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.

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
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.

step 5
The terminal will then prompt you for the refund password for the selected merchant.
Key the password and press [OK]

step 6
Key the amount you wish to refund and press [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

![Image of a touch screen with options: CHQ, SAV, 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.
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