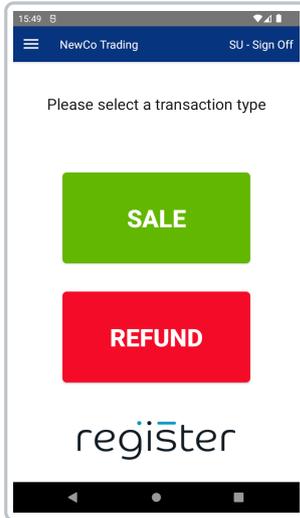


# ? How to carry out a Manual Refund

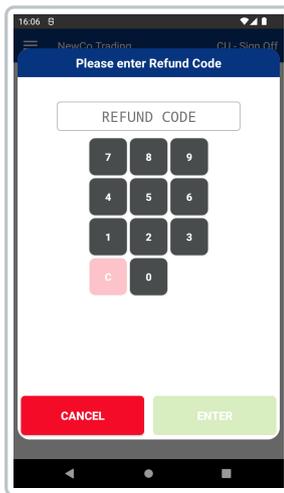
Last Modified on 06/01/2026 11:45 am GMT

Refunds are quick and simple to do:

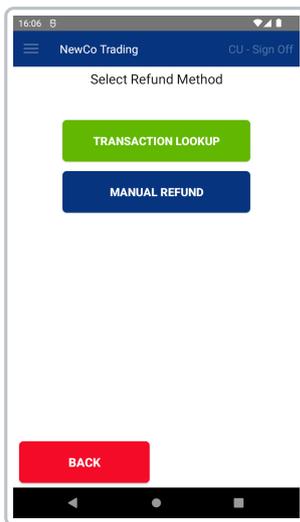
1. After logging in, tap the **REFUND** button.



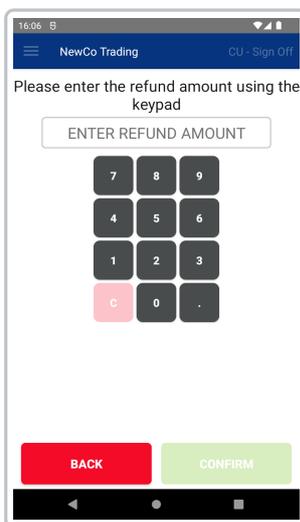
2. You'll be asked to enter a **REFUND CODE** using the keypad, then tap **ENTER**.
  - o The default code is **8520**.



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

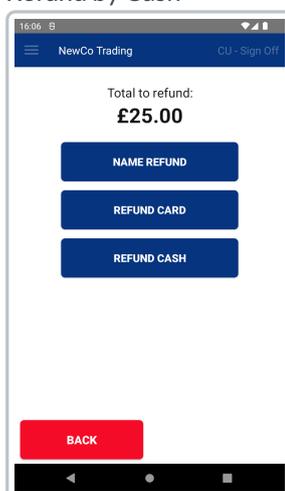


4. Enter the refund amount using the keypad, then tap **CONFIRM**.

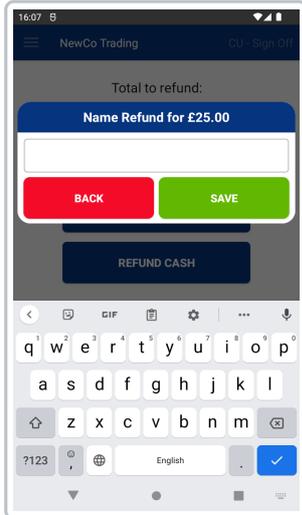


5. Depending on your setup, you can now:

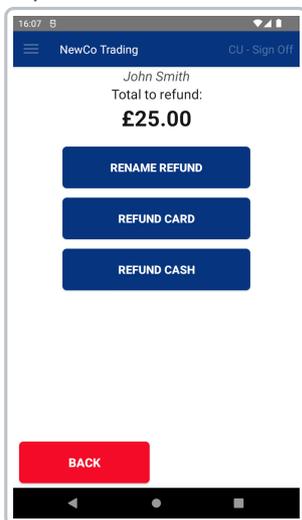
- Name the refund
- Refund by Card
- Refund by Cash



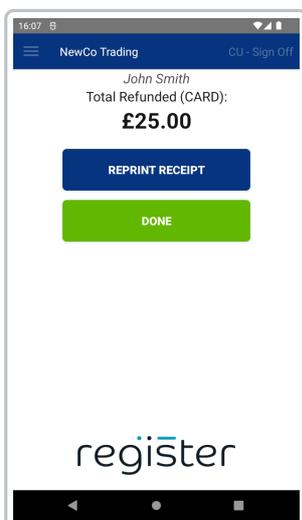
6. Tap **NAME REFUND** to enter a name or reference for the refund (optional).



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](#)
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