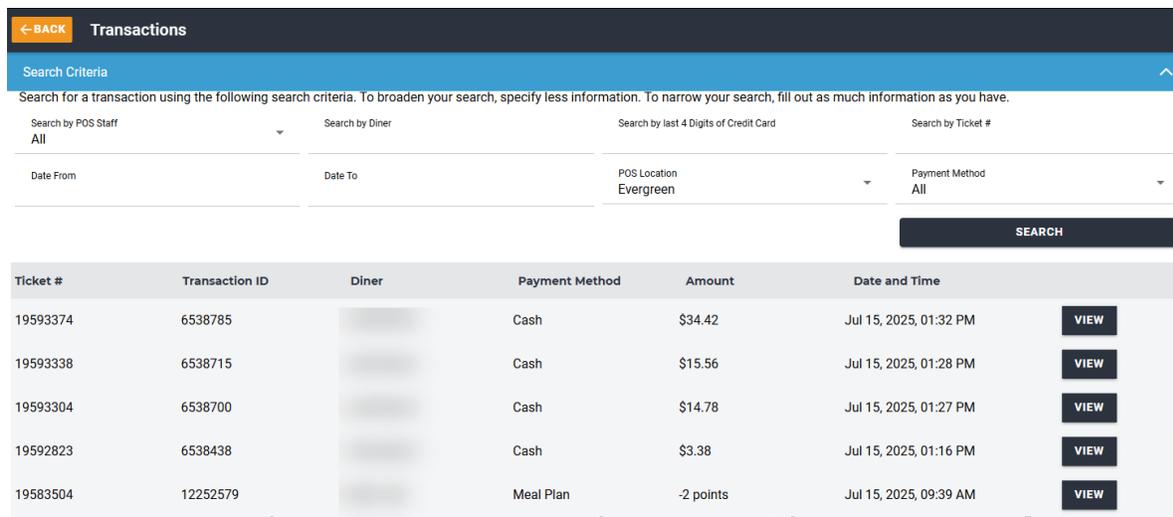
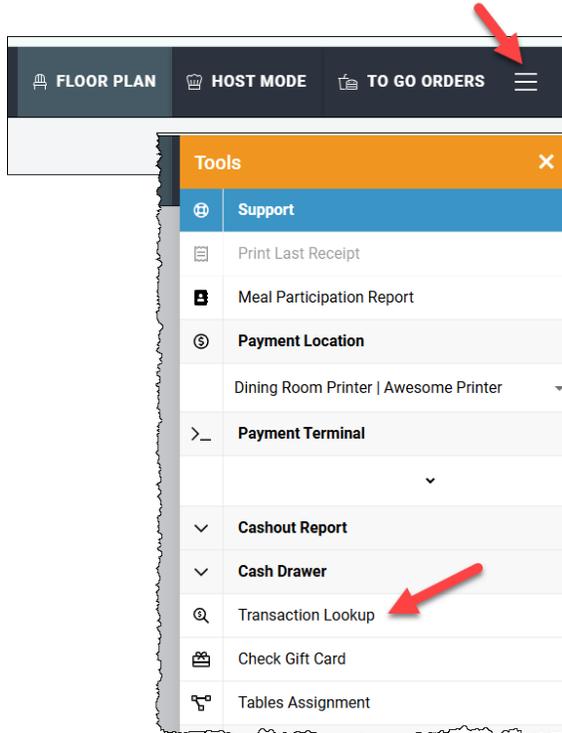
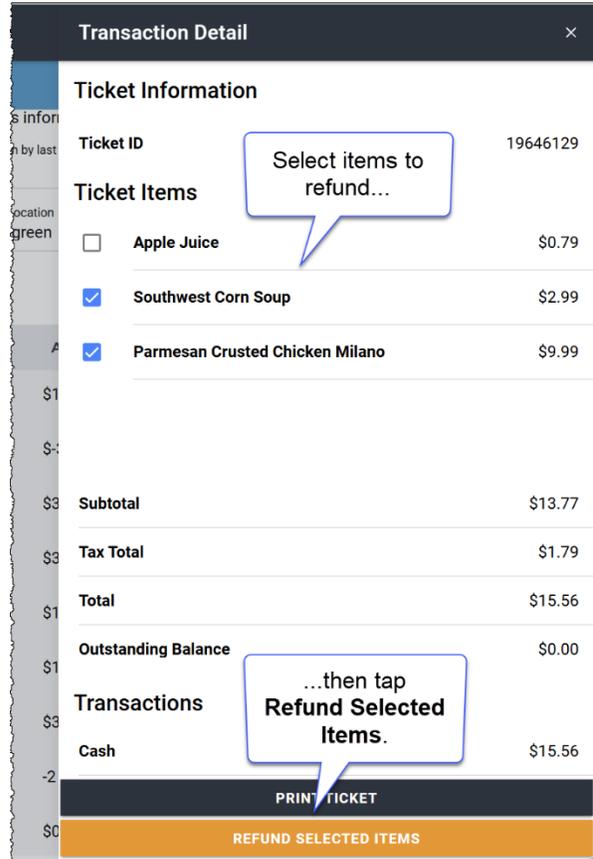
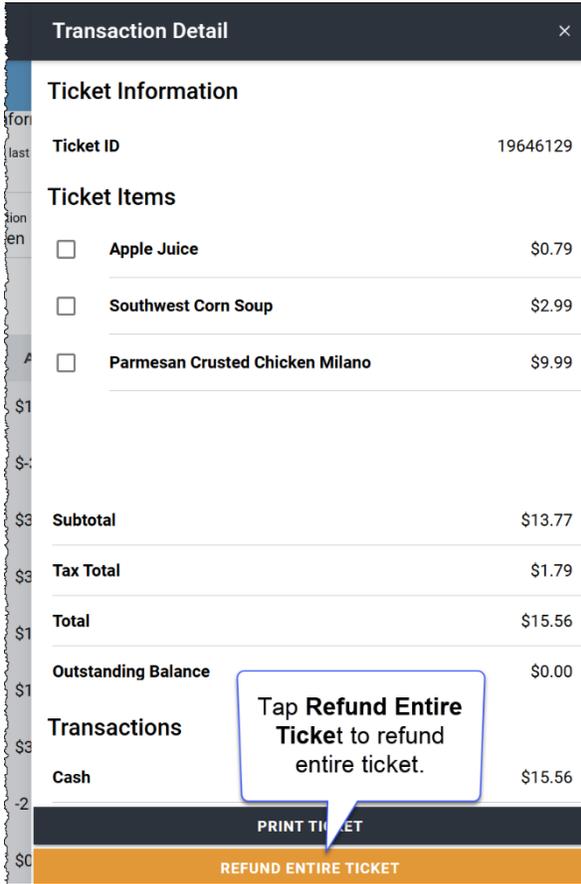


1. From the **Tools** menu at the top right of the screen, select **Transaction Lookup** (right). The Transactions screen appears (below).



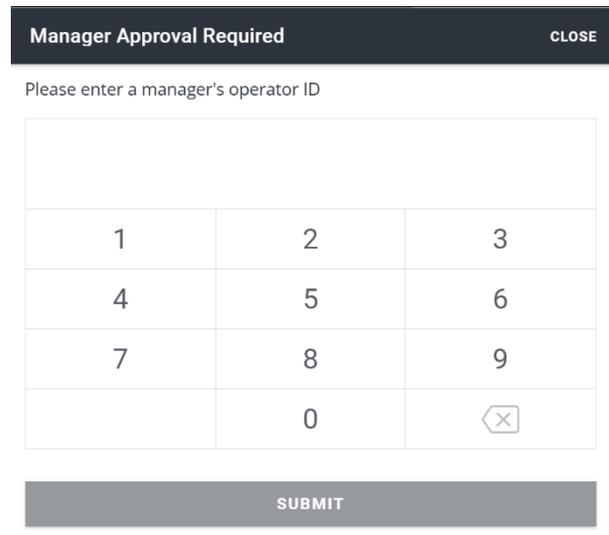
2. Search for the desired transaction(s) using the available filters at the top of the screen, and tap **Search** to refresh the screen with your search results.

- 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).



- 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.



- If you refunded the entire ticket, then a message appears stating such, and the text **Refunded** displays for the items (right).
- 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).

