Refund a payment

Give money back for an order taken on this shift, in full or in part.

For Managers · **Takes** 1 minute

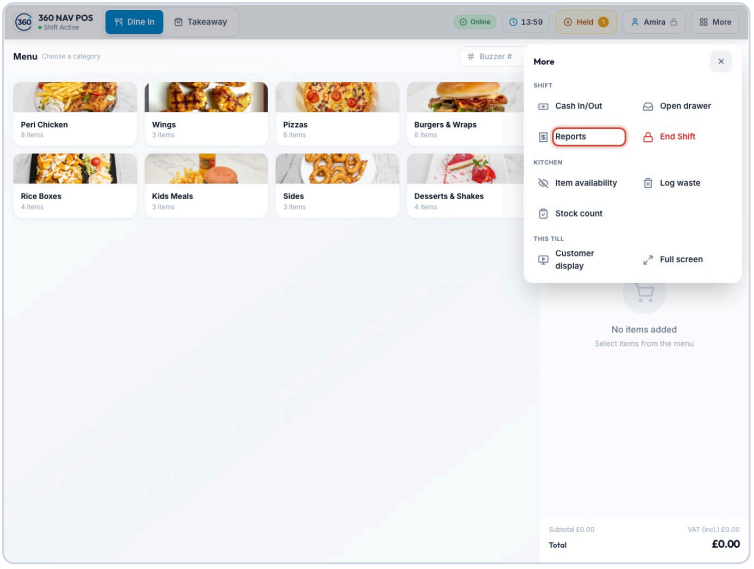
Watch the video
360navtech.com/pos/help/v/refund-a-payment

Before you start

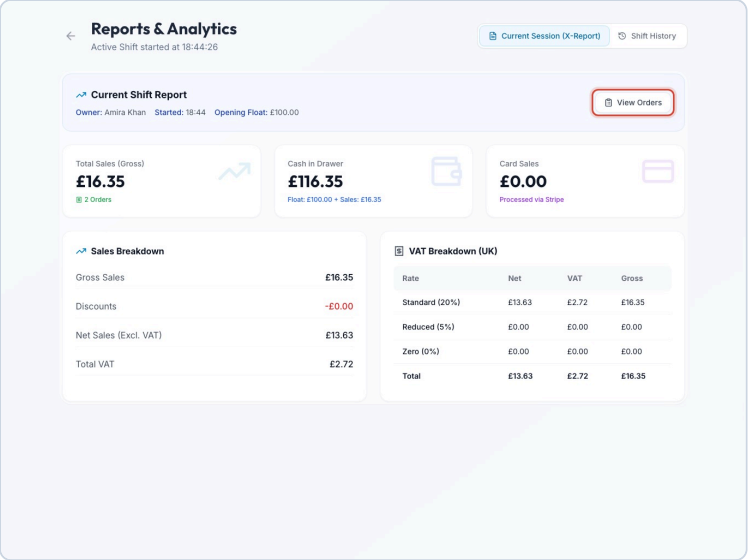
You need the order to have been paid on the current shift. Refunds are usually done by a manager.

Steps

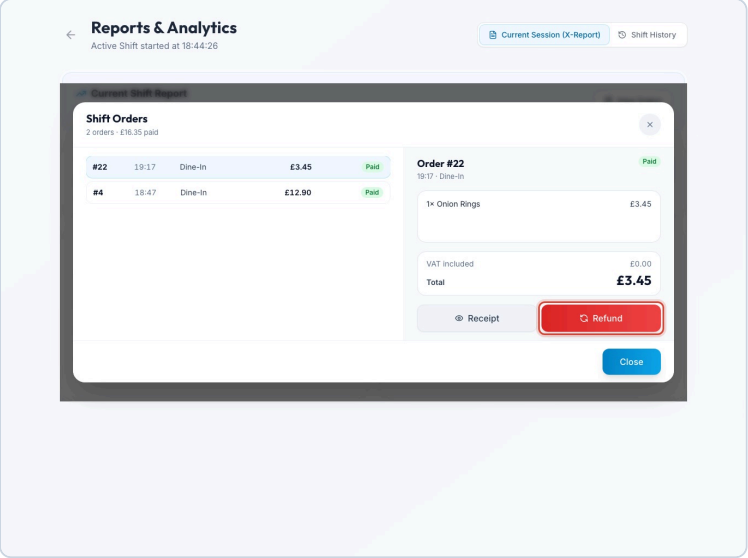
1. **Open Reports.** Tap **More**, then **Reports**.



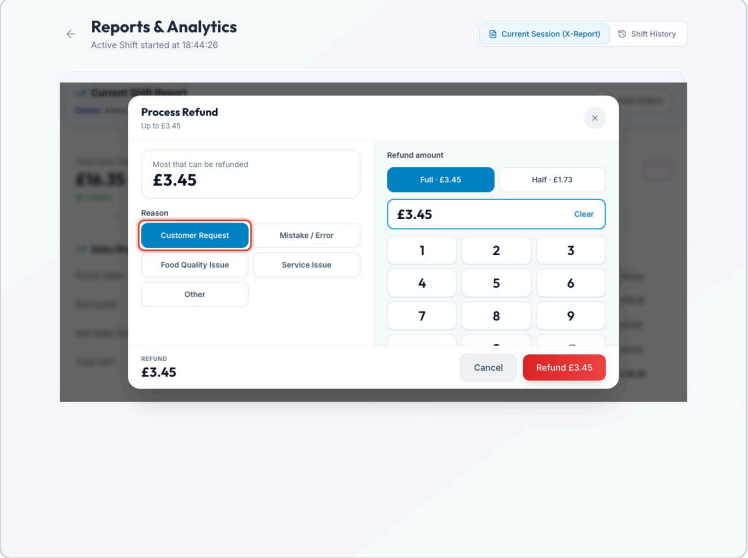
2 View the shift's orders. Tap **View Orders**.



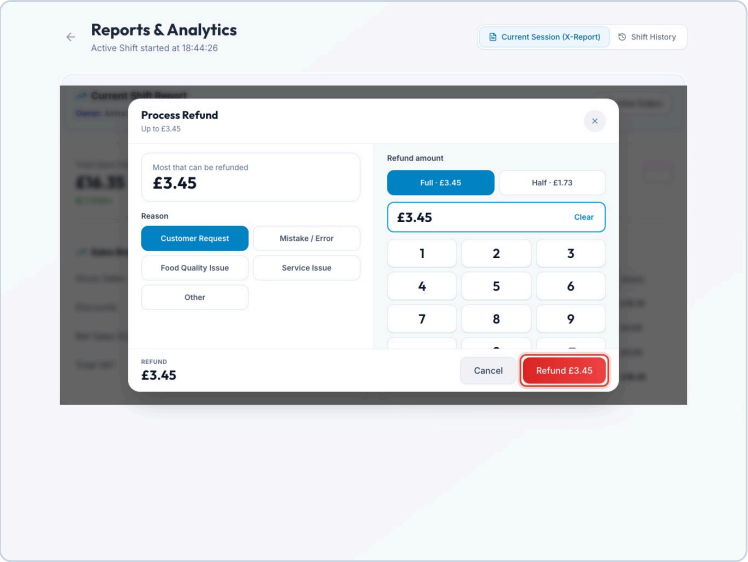
3 Open the order and tap Refund.



4 **Choose a reason and the amount.** Pick a reason, then **Full**, **Half**, or type the amount.



5 **Refund.** Tap **Refund £…**. Cash refunds come out of the drawer; card refunds go back to the customer's card.



Tips

- The refund shows on the X and Z reports, and the expected cash in the drawer goes down by the cash refunded.
- You can't refund more than was paid.