

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

LAN 👾	HOST MODE 👍 TO GO ORDERS 📃
Т	ools ×
(1)	Support
{	Print Last Receipt
8	Meal Participation Report
ŝ	Payment Location
	Dining Room Printer Awesome Printer
>_	Payment Terminal
	~
~	Cashout Report
~	Cash Drawer
Q	Transaction Lookup
{ 2	Check Gift Card
5	Tables Assignment

←васк Transa	ctions							
Search Criteria							^	
Search for a transaction	on using the following searc	n criteria. To broaden y	our search, specify less infor	mation. To narrow your search, f	fill out as much infor	mation as you have		
Search by POS Staff All	Ŧ	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 Met	hod Amount	Date ar	nd Time		
19593374	6538785		Cash	\$34.42	Jul 15, 20	025, 01:32 PM	VIEW	i
19593338	6538715		Cash	\$15.56	Jul 15, 20	025, 01:28 PM	VIEW	
19593304	6538700		Cash	\$14.78	Jul 15, 20	025, 01:27 PM	VIEW	
19592823	6538438		Cash	\$3.38	Jul 15, 20	025, 01:16 PM	VIEW	
19583504	12252579		Meal Plan	-2 points	Jul 15, 20	025, 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.

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- 3. For the transaction you want to refund, tap its **View** button. A slide-out panel appears with the transaction details.
- 4. 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					
last	Ticket ID	19646129				
žion	Ticket Items					
en	Apple Juice	\$0.79				
	Southwest Corn Soup	\$2.99				
A	Parmesan Crusted Chicken Milano	\$9.99				
\$\$1						
\$-:						
\$3	Subtotal \$13.77					
\$3	Tax Total \$1.79					
\$1	Total	\$15.56				
\$1	Outstanding Balance	\$0.00				
) \$3	Transactions Ticket to refund					
-2	Cash entire ticket.	\$15.56				
PRINT THE						
{ \$C	REFUND ENTIRE TICKET					

5. 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.

	Transaction Detail	×			
infor	Ticket Information				
h by last	Ticket ID Select items to refund	<mark>19646129</mark>			
ocation green	Apple Juice	\$0.79			
	Southwest Corn Soup	\$2.99			
4	Parmesan Crusted Chicken Milano	\$9.99			
\$1					
\$-:					
\$3	Subtotal	\$13.77			
\$3	Tax Total \$1.79				
\$1	Total \$1				
\$1	Outstanding Balance \$0.0				
\$3	Transactionsthen tap Refund Selected				
-2	Cash Items.	\$15.56			
-2					
\$0	REFUND SELECTED ITEMS				

Manager Approval Required				
Please enter a manager's operator ID				
1	2	3		
4	5	6		
7	8	9		
	0	$\langle \times \rangle$		
SUBMIT				

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POS Quick Service – Issuing a Refund



- 6. 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).

	Transaction Detail	×
etion	Ticket Information	
st 4 Di	Ticket ID	19568589
}	Ticket Items	
Ĩ	Apple Juice - REFUNDED	\$0.79
\$	Southwest Corn Soup - REFUNDED	\$2.99
Am	Parmesan Crusted Chicken Milano - REFUND	ED \$9.99
61 51	The text Refunded displays for items that are refunded.	\$13.77
§3.38	Tax Total	\$1.79
2 po	Total	\$15.56
\$0.7!	Outstanding Balance	\$0.00
} \$14.⁴	Transactions	
) \$15.!	Charge Account	\$15.56
}	PRINT TICKET	

Refunds	This s not a	screen appears if pplying refund to	cro		
1. Select Tender Type	the	e entire ticket.	Cash	Refund Transactions	
2. Enter a refund amount			/	You have not made any refund transactions yet.	
Payment Location Please enter the refund am 1 4 7 .	ount \$14.67 2 5 8 0	Dining Room Prin	ter Awesome Printer + MAKE REFUND Tap Make Refund to apply refund to the selected items.		
				Refund Due	-\$14.67

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