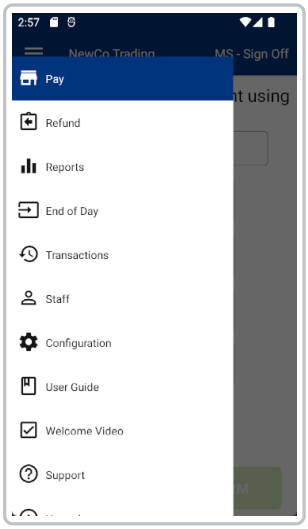
# How to carry out a Manual Refund

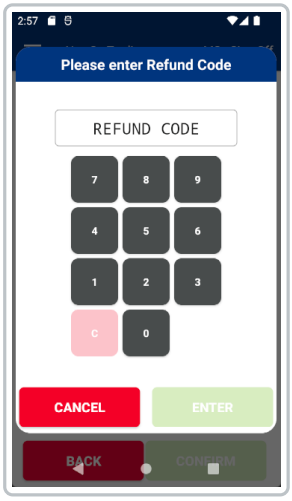
Last Modified on 17/09/2026 3:20 pm BST

Refunds are quick and simple to do:

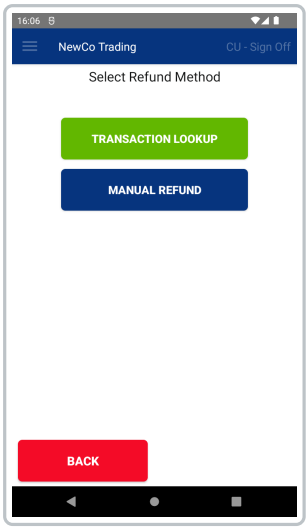
1. After logging in, tap the **MENU** button and tap the **REFUND** menu item.



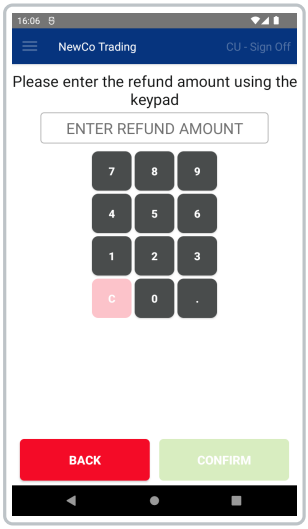

2. You'll be asked to enter a **REFUND CODE** using the keypad, then tap **ENTER**.
    - The default code is **8520**.



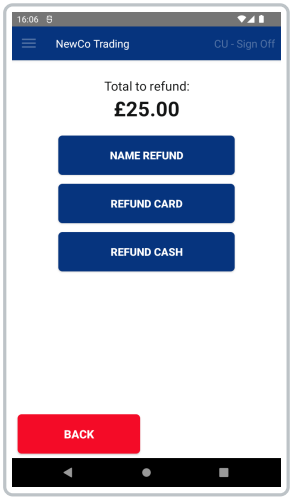

3. Tap the **MANUAL REFUND** button.



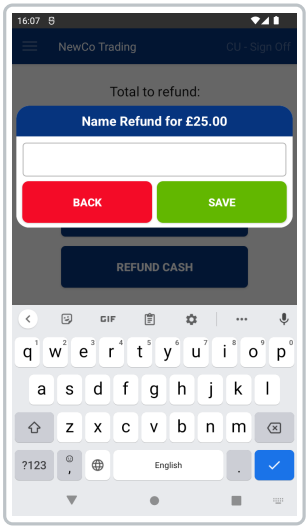

4. Enter the refund amount using the keypad, then tap **CONFIRM**.



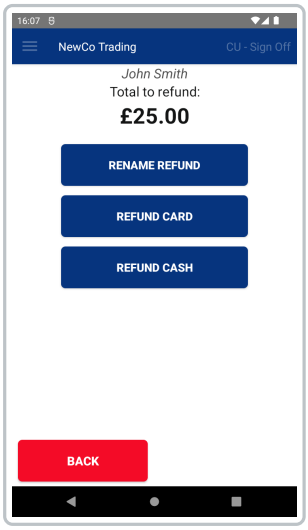

5. Depending on your setup, you can now:
    - Name the refund
    - Refund by Card
    - Refund by Cash



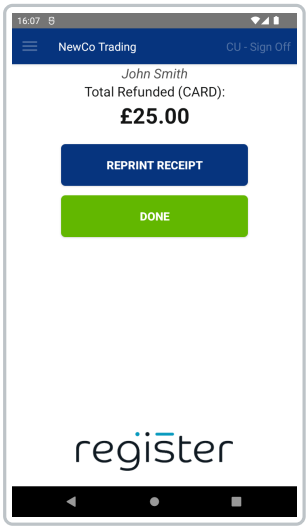
6. Tap **NAME REFUND** to enter a name or reference for the refund (optional).




7. Tap either **REFUND CARD** or **REFUND CASH** depending on how you want to refund.




8. You'll see a **Transaction Summary** screen where you can print or email a receipt, or continue to the next transaction.




9. To finish, tap the **DONE** button.

The **DONE** button will display a **60-second countdown timer**.
If no action is taken, once the countdown reaches **0**, the system will automatically select **DONE** and return you to the **main screen**, ready for the next transaction. This helps keep the device ready to use and avoids it being left on the summary screen.

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Learn more:

- See this article to learn how to name a transaction.
- See this article to learn how to refund a previous transaction.
- See this article to learn how to change the refund code