

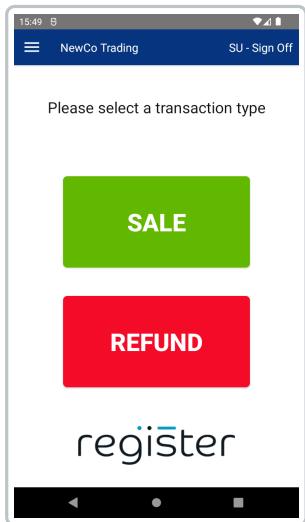
?] How to Refund a Previous Transaction

Last Modified on 06/01/2026 11:46 am GMT

Refunding a previous transaction is quick and easy:

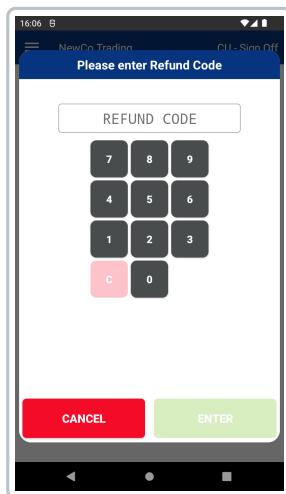
Method 1: Using the Refund button

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

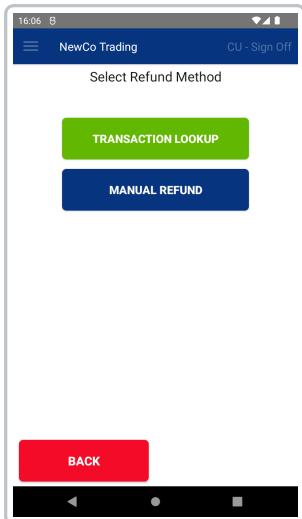


2. Enter the **REFUND CODE** using the keypad, then tap **ENTER**.

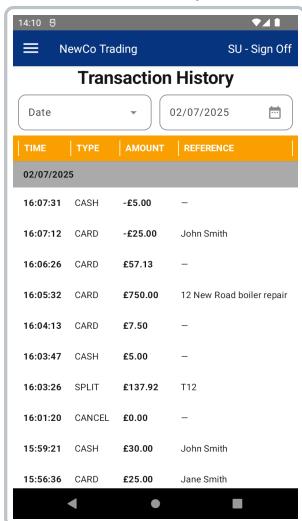
- o The default code is **8520**.



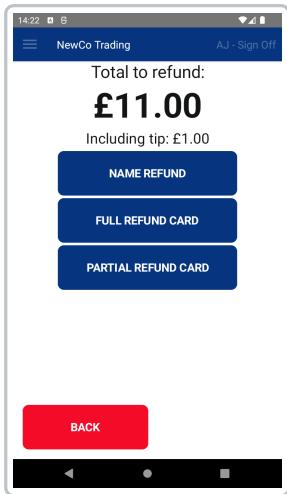
3. Tap the **TRANSACTION LOOKUP** button.



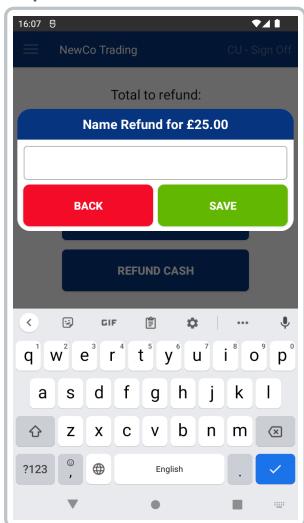
4. Search for the transaction by Date, Reference, Transaction ID, or the last 4 digits of the card using the controls at the top.



5. Tap the transaction you want to refund.
6. Depending on your setup, you can now:
 - o Name or rename the refund
 - o Refund the full amount using the **original payment type**
 - o Refund a partial amount of the original payment

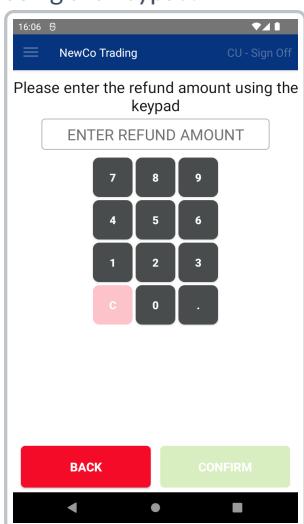


7. Tap **NAME REFUND** to add or change the refund name (optional).

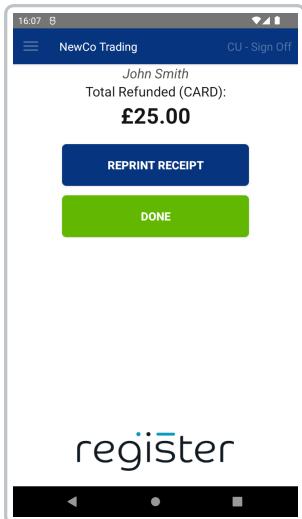


8. Tap **FULL REFUND** to refund the entire transaction amount.

9. Tap **PARTIAL REFUND** to refund only part of the transaction amount—you'll be asked to enter the amount using the keypad.



10. You'll see a **Transaction Summary** screen where you can print or email a receipt, or continue with your next transaction.



11. Tap **DONE** to finalize.



The **DONE** button will display a **60-second countdown timer**.

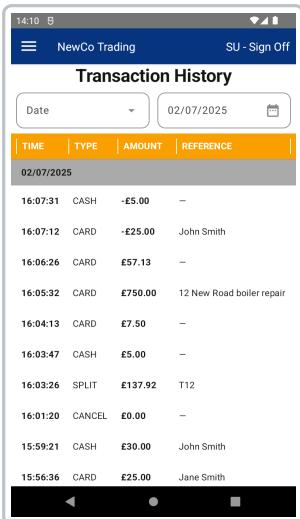
If no action is taken, once the countdown reaches 0, the system will automatically select **DONE** and return you to the **main screen**, ready for the next transaction. This helps keep the device ready to use and avoids it being left on the summary screen.

Method 2: From the Transaction History screen

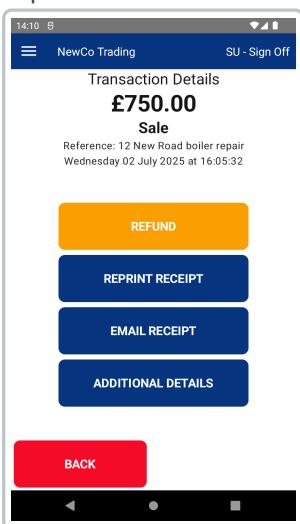
1. After logging in, tap the Menu (☰) button, then tap **Transactions**.



2. Use the search controls at the top to find the transaction by Date, Reference, Transaction ID, or last 4 card digits.

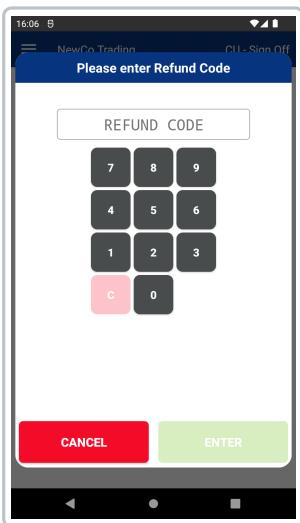


3. Tap the transaction to view details.



4. Tap the **REFUND** button.

5. Enter the **REFUND CODE** (default 8520) and tap **ENTER**.



6. Then follow steps 6 to 11 above.

❑ Learn more:

- [See this article to learn how to name a transaction.](#)
- [See this article to learn how to do a manual refund.](#)
- [See this article to learn how to change the refund code.](#)
- [See this article for more info on viewing previous transactions.](#)
