

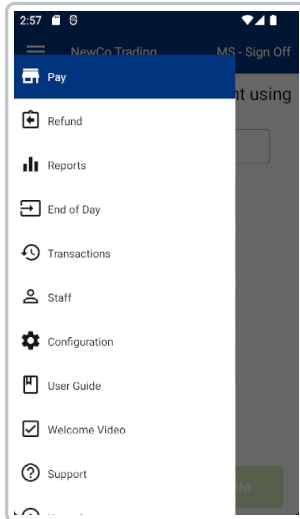
? How to Refund a Previous Transaction

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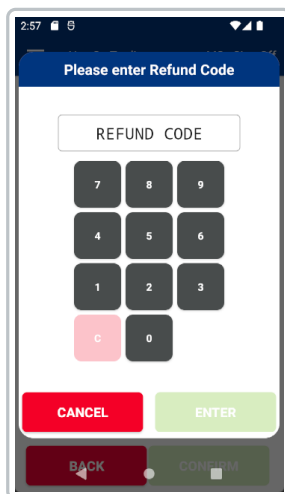
Refunding a previous transaction is quick and easy:

Method 1: Using the Refund menu

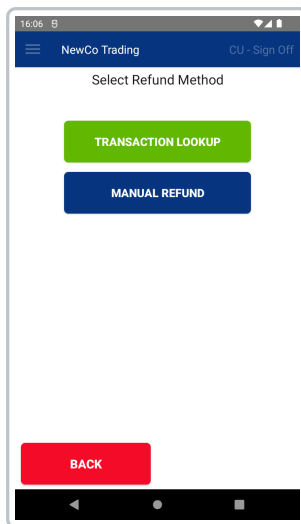
1. After logging in, tap the **MENU** button and tap the **REFUND** menu item.



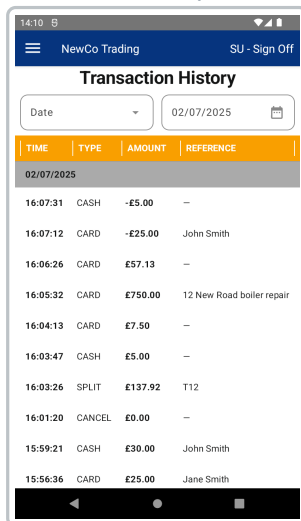
2. Enter the **REFUND CODE** using the keypad, then tap **ENTER**.
 - The default code is **8520**.



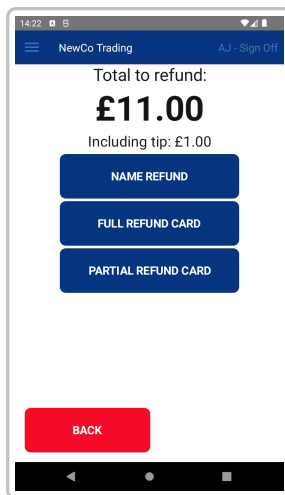
3. Tap the **TRANSACTION LOOKUP** button.



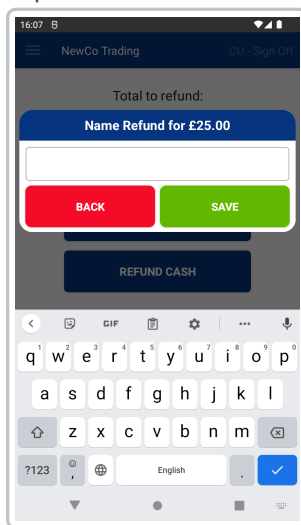
4. Search for the transaction by Date, Reference, Transaction ID, or the last 4 digits of the card using the controls at the top.



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

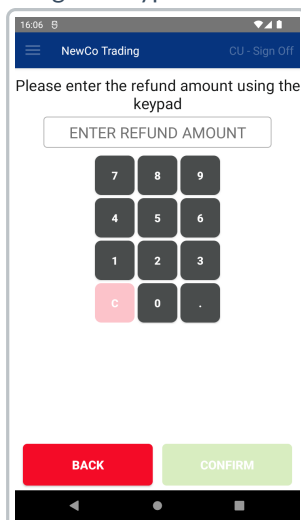


7. Tap **NAME REFUND** to add or change the refund name (optional).

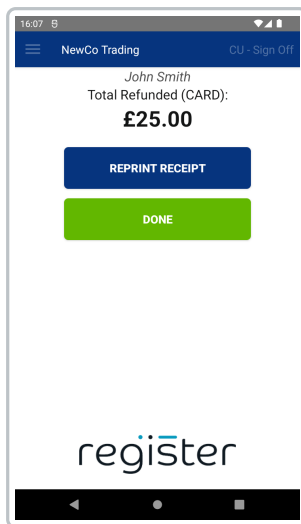


8. Tap **FULL REFUND** to refund the entire transaction amount.

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.



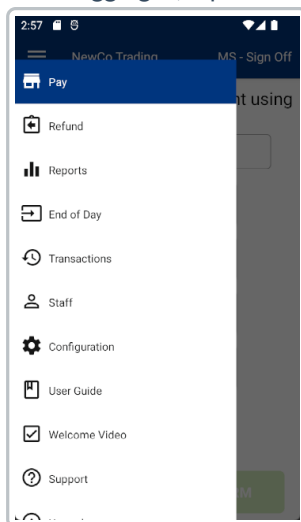
11. Tap **DONE** to finalize.



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.

TIME	TYPE	AMOUNT	REFERENCE
02/07/2025			
16:07:31	CASH	-£5.00	-
16:07:12	CARD	-£25.00	John Smith
16:06:26	CARD	£57.13	-
16:05:32	CARD	£750.00	12 New Road boiler repair
16:04:13	CARD	£7.50	-
16:03:47	CASH	£5.00	-
16:03:26	SPLIT	£137.92	T12
16:01:20	CANCEL	£0.00	-
15:59:21	CASH	£30.00	John Smith
15:56:36	CARD	£25.00	Jane Smith

3. Tap the transaction to view details.

Transaction Details

£750.00

Sale

Reference: 12 New Road boiler repair
Wednesday 02 July 2025 at 16:05:32

REFUND

REPRINT RECEIPT

EMAIL RECEIPT

ADDITIONAL DETAILS

BACK

4. Tap the **REFUND** button.

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

Please enter Refund Code

REFUND CODE

7 8 9

4 5 6

1 2 3

C 0

CANCEL **ENTER**

BACK **CONFIRM**

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.
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