

REFUNDS

Same Day

- **View Orders (Bottom right of home screen)**
 - Find and select desired ticket to refund
 - **Reopen Order**
 - Select and **delete** all items on ticket
 - **Close Order**
 - If purchased with cash, give cash refund
 - If card, done automatically. Reconciles at end of the day.
 - Give refund confirmation receipt to guest

Previous Day

- **Manager Functions**
 - **Refund**
 - Select payment option
 - Select Reason
 - **Home**
 - Ring in the order to be refunded
 - **Close Order**
 - Select refund method
 - If purchased with cash, give cash refund
 - If purchased with credit card, have customer insert card for credit card refund