

## 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

- **Manger 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