

POWEREPOS GUIDE

Processing Refunds



In this guide, we'll walk you through how to handle refunds quickly and accurately using PowerEPOS. Whether you're dealing with a returned item, a billing error, or a customer change of mind, processing refunds efficiently is key to maintaining great customer service.

We'll cover everything from initiating the refund to completing the transaction, so you can confidently manage any refund situation.

You can also watch the video or view this guide in our PowerEPOS Training Centre.

Learning areas:

- Refund a single item via EFTPOS
- Refund a whole transaction via EFTPOS
- Refund a single item as cash
- Refund a whole transaction as cash

Before you begin:

Ensure you have the necessary permissions to processs refunds.

Please note: refunds are processed through the original payment method - cash refunds are issued in cash, and card payments are refunded back to the same card.

1. Refund a single item via EFTPOS

1. Log in, then open a new order or sale to open the order screen. Select the item to refund and make sure the parent item is highlighted. Then select *Corrections* and *Refund* Item.





Balance Due:					
Sale COVERS 0 Bryce 3:26 PM	Exit Order	Out by Time	Add Table Number	Add Name For Takeaway	Add Name For Regular
Qty Amount IOS2 3:26 PM - Bryce		\$50 Voucher	Public holiday surcharge	TIP	Credit Limit
	Error Correct	Create Deposit	Redeem Deposit	Start Pre-Payments	
	Adjustments	Burger and Beer	KIDS EAT FREE	Deposit	
	interrupt User	Coffee And Muffin	Chicken Swifties discount		
	Custom Product	Manual Card Payr efftpos	1.5% surcharge		CREDIT CARD
	Custom Message	1		3	0000 00000 0000 0000 0000 0000 0000 0000 0000 00
	Product Enquiry				
(-2 items) Total: -\$5.20					
REFUND: \$5.20		x	0	00	

2. Then we close this, select *Pay*, and the *Integrated EFTPOS* button.

3. Next the customer will be prompted to tap or swipe their card and enter their PIN.

Balance Due	e:								
Sale Bryce							ld Name r Regular	100	
Qby GB2 JC26 FM - Bayse - 1 Chiel Cattle Soy	Amount 4459 2000	 				Cr	Gredit Limit		
		Ener Coned				its			
		Constitions Adjustments				linkly	nkly		
				Amount:	** Refund **	\$5.20			
		Internapt User	Conce And Multin			15,000			
			Manual Card Payreftroos		SWIPE CARD				
		Custom Merinapt	1			\bigotimes	0 0000 0000 2 + 00/00 NAME		
		Product Enquiry						21112	
(-2 lterns)	Total: -\$5.20					Ô			
IFTPOS 20	-\$5.20					-	2	4	
Receipt Pay In	ance Due: \$0,00								
PowerEPOS v2024.8.22.5 Pr	ice Level 1								



4. The refund will then be approved and sent back to POS, and we can track it in the journal as a negative sale.

Bryce							Electror	nic Jou	rnal 🙁
Monday	, 21 Octobe	r 2024				\bigcirc	Sale	SEAT	COVERS
Sale	Closed	3.26 PM	#POS20295	38s	-\$5.20	Close Journal	Opened By Bryce	21/10/2	024 3:26 PM
TBL 25	Closed	3.22 PM	#POS20294	tm	\$5.20		Closed By Bryce	21/10/2	024 3:26 PM
TBL 3	Closed	2.52 PM	#POS20293	6s	\$69.00	Search	1052 3:26 PM - Bryce		
TBL 3	Closed	2.52 PM	#POS20292	6s	\$33.50		-1 Chai Latte		-\$4,50
Sale	Closed	2.51 PM	#POS10033	27s	\$361.00		Soy Rounding Adjustment	6	-\$0,70
TBL 25	Refund	2:47 PM	#POS20291	0s	-\$26.50	Go to Urder			
TBL 2	Closed	2:36 PM	#POS20290	10s	\$9.00				
TBL 25	Closed	2:36 PM	#POS20289	10s	\$60.70	Refund			
TBL 25	Refunded	2:36 PM	#POS20288	55	\$26.50	Transaction			
Sale	Closed	2:28 PM	#POS20287	26s	-\$4.20				
Sale	Refund	2:24 PM	#POS20286	0s	\$63.20	Reopen Transaction			
Sale	Refunded	2:23 PM	#POS20285	115	\$63.20	\bigcirc			
Sale	Closed	2.20 PM	#POS20284	48s	\$0.00	Vold			
TBL 5	Refund	2:18 PM	#POS20283	0s	-\$70.00	Transaction			
TBL 5	Refunded	2:17 PM	#POS20282	115	\$70.00				
TBL 3	Refund	2:16 PM	#POS20281	0s	-\$5.20		u		1
TBL 3	Refunded	2:13 PM	#POS20280	4 5	\$5.20		(-2 items)	Sub	total: -\$5.20
TBL 4	Closed	2:12 PM	#POS20279	4s	\$3.70		DEBIT CARD		-\$5.20
TBL 3	Closed	2.09 PM	#POS10032	115	\$9.40				-\$5.20
TBL 1	Closed	2:09 PM	#POS10031	5 5	\$4.20				
Filter: Recent				🙆 Pag	e 1 🔘		View Receipt Change Payment Tyr	Change Ti	p Show Item Detail

2. Refund a Whole Transaction via EFTPOS

1. Log in and open the *Journal*.





2. Find the transaction to refund and select *Refund Transaction*, then hit the green tick to proceed.

Bryce Electronic Journal 🙁									
- Monday	, 21 October	2024					TBL	SEAT	COVERS
TBL 1	Closed	3:28 PM	#POS20296	45s	\$162.00	Close Journal	1 One and Die Daves	21/10/20	1
Sale	Closed	3:26 PM	#POS20295	38s	-\$5.20		Closed By Bryce	21/10/20	24 3:27 PM
TBL 25	Closed	3:22 PM	#POS20294	tm	\$5.20	(POS2 3:27 PM - Bryce		
TBL 3	Closed	2:52 PM	#POS20293	6s	\$69.00	Search	1 Fried Chicken Burger		\$19.00
TBI 3	Closed	2.52 PM	#PO\$20292	65	\$33.50	· ()	1 Fried Chicken Burger		\$19.00
Calo	Closed	2-51 DM	#DOC10022	270	600.00	Go to Order	1 Banshee Pinot Noir		\$52.00
Sale	Cioseu	2.01 PM	#POS10055	215	\$361.00		1 Banshee Pinot Noir		\$52.00
TBL 25	Refund	2:47 PM	#POS20291	0s	-\$26.50		1 Chicken Nuggets & C	hips	\$12.00
TBL 2	Closed	2:36 PM	#POS20290	10s	\$9.00	Refund	Kids-Milkshakes-		-\$0.00
TBL 25	Closed	2:36 PM	#POS20289	10s	\$60.70	Transaction	Milkshakes		\$9.00
TBI 25	Refunded	2-36 PM	#PO\$20288	56	\$26.50		Kids Milkshakes		\$2.00
TOL LO	reamout	2.0011	0020200	03	520.00	Reopen	1 Kids Fresh Orange		\$6.00
Sale	Closed	2.28 PM	#POS20287	265	-\$4.20	Transaction	Rounding Adjustmen	t.	
Sale	Refund	2:24 PM	#POS20286	05	-\$63.20	\bigotimes			
Sale	Refunded	2.23 PM	#POS20285	11s	\$63.20	Vold			
Sale	Closed	2.20 PM	#POS20284	48s	\$0.00	Transaction			
TBL 5	Refund	2:18 PM	#POS20283	0s	-\$70.00				
TBL 5	Refunded	2:17 PM	#POS20282	11s	\$70.00		-		
TBL 3	Refund	2:16 PM	#POS20281	0s	-\$5.20		(7 Items)	Subtota	# \$162.00
TBL 3	Refunded	2:13 PM	#POS20280	4s	\$5.20		DEBIT CARD		\$162.00
TBL 4	Closed	2:12 PM	#POS20279	4s	\$3.70		Taxes: \$14.73	Tota	\$162.00
TBL 3	Closed	2.09 PM	#POS10032	11s	\$9.40				
Filter: Recent				0	Page 1 🕥		View Receipt Change Payment Ty	Change Tip	Show Item Detail

3. The customer is asked to tap or swipe their card and enter their PIN.





4. Now the transaction has turned red in the *Journal* and changed to a negative amount.

Bryce							Electrol	nic Jour	rnal 🙁
- Monday,	21 October	r 2024				\bigcirc	TBL	SEAT	COVERS
TBL 1	Refund	3.29 PM	#POS20297	0s	-\$162.00	Close Journal	Onened By Boyce	21/10/20	-1 174 3:20 DM
TBL 1	Refunded	3.28 PM	#POS20296	45s	\$162.00		Closed By Bryce	21/10/20	24 3:29 PM
Sale	Closed	3:26 PM	#POS20295	38s	-\$5.20	Search	OS2 3:29 PM - Bryce		
TBL 25	Closed	3.22 PM	#POS20294	1m	\$5.20		-1 Fried Chicken Burge	0	-\$19.00
TBL 3	Closed	2:52 PM	#POS20293	6s	\$69.00		-1 Fried Chicken Burge	r	-\$19.00
TBL 3	Closed	2:52 PM	#POS20292	6s	\$33.50	Go to Order	-1 Banshee Pinot Noir		-\$52.00
Sale	Closed	2:51 PM	#POS10033	27s	\$361.00		-1 Chicken Nuggets &	Chips	-\$12.00
TBL 25	Refund	2-47 PM	#POS20291	0s	-\$26.50	۲	Kids Milkshakes		-\$0.00
TPI 2	Clored	2-26 DM	#00920200	100	\$9.00	Refund Transaction	Millshakes		-\$0.00
I DL Z	Closed	2.30 PM	#PO520290	105	\$9.00		-1 Babycinno		-\$2.00
TBL 25	Closed	2:36 PM	#POS20289	10s	\$60.70	\bigcirc	Kids-Milkshakes		-\$0:00
TBL 25	Refunded	2:36 PM	#POS20288	55	\$26.50	Reopen Transaction	-1 Kids Fresh Orange		-\$6.00
Sale	Closed	2.28 PM	#POS20287	26s	-\$4,20	\bigotimes	Rounding Adjustmen	ι,	
Sale	Refund	2.24 PM	#POS20286	0s	-\$63.20	Vold			
Sale	Refunded	2.23 PM	#POS20285	115	\$63.20				
Sale	Closed	2.20 PM	#POS20284	48s	\$0.00				
TBL 5	Refund	2:18 PM	#POS20283	0s	-\$70.00				
TBL 5	Refunded	2:17 PM	#POS20282	11s	\$70.00		(-7 items)	Subtotal	-\$162.00
TBL 3	Refund	2:16 PM	#POS20281	0s	-\$5.20		DEBIT CARD	Reversa	\$162.00
TBL 3	Refunded	2:13 PM	#POS20280	4s	\$5.20		Taxes: -\$14.73	Total	-\$162.00
TBL 4	Closed	2:12 PM	#POS20279	45	\$3.70				
Filter: Recent				0	Page 1 🕥		View Receipt Change Payment T	Change Tip	Show Item Detail

3. Refund a Single Item as Cash

1. Log in and open an order. Select the item to refund making sure the parent item is highlighted, then select *Corrections* and *Refund Item*.





2. Close this, then select *Pay* and the *Cash* button to open the cash drawer and give the cash refund to the customer. Now in the *Journal*, the item has changed to red with a negative amount against it.



4. Refund a Whole Transaction as Cash

1. Log in, open the *Journal*, select the transaction, then the *Refund Transaction* button.

Triniteq							Electro	nic Jou	rnal 🙁
- Monday	y, 21 October	r 2024				\bigcirc	Sale	SEAT	COVERS
Sale	Closed	2.23 PM	#POS20285	11s	\$63.20	Close Journal	Opened By Bryce	21/10/2	024 2:23 PM
Sale	Closed	2:20 PM	#POS20284	48s	\$0.00		Closed By Bryce	21/10/2	024 2:23 PM
TBL 5	Refund	2:18 PM	#POS20283	0s	-\$70.00	Search	4052 2:23 PM - Bryce		
TBL 5	Refunded	2:17 PM	#POS20282	11s	\$70.00		1 Short Macchiato		\$3.70
TBL 3	Refund	2;16 PM	#POS20281	0s	-\$5.20		1 Red Velvet Hot Cho	colate	\$4.50
TBL 3	Refunded	2:13 PM	#POS20280	4s	\$5.20	Go to Order	Skim		
TBL 4	Closed	2.12 PM	#POS20279	45	\$3.70	-	1 Fried Chicken Burg	er	\$19.00
TOLO	Oloca	0.00.001	*0000000		00.10		1 Scallop Pasta		\$24.00
TBL 3	Closed	2.09 PM	#POS10032	115	\$9.40	Refund Transaction	1 Waffle		\$12.00
TBL 1	Closed	2:09 PM	#POS10031	5s	\$4.20	\bigcirc	1 Kids Milkshakes	tot	\$0.00
TBL 6	Closed	9:19 AM	#POS20278	5m	\$5.20			anc	-
TBL 4	Closed	9:17 AM	#POS10030	5s	\$4.50	Reopen Transaction			
TBL 5	Closed	9:14 AM	#POS20277	4s	\$18.50	\bigotimes			
TBL 3	Closed	9:13 AM	#POS20276	6s	\$9.00	Void			
- Friday,	18 October 2	2024				Transaction			
TBL 4	Closed	4:31 PM	#POS20275	1m	\$950.00				
Sale	Closed	4.29 PM	#POS20274	1 day	\$160.00		(8 items)	Subt	otal: \$63.20
- Tuesda	iy, 8 October	2024					Cash		\$63.20
TBL 1	Closed	8:49 AM	#POS20273	19s	\$120.00				
TBL 1	Closed	8:43 AM	#POS20272	1m	\$75.20		Taxes: \$5./5		otal: \$63.20
Filter: Recent				(3 P	age 1 💿		View Receipt Chang Payment) () Ie Change Tij Type	p Show Item Detail



2. Click the green tick to proceed which will open the cash drawer. Provide the cash refund to the customer. Now in the Journal, the transaction has changed to red with a negative amount against it.

Triniteq Electronic Journal 🙁									
- Monday	y, 21 October	r 2024					Sale	SEAT	COVERS
Sale	Refund	2:24 PM	#POS20286	0s 🕟	-\$63.20	Close Journal	Opened By Borce	21/10/20	U 24.24.24 PM
Sale	Refunded	2:23 PM	#POS20285	115	\$63.20		Closed By Bryce	21/10/20	24 2:24 PM
Sale	Closed	2:20 PM	#POS20284	48s	\$0.00		OS2 2:24 PM - Bryce		
TBL 5	Refund	2:18 PM	#POS20283	05	-\$70.00		-1 Short Macchiato		-\$3.70
TBL 5	Refunded	2:17 PM	#POS20282	115	\$70.00		-1 Red Velvet Hot Choo	olate	-\$4.50
TBL 3	Refund	2:16 PM	#POS20281	0s	-\$5.20	Go to Order	Skim		
TBL 3	Refunded	2:13 PM	#POS20280	4s	\$5.20		-1 Fried Chicken Burge	0	-\$19.00
TBL 4	Closed	2:12 PM	#POS20279	4s	\$3.70	۷	-1 Scallop Pasta		-\$24.00
TBL 3	Closed	2:09 PM	#POS10032	11s	\$9.40	Transaction	-1 Kids Milkshakes		\$0.00
TBL 1	Closed	2:09 PM	#POS10031	55	\$4.20		Rounding Adjustmer	it	
TBL 6	Closed	9:19 AM	#POS20278	5m	\$5.20	Reopen			
TBL 4	Closed	9:17 AM	#POS10030	5s	\$4.50				
TBL 5	Closed	9:14 AM	#POS20277	45	\$18.50	X			
TBL 3	Closed	9:13 AM	#POS20276	6s	\$9.00	Transaction			
- Friday,	18 October 2	2024							
TBL 4	Closed	4:31 PM	#POS20275	1m	\$950.00		(.R.Rame)	Subtat	ak . #62.20
Sale	Closed	4:29 PM	#POS20274	1 day	\$160.00		(-o Rents)	Subtor	a \$0 3.20
- Tuesda	iy, 8 October	2024					Cash	Reversa	-\$63.20
TBL 1	Closed	8:49 AM	#POS20273	19s	\$120.00		Taxes: -\$5.75	Tot	a: -\$63.20
Filter: Recent				Pa	ge 1 🕥		View Receipt Change Payment Tj	Change Tip	Show Item Detail

Don't forget that you can watch the video or view this guide in our PowerEPOS Training Centre.

Need more info?

If you still have questions or need further help, please contact us.

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