triniteq

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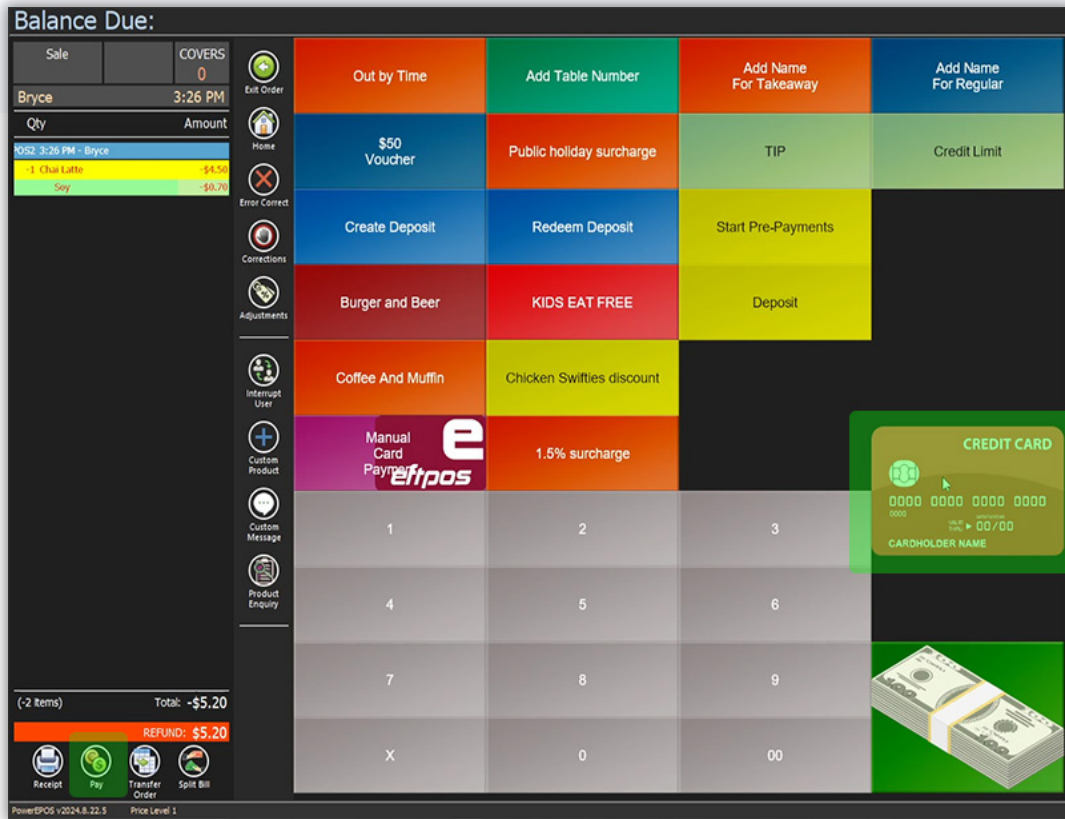Ensure you have the necessary permissions to processs refunds.
Please note: refunds are processed through the original payment method - cash refunds are issued in cash, and card payments are refunded back to the same card.

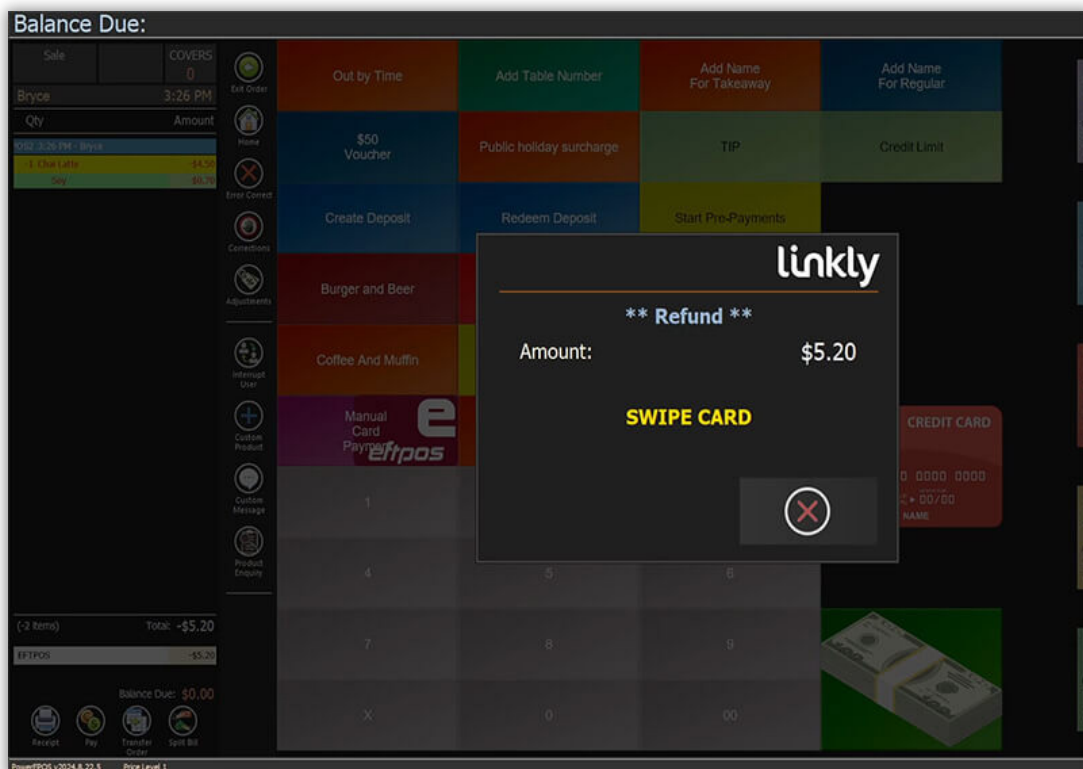## 1. Refund a single item via EFTPOS

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.

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.

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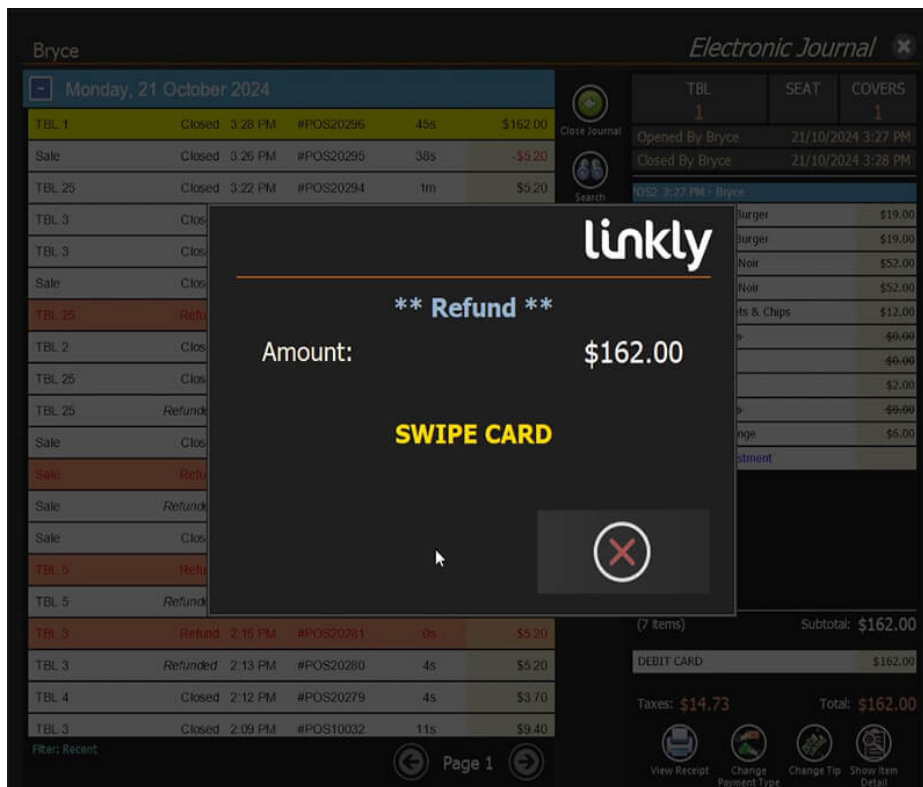

2. Refund a Whole Transaction via EFTPOS

1. Log in and open the *Journal*.

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

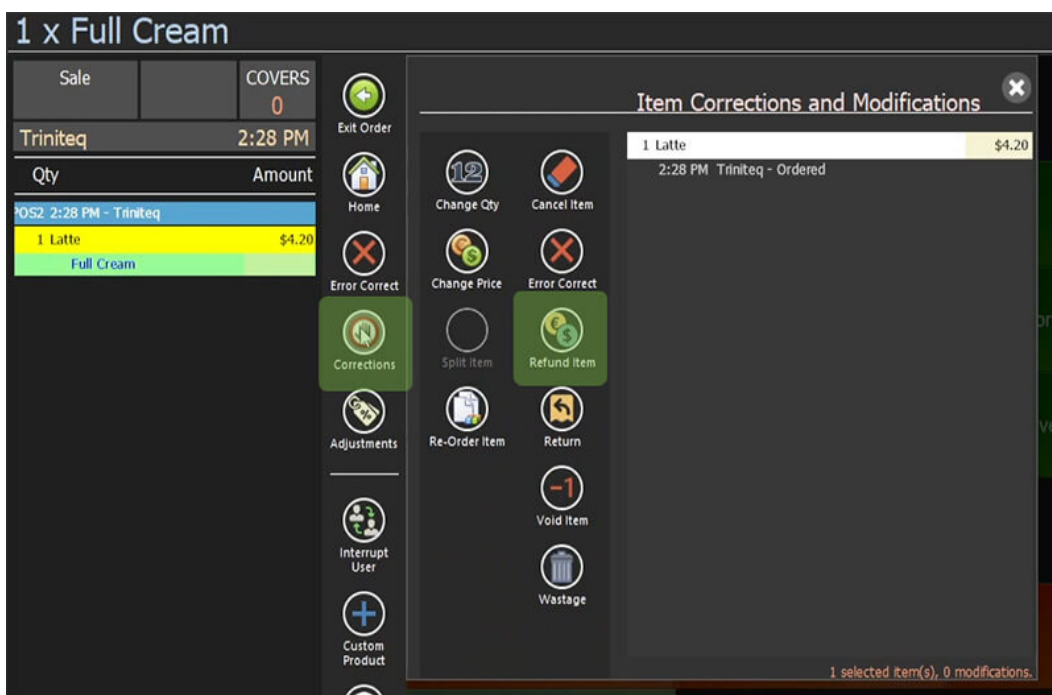3. The customer is asked to tap or swipe their card and enter their PIN.

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

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.
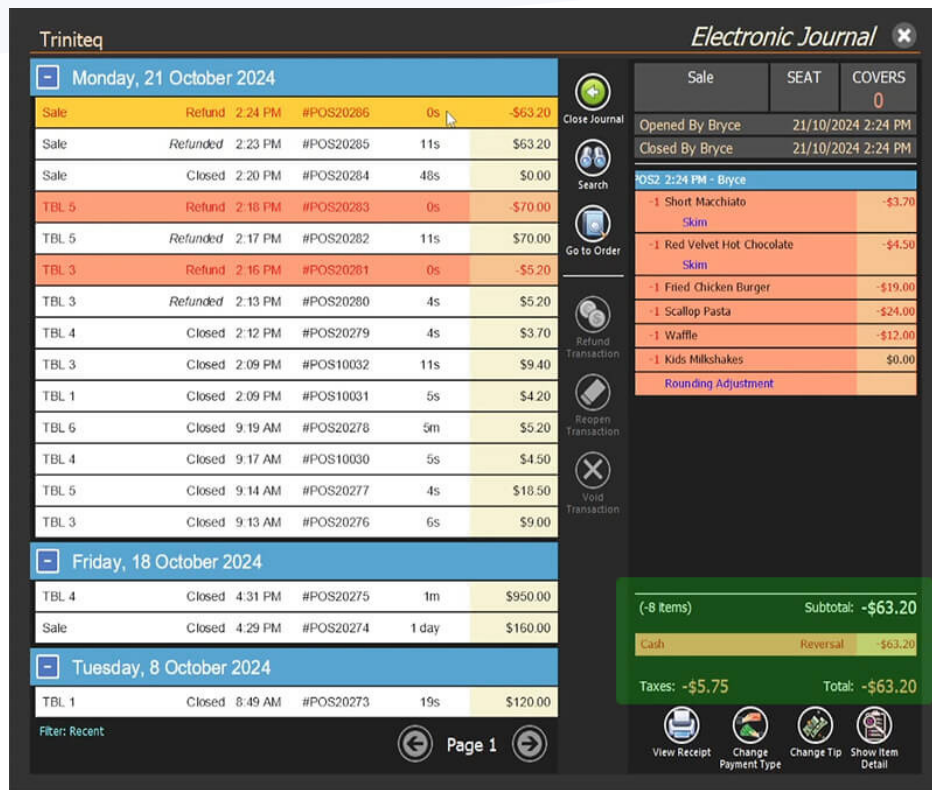

4. Refund a Whole Transaction as Cash

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

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.

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.

Triniteq Support
📱 1300 784 276
✉️ support@triniteq.com

Triniteq Sales
📱 1300 784 666
✉️ sales@triniteq.com