



how to: refund an EFTPOS transaction



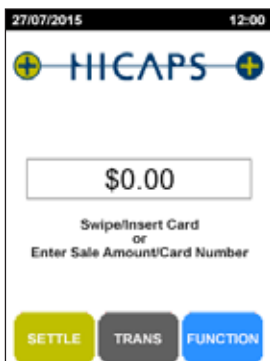
There are two options for refunding an EFTPOS transaction

Option 1

Refunding an EFTPOS transaction processed by the same terminal

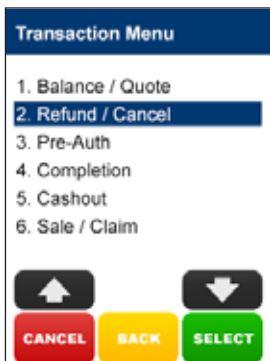
step 1

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



step 2

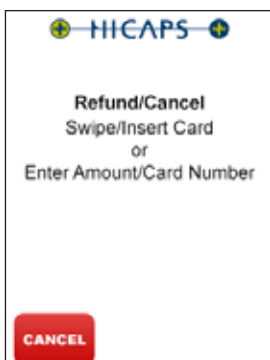
Select **2. Refund/Cancel** and press **[SELECT]**



step 3

The terminal will then prompt you for a card.

Swipe/Insert the cardholder's card

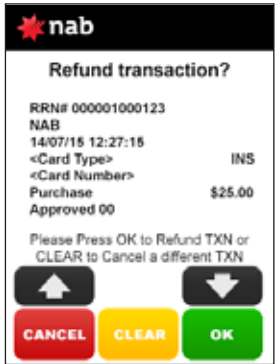


step 4

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

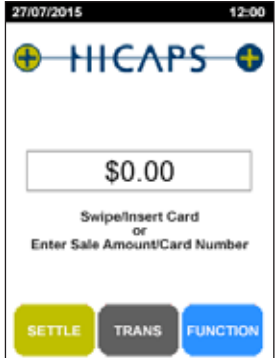


Option 2

Refunding any EFTPOS transaction

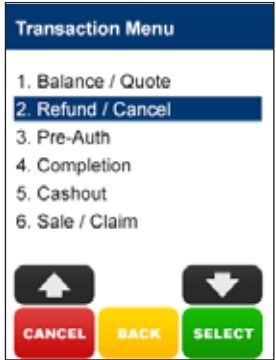
step 1

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



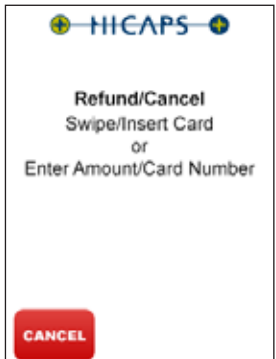
step 2

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



step 3

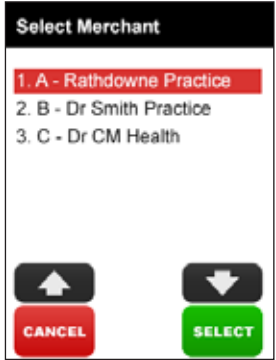
The terminal will then prompt you for a card. **Swipe/Insert** the cardholder's card



step 4

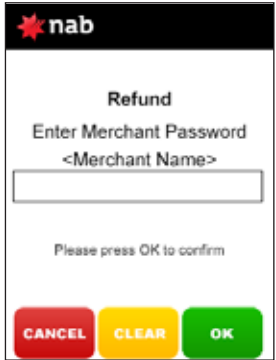
Use the arrows on the touch screen to highlight the **Merchant** you wish to transact with and press **[SELECT]**

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



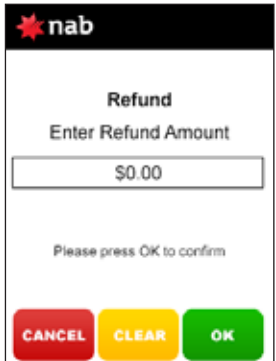
step 5

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



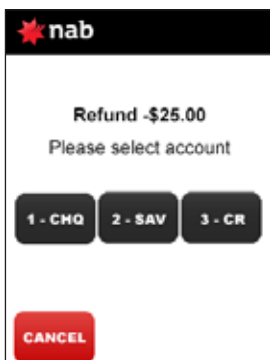
step 6

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



nab

Refund -\$25.00

Please select account

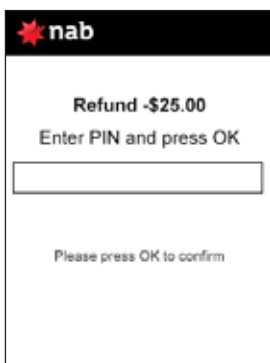
1 - CHQ 2 - SAV 3 - CR

CANCEL

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*



nab

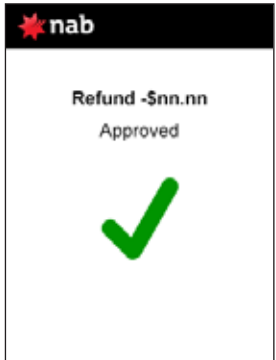
Refund -\$25.00

Enter PIN and press OK

Please press OK to confirm

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

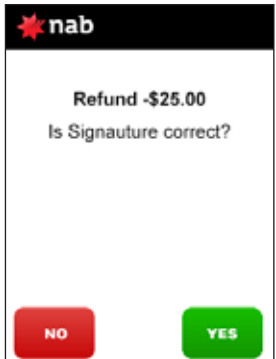


step 10

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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