



A Division of Front End Digital Inc

11899 Stepping Stone Drive Fishers, IN 46038
1.800.586.0943

ProfiTouch Technical Article

2004-1021001

Title: How to issue a credit card refund

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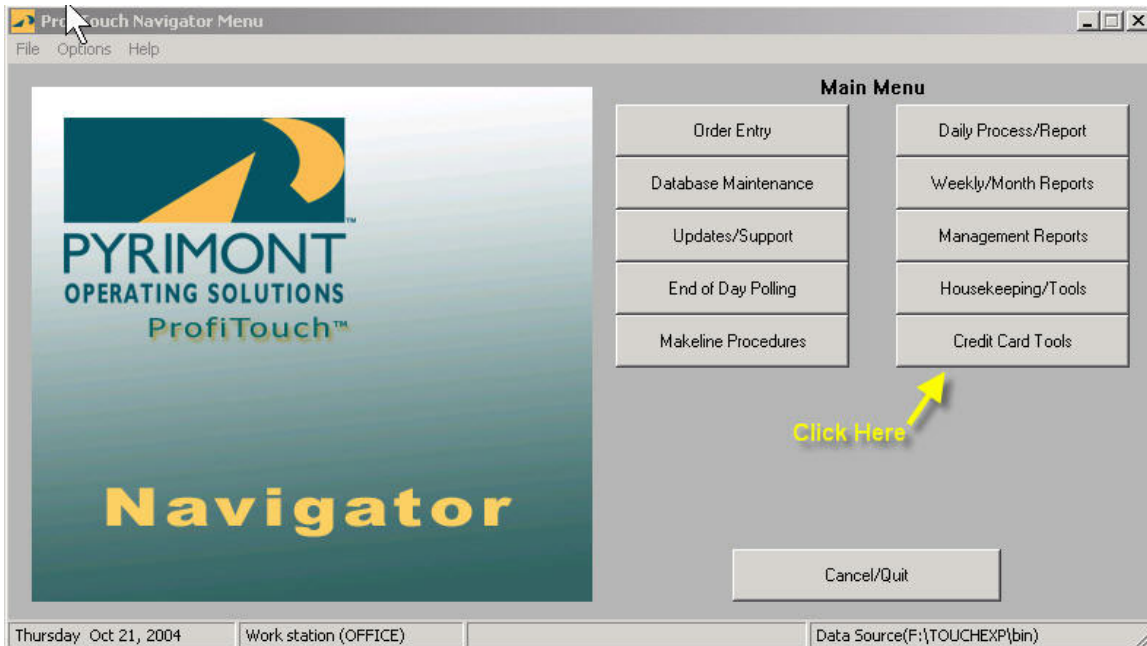
Symptoms: Customer would like a Refund on a Credit Card

Cause: Improper Charge to Credit Card

Additional Information: How to Issue a credit card refund

Refunds should be done before you settle credit cards for that day, but can not be the first transaction for the day.

Refunds Can NOT be placed under the tip amount of the transaction even if the refund is for a miss entered tip amount, It must be placed in the check amount.

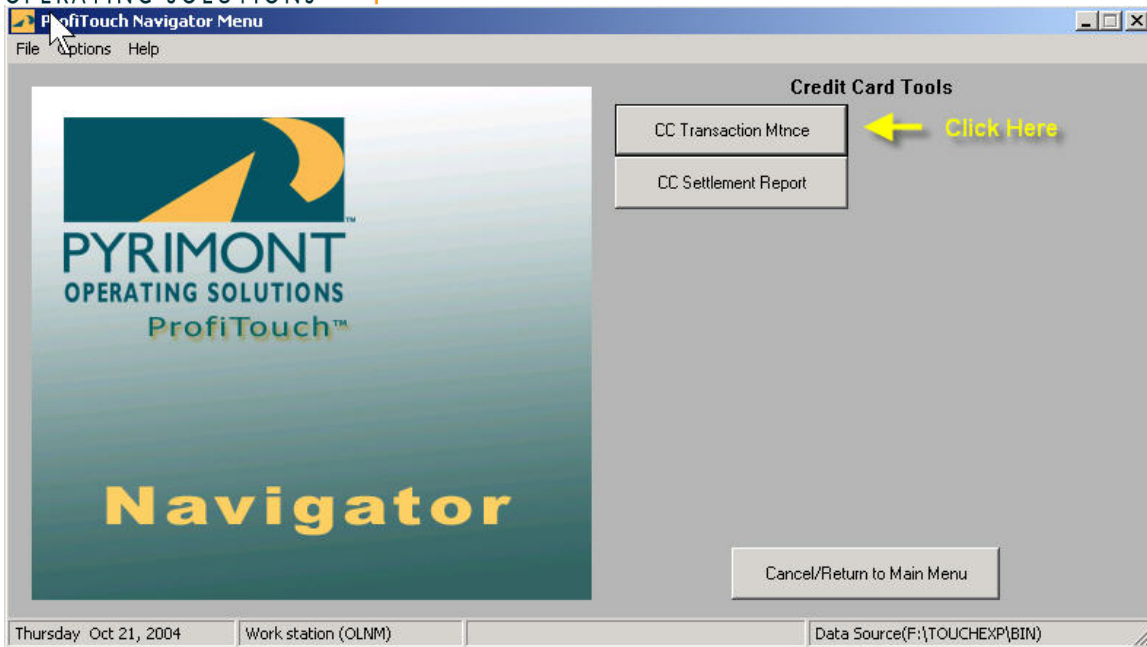


From the Navigator Main Menu click on Credit Card Tools

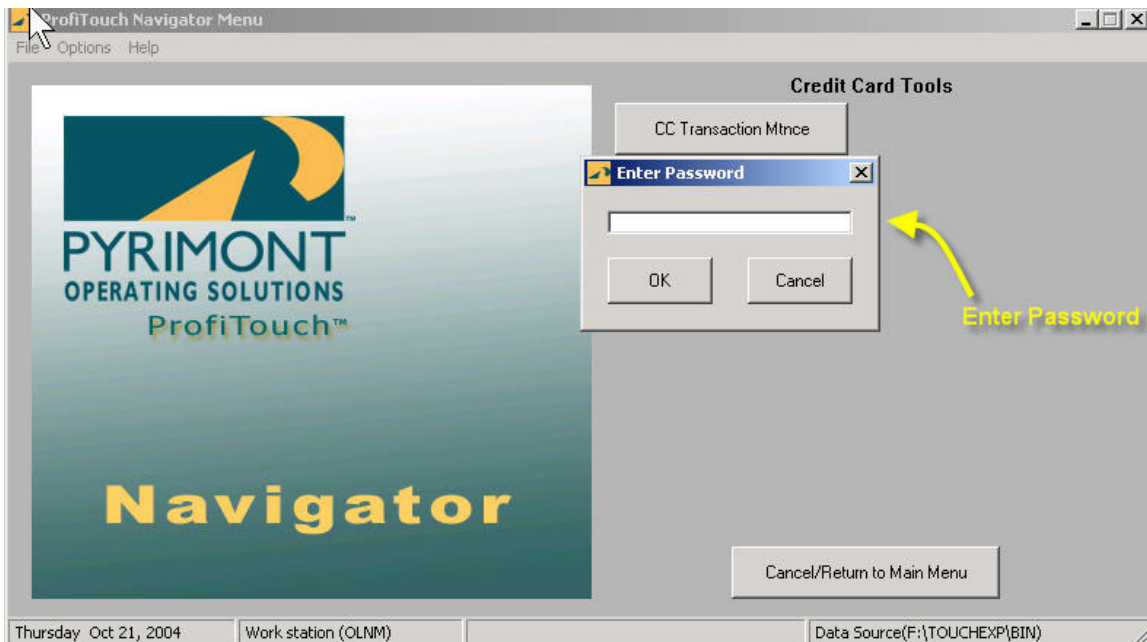


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Click on CC Transaction Mtnce

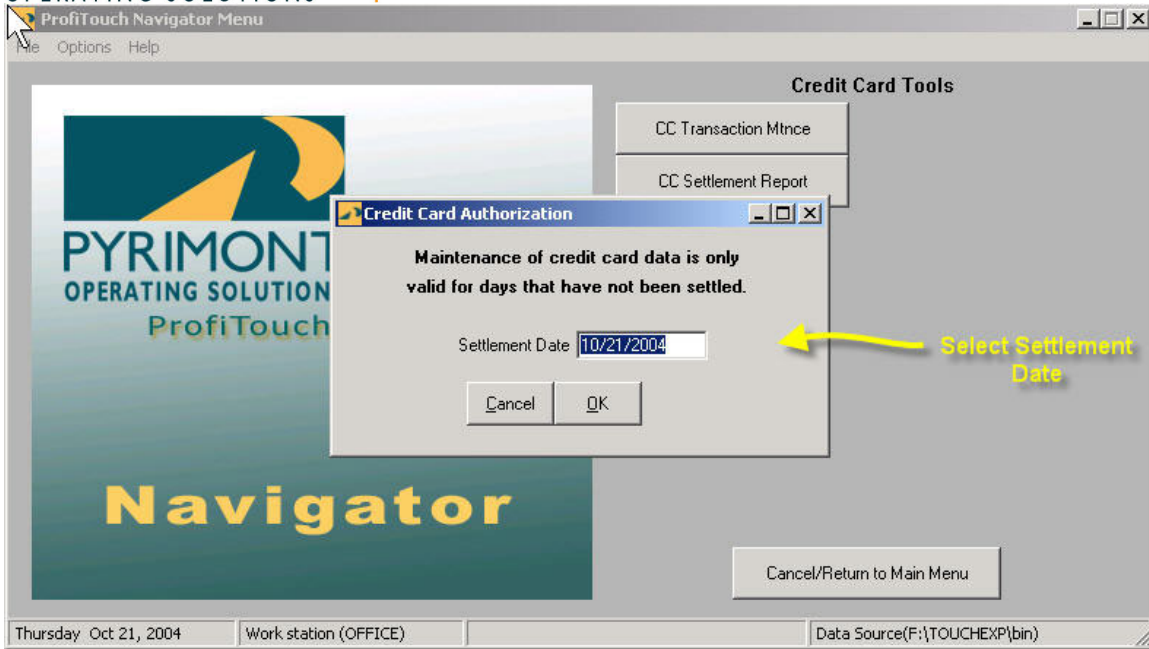


Enter your Maintenance Password and Click OK

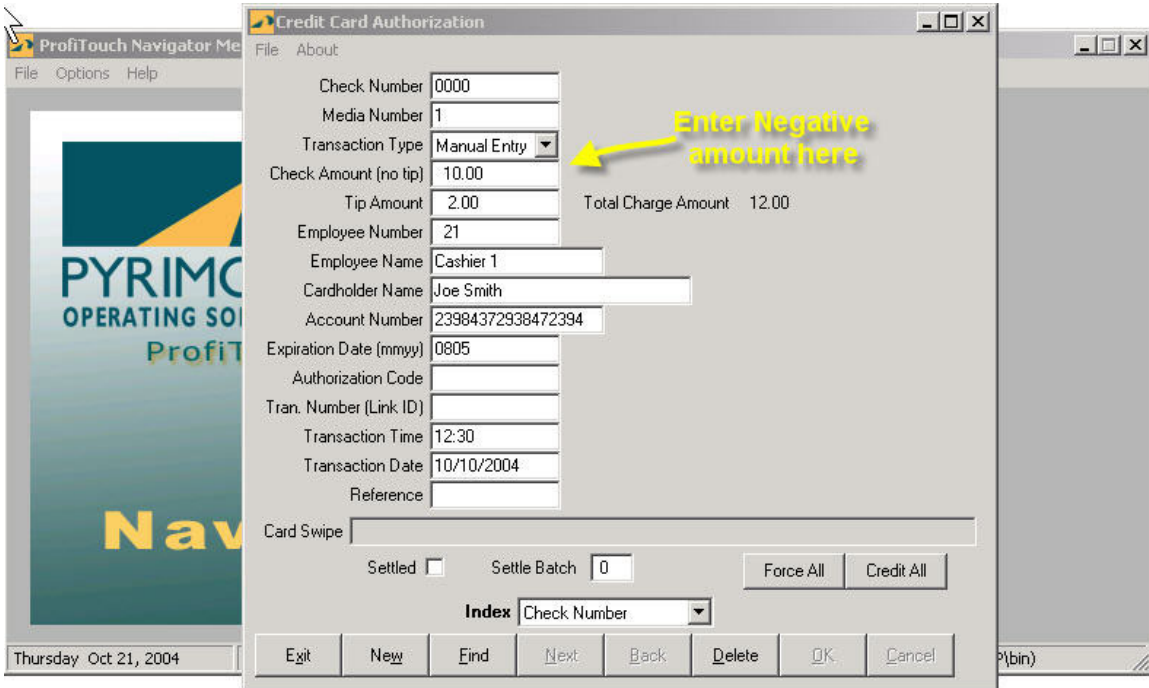


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Enter the Settlement Date you would like to add the refund too and Click OK



Click New
Enter Check Number
Select Transaction Type "Forced"
Enter the refund amount under the Check Amount space as a negative amount.

www.pyrimont.com It's possible. It's Pyrimont.



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Enter Employee Number

Enter Credit Card Account Number

Enter Credit Card Expiration Date

Click OK

Click Exit

Tips

The Check number does not have to match the original check number.

We recommend that you use high numbers such as 9999 so that it does not create a duplicate Check number in the database.

The Employee Number should either be the original server's number or the number of the manager doing the refund.