## POS Quick Service – Looking Up a Transaction



1. From the **Tools** menu at the top right of the screen, select **Transaction Lookup** (right). The Transactions screen appears (below).

FLOOR PLAN	₩ H	OST MODE the TO GO ORDERS $\equiv$				
	Тос	ols X				
	۲	Support				
		Print Last Receipt				
۲	8	Meal Participation Report Payment Location				
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	\$					
		Dining Room Printer   Awesome Printer				
	>_	Payment Terminal				
		~				
	~	Cashout Report				
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	~	Cash Drawer				
	ଭ୍	Transaction Lookup				
	凿	Check Gift Card				
	Ъ.	Tables Assignment				

← BACK Transa	actions							
Search Criteria								
Search for a transact	tion using the following searc	h criteria. To broaden yo	ur search, specify less informa	ation. To narrow your search,	fill out as much inforr	mation as you have	a.	
Search by POS Staff All		Search by Diner		Search by last 4 Digits of Credit Card		Search by Ticket #		
Date From		Date To		POS Location Evergreen	•	Payment Method All		•
							SEARCH	
Ticket #	Transaction ID	Diner	Payment Metho	d Amount	Date an	d Time		
19593374	6538785		Cash	\$34.42	Jul 15, 20	25, 01:32 PM	VIEW	Î
19593338	6538715		Cash	\$15.56	Jul 15, 20	25, 01:28 PM	VIEW	
19593304	6538700		Cash	\$14.78	Jul 15, 20	25, 01:27 PM	VIEW	
19592823	6538438		Cash	\$3.38	Jul 15, 20	25, 01:16 PM	VIEW	
19583504	12252579		Meal Plan	-2 points	Jul 15, 20	25, 09:39 AM	VIEW	

- 2. Search for the desired transaction(s) using the available filters:
- 3. Tap **Search** to refresh the screen with your search results.



4. To open a transaction, tap its **View** button. A slide-out screen appears with the ticket details.

	Transaction Detail ×					
{	Ticket Information					
ts of Credit C	Ticket ID 194					
	Ticket Items					
	Apple Juice	\$0.79				
ł	Southwest Corn Soup	\$2.99				
ount	Manicotti In Sauce	\$8.99				
43 { {						
(43 	Subtotal	\$12.77				
\$43	Tax Total	\$1.66				
43	Total	\$14.43				
}	Outstanding Balance \$0.00					
	Transactions					
	Cash \$14.43					
5	PRINT TICKET					
~	REFUND ENTIRE TICKET					

- 5. You can reprint the ticket by tapping **Print Ticket**.
- 6. You can refund the ticket by tapping **Refund Entire Ticket**.