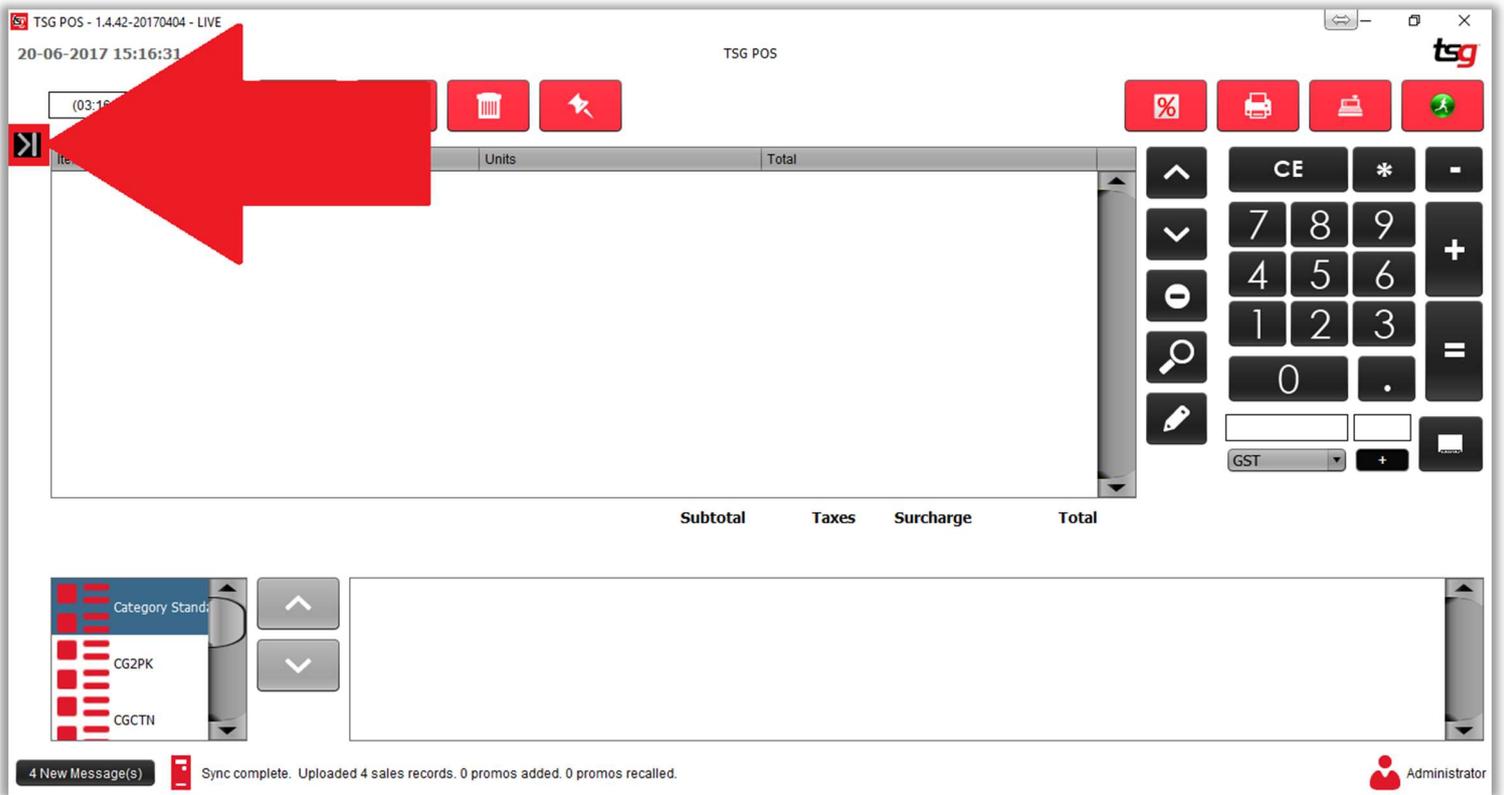
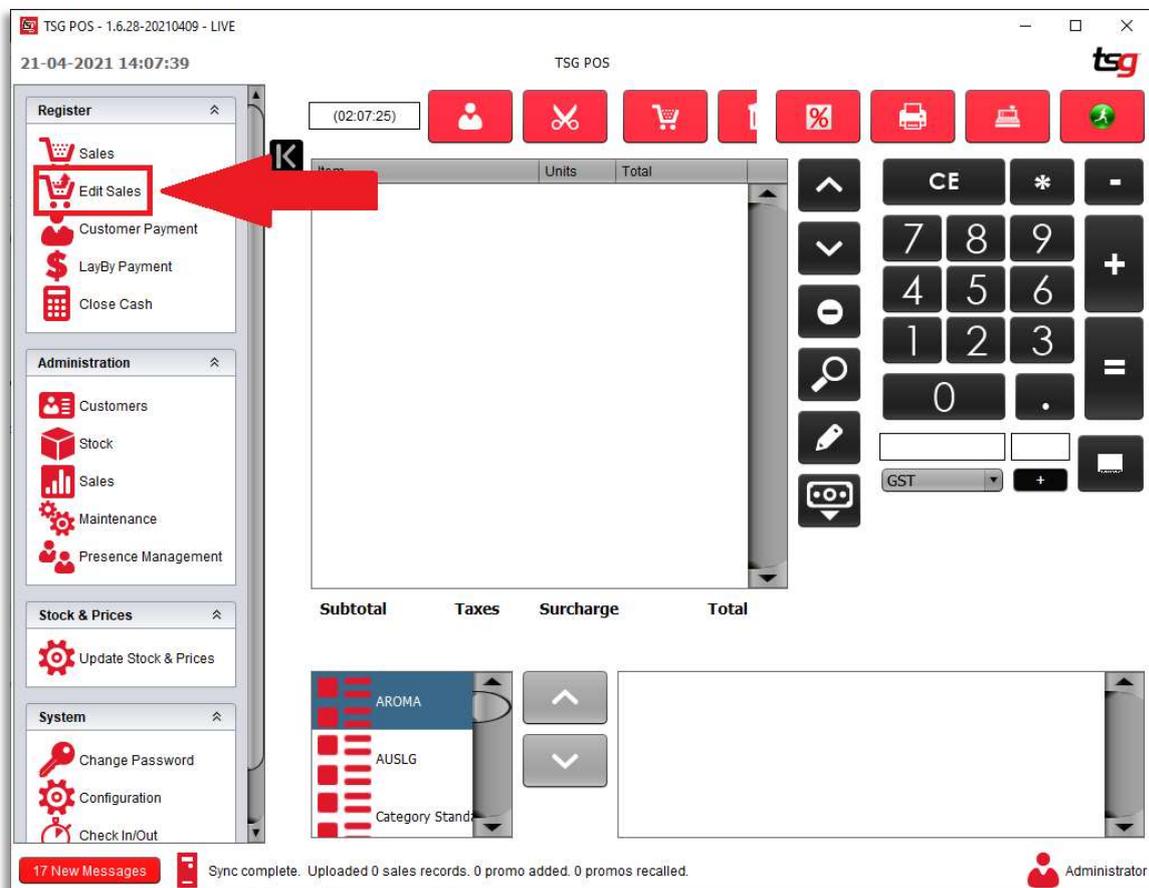


# Refunding Sales

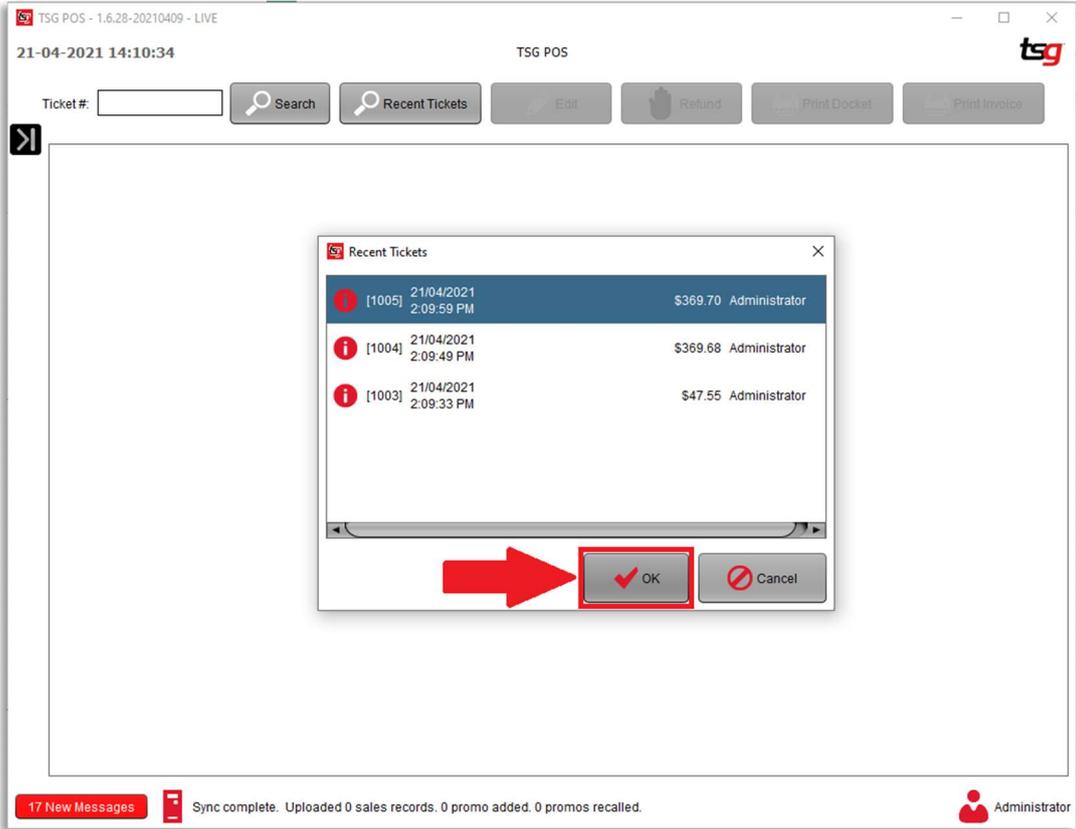
Touch the Black Arrow.



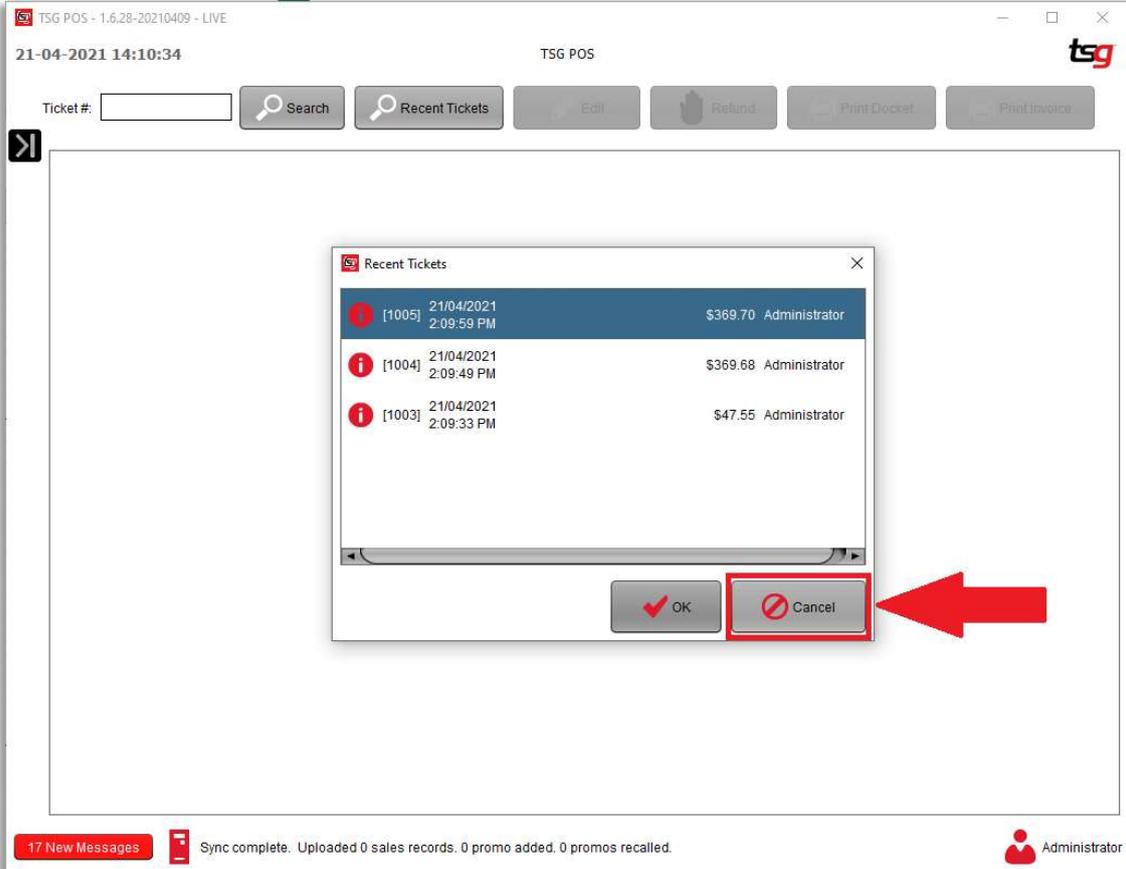
Press the "Edit Sales" button



Look through the list of Recent Tickets and select the ticket that you would like to refund then "OK".



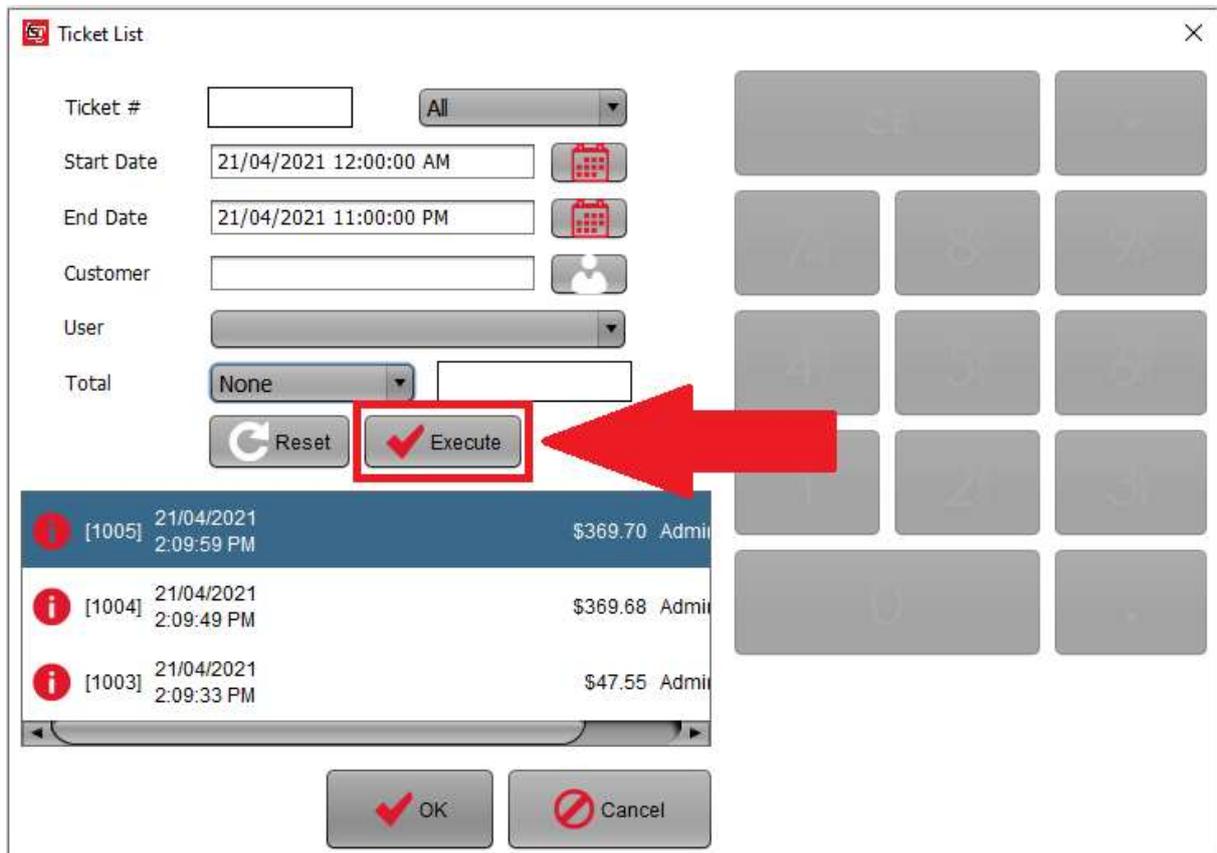
If the ticket is not in the resent tickets list, you will be able to do a search for previous tickets by pressing "cancel".



Then press "Search".



A window will pop up with fields to help finding the ticket you are searching for.  
Fill in fields that will help you find the ticket.  
Then hit "Execute".



A list of results will show up below, select the ticket you were looking for. Then Press "OK". You will be presented with a couple of options, choose what item you would like to refund or you can refund the whole ticket using "Refund All".

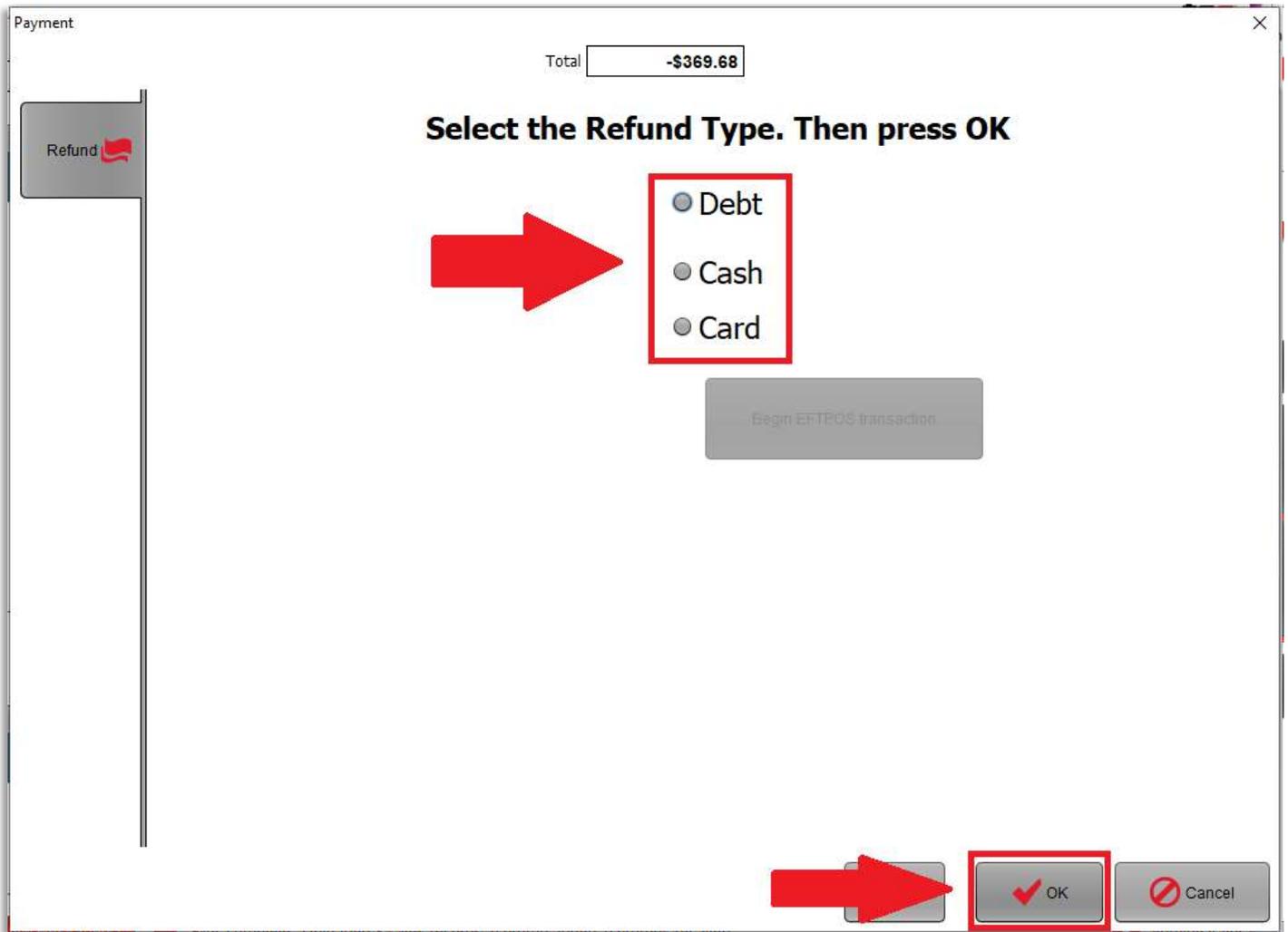
The screenshot shows the TSG POS interface. At the top, it displays the date and time '21-04-2021 14:21:40' and the user 'TSG POS'. Below this is a navigation bar with a timer '(02:21:19)', a user icon, a scissors icon, and a 'Cancel' button. The main area features a table with columns 'Item', 'Units', and 'Total'. A red arrow points from the 'Total' column of the selected item to a menu on the right. The menu contains three options: 'Refund One', 'Refund Line', and 'Refund All'. At the bottom, there is a status bar with '17 New Messages', a sync status message, and the user name 'Administrator'.

| Item                      | Units | Total    |
|---------------------------|-------|----------|
| Alpine Is 25/200 Rich Ctn | x1    | \$369.68 |

- Refund One
- Refund Line
- Refund All

17 New Messages | Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled. | Administrator

Then Press “=”. This will proceed you to the payment screen choose the correct payment method then hit “OK”.



The ticket/item has now been refunded.

## Alternate Refund Method.

Scan the product needing a refund make sure the PRICE is the same as on the day the product was purchased. Then hit the "edit" button.

The screenshot displays the TSG POS interface. At the top, it shows the date and time '12-04-2021 12:34:27' and the system name 'TSG POS'. The main area contains a table with the following data:

| Item                    | Units | Total   |
|-------------------------|-------|---------|
| Alpine Is 25 Filter Pkt | x1    | \$47.53 |

A red arrow points to the 'edit' button (pencil icon) in the right-hand navigation menu. Below the table, the summary section shows:

| Subtotal | Taxes  | Surcharge | Total   |
|----------|--------|-----------|---------|
| \$43.21  | \$4.32 | \$0.00    | \$47.53 |

At the bottom, there is a category list on the left with 'AROMA', 'AUSLG', and 'Category Stand'. A status bar at the bottom indicates '15 New Messages' and 'Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled.' The user name 'Administrat' is visible in the bottom right corner.

Change the unit amount to a negative value using the “-“button then change the unit value if needed.

|               |                         |
|---------------|-------------------------|
| Item          | Alpine Is 25 Filter Pkt |
| Units         | -5 -1.23                |
| Price Ex GST  | \$43.21                 |
| Price + Taxes | \$47.53                 |
| Taxes         | GST                     |
| Subtotal      | -\$216.05               |
| Total         | -\$237.65               |

Calculator buttons: CE, -, 7<sup>PORS</sup>, 8<sup>TUV</sup>, 9<sup>WXYZ</sup>, 4<sup>GHI</sup>, 5<sup>JKL</sup>, 6<sup>MNO</sup>, 1, 2<sup>ABC</sup>, 3<sup>DEF</sup>, 0, .

Buttons: OK, Cancel

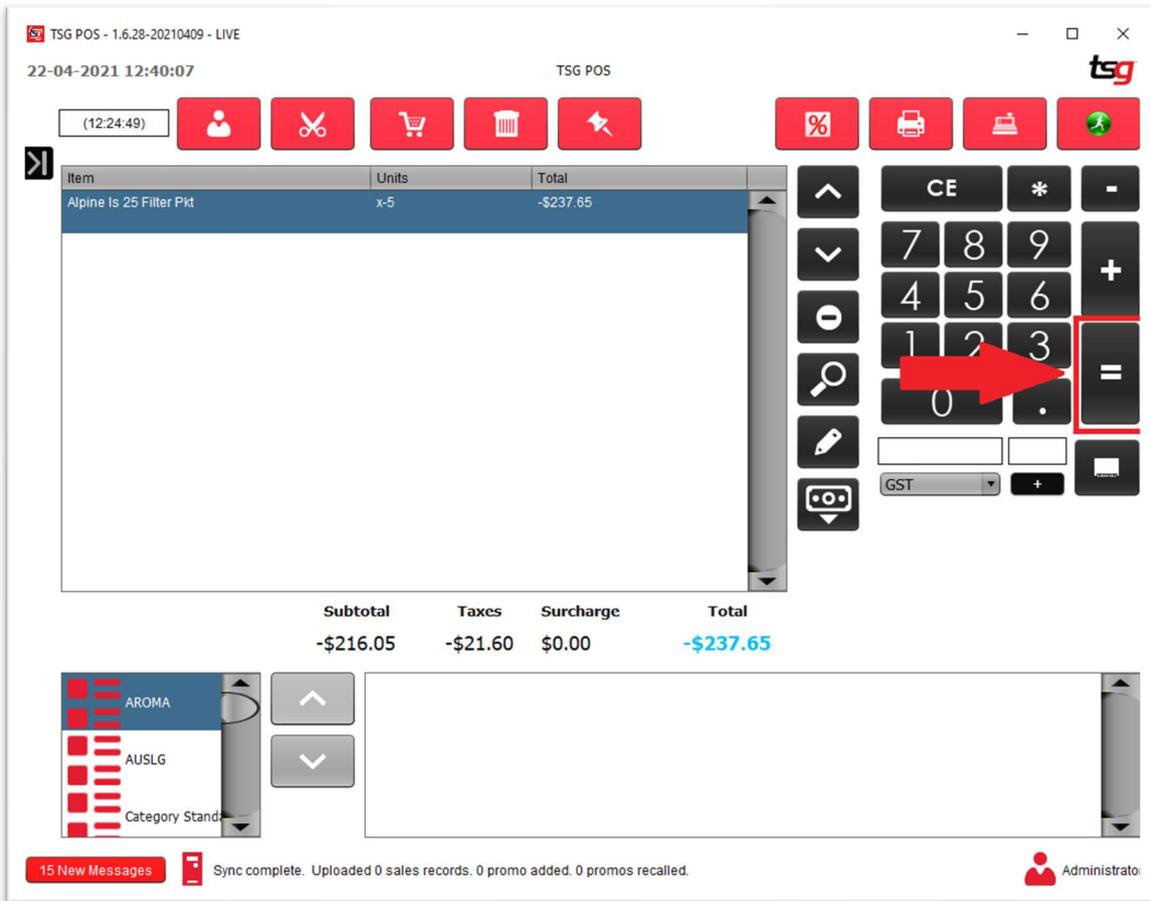
Check the PRICE when the product was purchased, make sure it is the correct amount, if not edit it accordingly. Then hit “OK”.

|               |                           |
|---------------|---------------------------|
| Item          | Alpine Is 25 Original Pkt |
| Units         | 1 -1.23                   |
| Price Ex GST  | \$50.91                   |
| Price + Taxes | \$56.00                   |
| Taxes         | GST                       |
| Subtotal      | \$50.91                   |
| Total         | \$56.00                   |

Calculator buttons: CE, -, 7<sup>PORS</sup>, 8<sup>TUV</sup>, 9<sup>WXYZ</sup>, 4<sup>GHI</sup>, 5<sup>JKL</sup>, 6<sup>MNO</sup>, 1, 2<sup>ABC</sup>, 3<sup>DEF</sup>, 0, .

Buttons: OK, Cancel

You should see the item change to a negative value for the refund. Now proceed to the payment options using the “=” button.



Choose the correct Refund method then Press “OK”.

