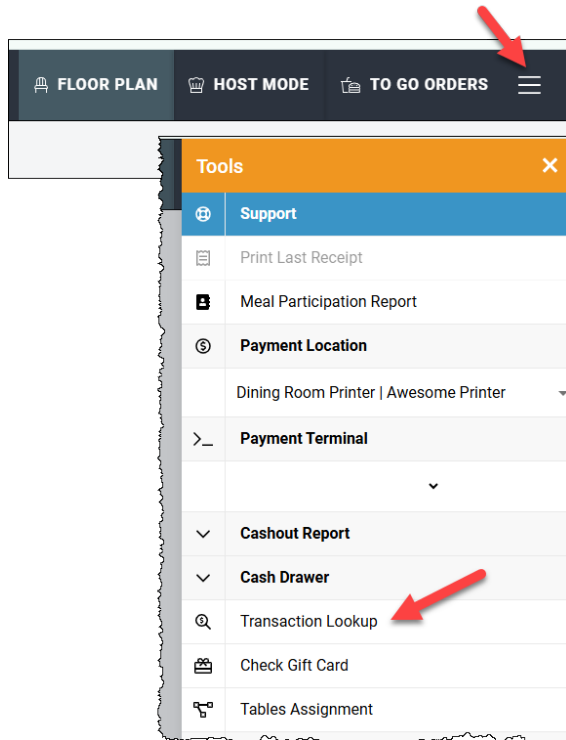


1. From the **Tools** menu at the top right of the screen, select **Transaction Lookup** (right). The Transactions screen appears (below).



← BACK Transactions

Search Criteria

Search for a transaction using the following search criteria. To broaden your search, specify less information. To narrow your search, fill out as much information as you have.

Search by POS Staff: All | Search by Diner: | Search by last 4 Digits of Credit Card: | Search by Ticket #:

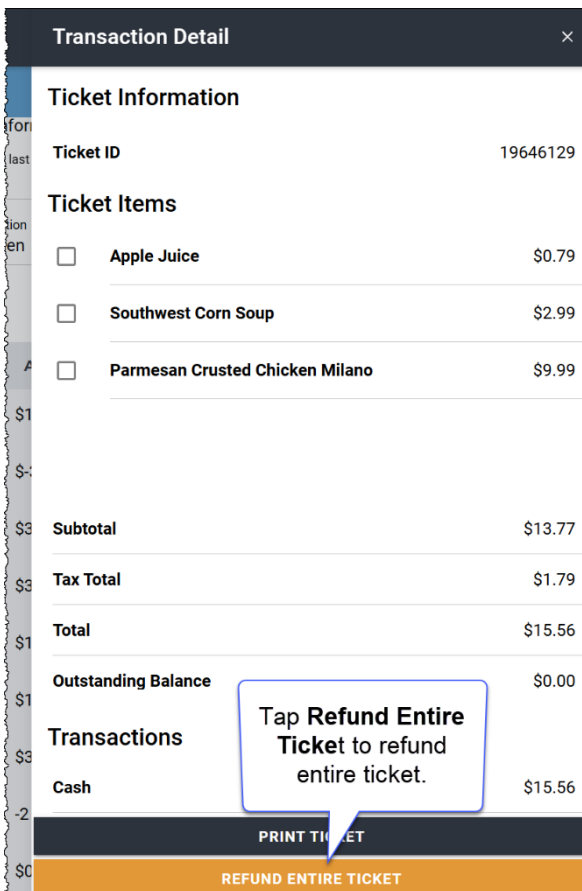
Date From: | Date To: | POS Location: Evergreen | Payment Method: All

SEARCH

Ticket #	Transaction ID	Diner	Payment Method	Amount	Date and Time	VIEW
19593374	6538785		Cash	\$34.42	Jul 15, 2025, 01:32 PM	VIEW
19593338	6538715		Cash	\$15.56	Jul 15, 2025, 01:28 PM	VIEW
19593304	6538700		Cash	\$14.78	Jul 15, 2025, 01:27 PM	VIEW
19592823	6538438		Cash	\$3.38	Jul 15, 2025, 01:16 PM	VIEW
19583504	12252579		Meal Plan	-2 points	Jul 15, 2025, 09:39 AM	VIEW

2. Search for the desired transaction(s) using the available filters at the top of the screen, and tap **Search** to refresh the screen with your search results.

- For the transaction you want to refund, tap its **View** button. A slide-out panel appears with the transaction details.
- To refund the entire ticket, tap **Refund Entire Ticket** (first screenshot below). To refund only certain items on the ticket, select the check boxes of the items to be refunded, and then tap **Refund Selected Items** (second screenshot below).



Transaction Detail

Ticket Information

Ticket ID 19646129

Ticket Items

- ☐ Apple Juice \$0.79
- ☐ Southwest Corn Soup \$2.99
- ☐ Parmesan Crusted Chicken Milano \$9.99

Subtotal \$13.77

Tax Total \$1.79

Total \$15.56

Outstanding Balance \$0.00

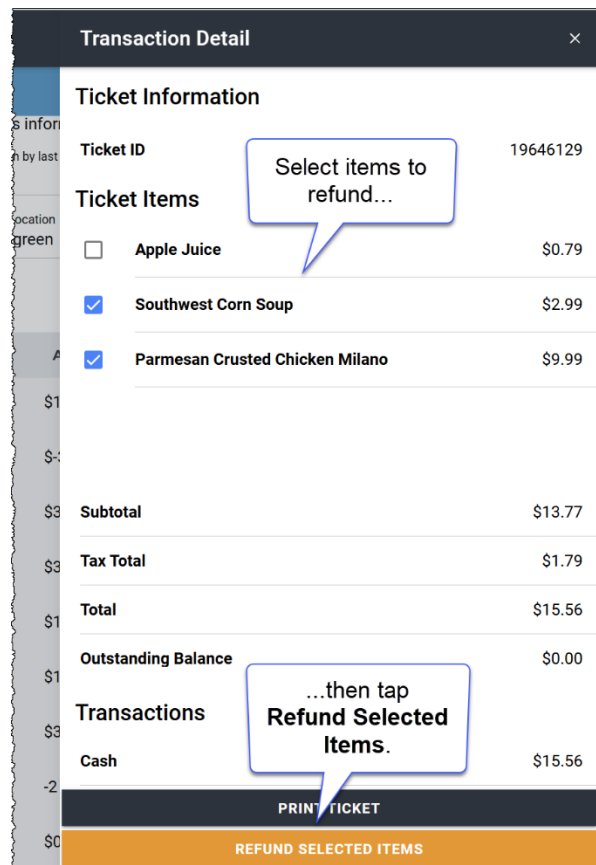
Transactions

Cash \$15.56

PRINT TICKET

REFUND ENTIRE TICKET

Tap **Refund Entire Ticket** to refund entire ticket.



Transaction Detail

Ticket Information

Ticket ID 19646129

Ticket Items

- ☐ Apple Juice \$0.79
- ☒ Southwest Corn Soup \$2.99
- ☒ Parmesan Crusted Chicken Milano \$9.99

Subtotal \$13.77

Tax Total \$1.79

Total \$15.56

Outstanding Balance \$0.00

Transactions

Cash \$15.56

PRINT TICKET

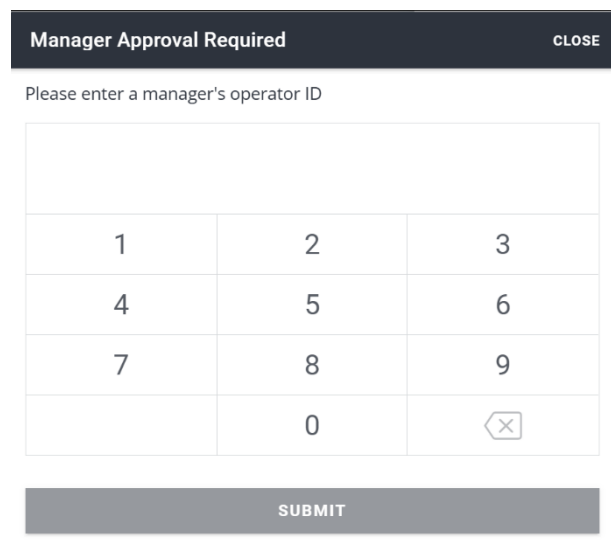
REFUND SELECTED ITEMS

Select items to refund...

...then tap **Refund Selected Items**.

- From the Manager Approval Required window (right), enter the manager's operator ID and PIN and click the **Submit** button.

Note that if the operator ID and PIN are the same, then you only are requested to enter the PIN.



Manager Approval Required CLOSE

Please enter a manager's operator ID

1	2	3
4	5	6
7	8	9
	0	

SUBMIT

6. If you refunded the entire ticket, then a message appears stating such, and the text **Refunded** displays for the items (right).
7. If you refunded only certain items, then the **Refunds** screen appears (below). Tap **Make Refund** to apply the refund to the items. The text **Refunded** displays for the items that were refunded (right).
8. To print a receipt with the refund details and balance, tap the **Print Ticket** button.

Transaction Detail	
Ticket Information	
Ticket ID	19568589
Ticket Items	
Apple Juice - REFUNDED	\$0.79
Southwest Corn Soup - REFUNDED	\$2.99
Parmesan Crusted Chicken Milano - REFUNDED	\$9.99
	\$13.77
Tax Total	\$1.79
Total	\$15.56
Outstanding Balance	\$0.00
Transactions	
Charge Account	\$15.56
PRINT TICKET	

The text **Refunded** displays for items that are refunded.

Refunds
CLOSE

1. Select Tender Type
2. Enter a refund amount

Payment Location
Dining Room Printer | Awesome Printer

Please enter the refund amount

-**\$14.67**

1234567890

MAKE REFUND

Refund Due
-**\$14.67**

Cash
Refund Transactions

You have not made any refund transactions yet.

This screen appears if not applying refund to the entire ticket.

Tap **Make Refund** to apply refund to the selected items.