

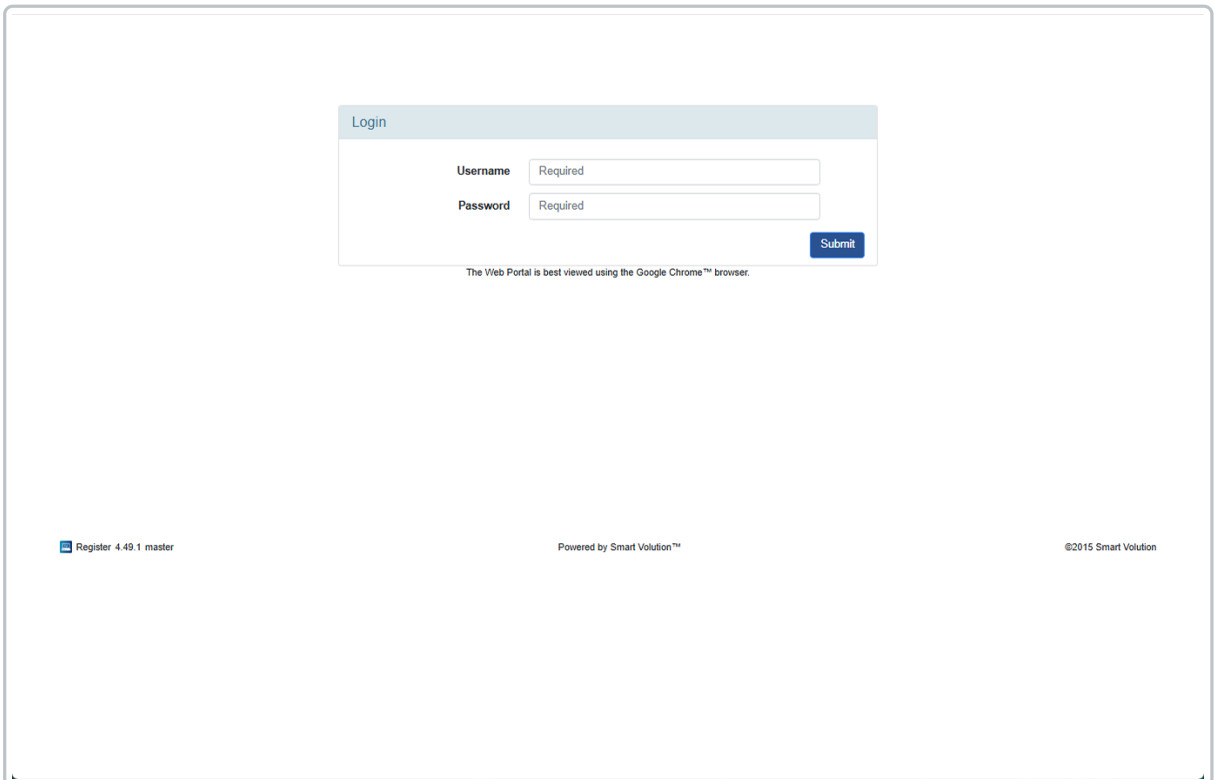
? How to Configure Refund Access and Codes

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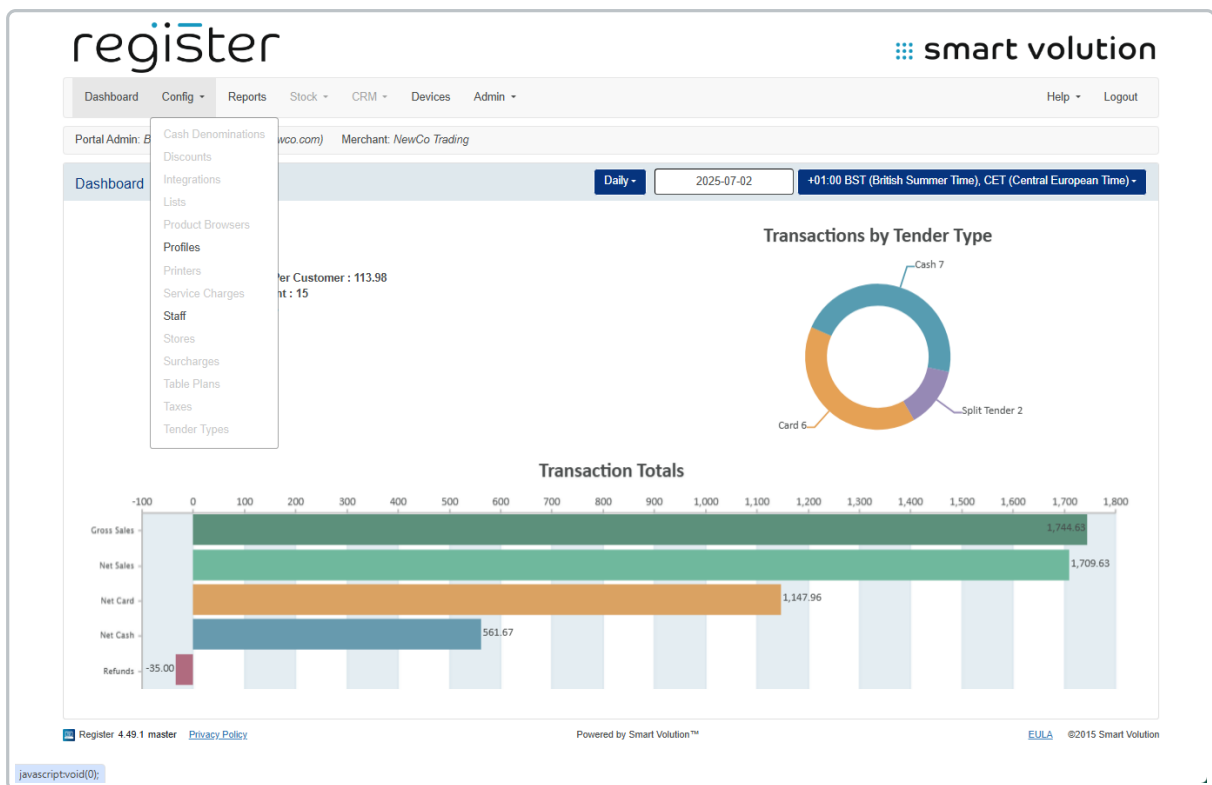
Your system comes pre-configured with refunds requiring an access code. The **default refund code is 8520**, but you can change this to a 4-digit code of your choice. You also have full control over **which staff members** can process refunds.

? To Configure Refund Settings in the Web Portal:

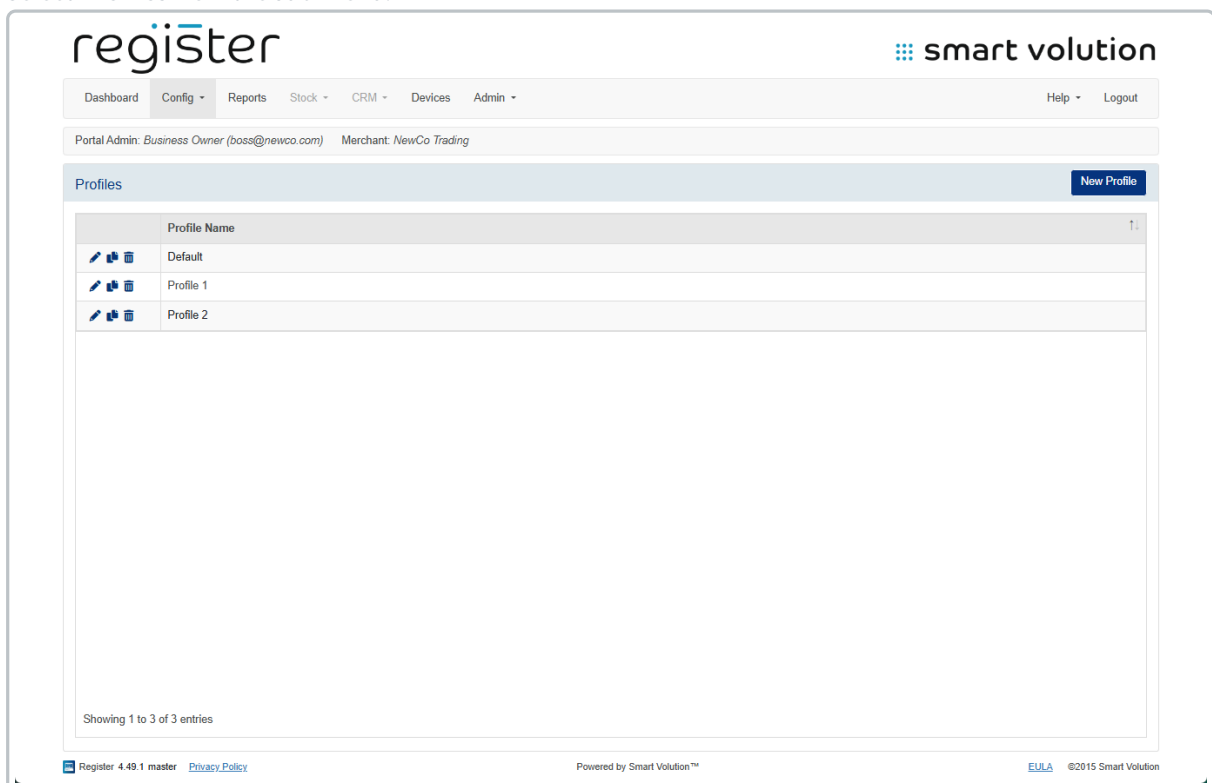
1. **Log in** to the **Web Portal** using the credentials provided by your **Solution Provider**.

A screenshot of a web portal login page. The page has a light blue header with the word "Login" in white. Below the header, there are two input fields: "Username" and "Password". Both fields have a "Required" label next to them. A blue "Submit" button is located to the right of the "Password" field. Below the input fields, there is a small text line that reads "The Web Portal is best viewed using the Google Chrome™ browser." At the bottom of the page, there are three pieces of text: "Register 4.49.1 master" on the left, "Powered by Smart Volution™" in the center, and "©2015 Smart Volution" on the right.

2. Click **Config** in the top navigation bar.



3. Select **Profiles** from the sub-menu.



4. Locate the Profile assigned to your device, then click the **Edit** (✎) icon.

- Not sure which profile your device uses? You can check under the **Devices** tab.

The screenshot shows the 'register' interface with the 'smart solution' logo. The top navigation bar includes 'Dashboard', 'Config', 'Reports', 'Stock', 'CRM', 'Devices', and 'Admin'. Below this, a status bar shows 'Portal Admin: Business Owner (boss@newco.com)' and 'Merchant: NewCo Trading'. The main content area is titled 'Profile' and contains a 'Name' field with the value 'Profile 1'. Below the name field are several expandable sections: 'General', 'Functions', 'User Permissions', 'Confirmations', 'Tendering', 'Receipt', and 'Hardware'. The 'User Permissions' section is currently collapsed. At the bottom right of the profile form are 'Close' and 'Save' buttons. The footer includes 'Register 4.49.1 master', 'Privacy Policy', 'Powered by Smart Solution™', and 'EULA ©2015 Smart Solution'.

5. Expand the User Permissions section.

This screenshot shows the same 'Profile' configuration page, but with the 'User Permissions' section expanded. It reveals two sub-sections: 'Function Access' and 'Module Access'. Under 'Function Access', there are four rows: 'Refund' (dropdown: 'Refund Code (Register Pay Only)'), 'Manual Refunds' (dropdown: 'Refund Code (Register Pay Only)'), 'Refund Code' (text box: '8520'), and 'Split Transactions' (dropdown: 'All POS Users'). Under 'Module Access', there are three rows: 'Access Reports' (dropdown: 'All POS Users'), 'Access Staff' (dropdown: 'Supervisor Only'), and 'Perform End Day' (dropdown: 'Supervisor Only'). Each dropdown menu has an information icon (i) to its right. The 'User Permissions' section header now has an upward arrow indicating it is expanded. The rest of the interface remains the same as in the previous screenshot.

? Update Refund Access Settings:

- **Change the refund code**
Enter your preferred 4-digit code in the **Refund Code** text box.
- **Adjust who can access refunds**
From the **Refund** dropdown, choose one of the following options:

Option	Description
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Option	Description
All POS Users	Anyone can perform refunds. No code required.
Disabled	Disables the refund feature entirely.
Refund Code	Requires all users to enter the refund code.
Supervisor Approval	Requires a supervisor's staff code for refund approval.
Supervisor Only	Only supervisors can perform refunds.

6. Click the **Save** button at the bottom of the screen.

? Apply Changes to Your Device:

7. On your device's **login screen**, tap the **Update Data** button (top right corner) to sync the updated configuration.

