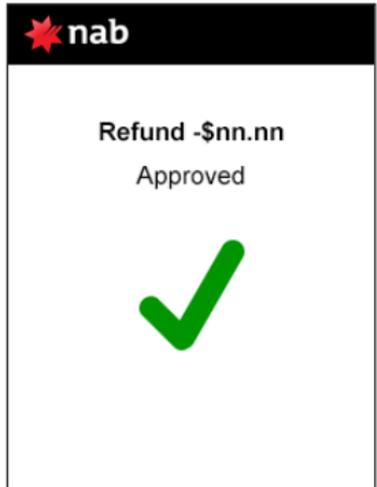
step 9

The transaction will be processed by the bank and be approved or declined. Please ensure you check the screen and receipt to confirm the transaction was approved or declined
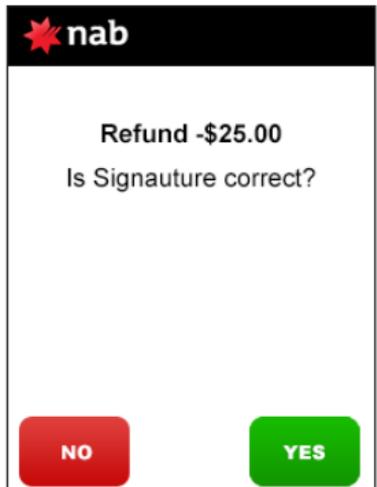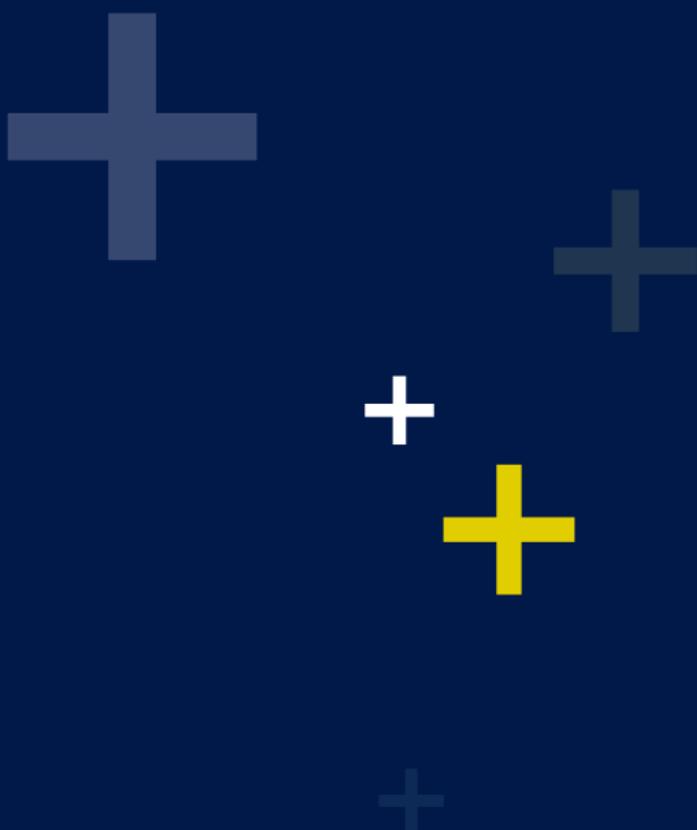
step 10

If the payment was made using a card without a PIN you will also be asked to confirm the **signature** once the transaction is approved by the bank.

If the signature matches press **[YES]** to complete the transaction.

If the signature doesn't match, press **[NO]** to cancel the transaction, and get payment by another means

MORE INFORMATION

Visit **hicaps.com.au**, or
Call HICAPS helpdesk on **1300 650 182**

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