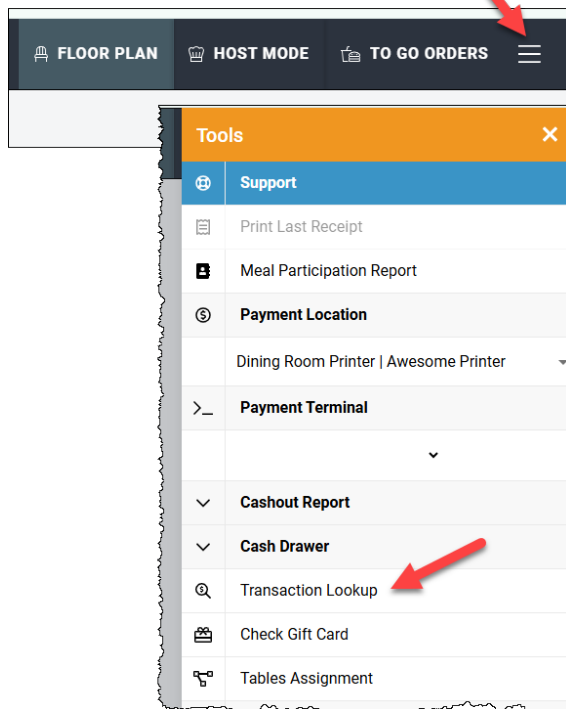


1. From the **Tools** menu at the top right of the screen, select **Transaction Lookup** (right). The Transactions screen appears (below).



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.

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** (left 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** (right 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 (below), enter your operator ID and PIN. If you do not have permissions to approve the refund, then a manager with permissions will be required to enter their operator ID and PIN. Also note that if the operator ID and PIN are the same, then you only are required 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

- The Refund Reasons pop-up appears (below). Select the reason the item is being refunded. If needing to enter a custom reason, select the **Other** option, and enter the reason. Tap **Confirm**.

Refund Reasons

☐ Food was not as ordered

☐ Food safety concern

☐ Customer dissatisfied

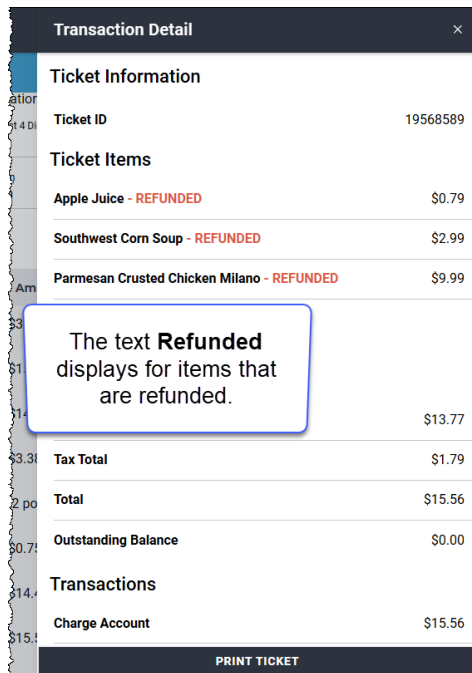
☒ Other

Enter a reason (max 25 characters)

CANCEL

CONFIRM

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



Transaction Detail

Ticket Information

Ticket ID: 19568589

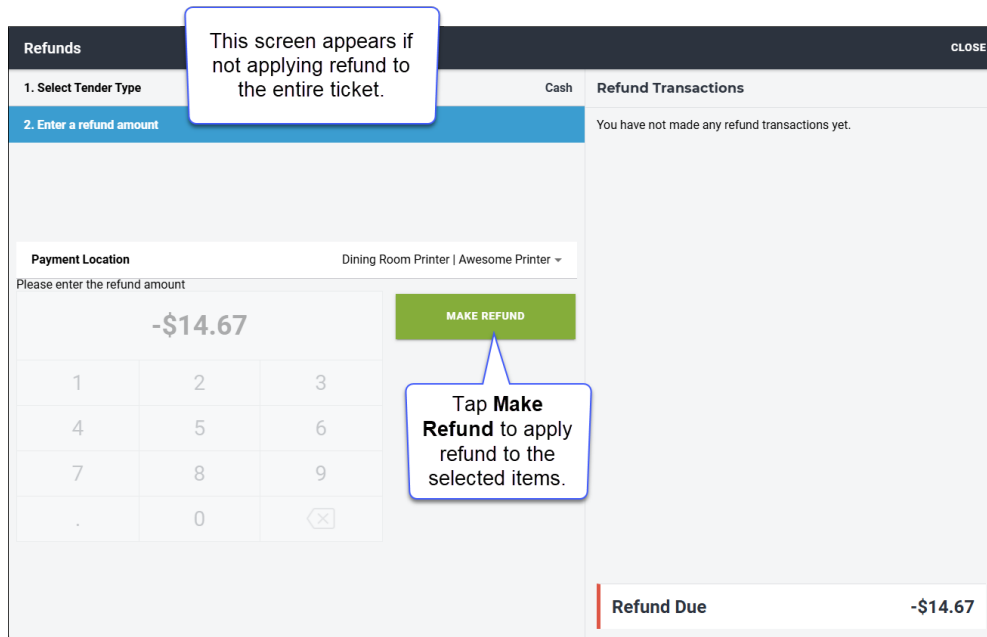
Ticket Items

Apple Juice - REFUNDED	\$0.79
Southwest Corn Soup - REFUNDED	\$2.99
Parmesan Crusted Chicken Milano - REFUNDED	\$9.99
Total	\$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.

- 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).



Refunds

1. Select Tender Type: Cash

2. Enter a refund amount

Payment Location: Dining Room Printer | Awesome Printer

Please enter the refund amount

-\$14.67

MAKE REFUND

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

Refund Due: **-\$14.67**

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

You have not made any refund transactions yet.

- To print a receipt with the refund details and balance, tap the **Print Ticket** button.