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 How to Configure Refund Access and Codes

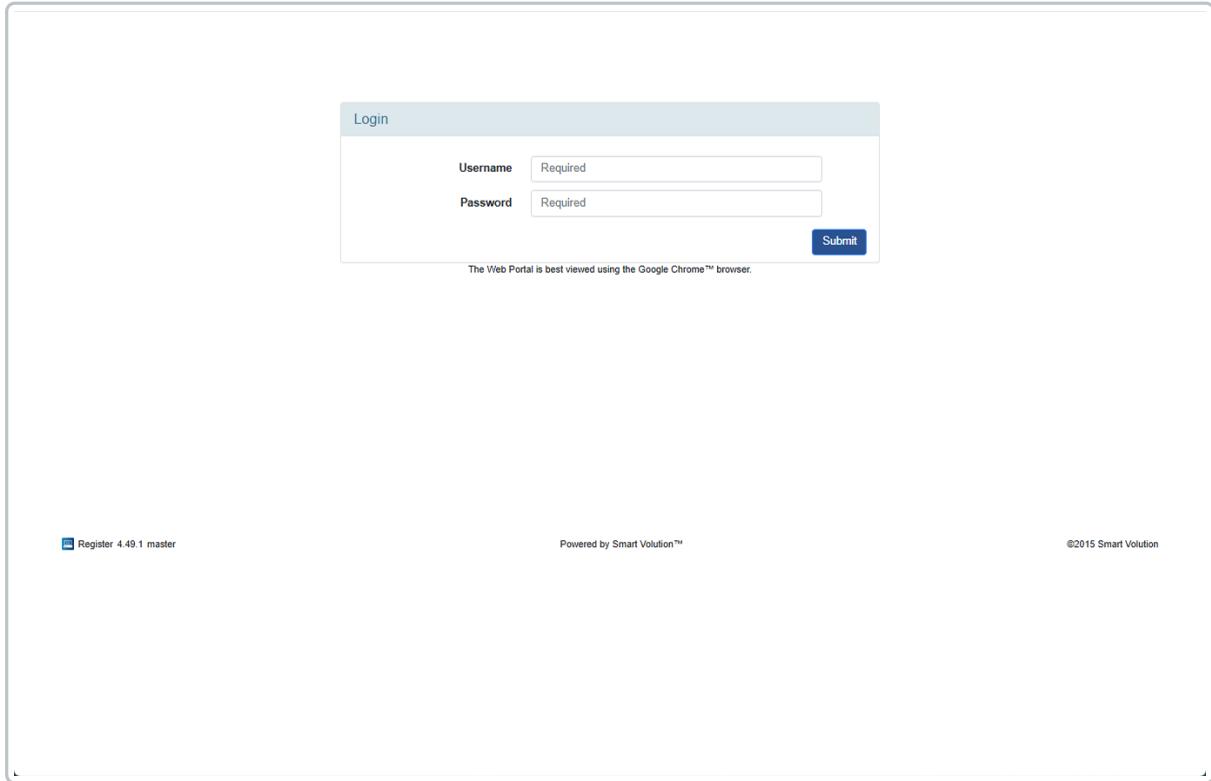
Last Modified on 07/07/2025 2:05 pm BST

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.

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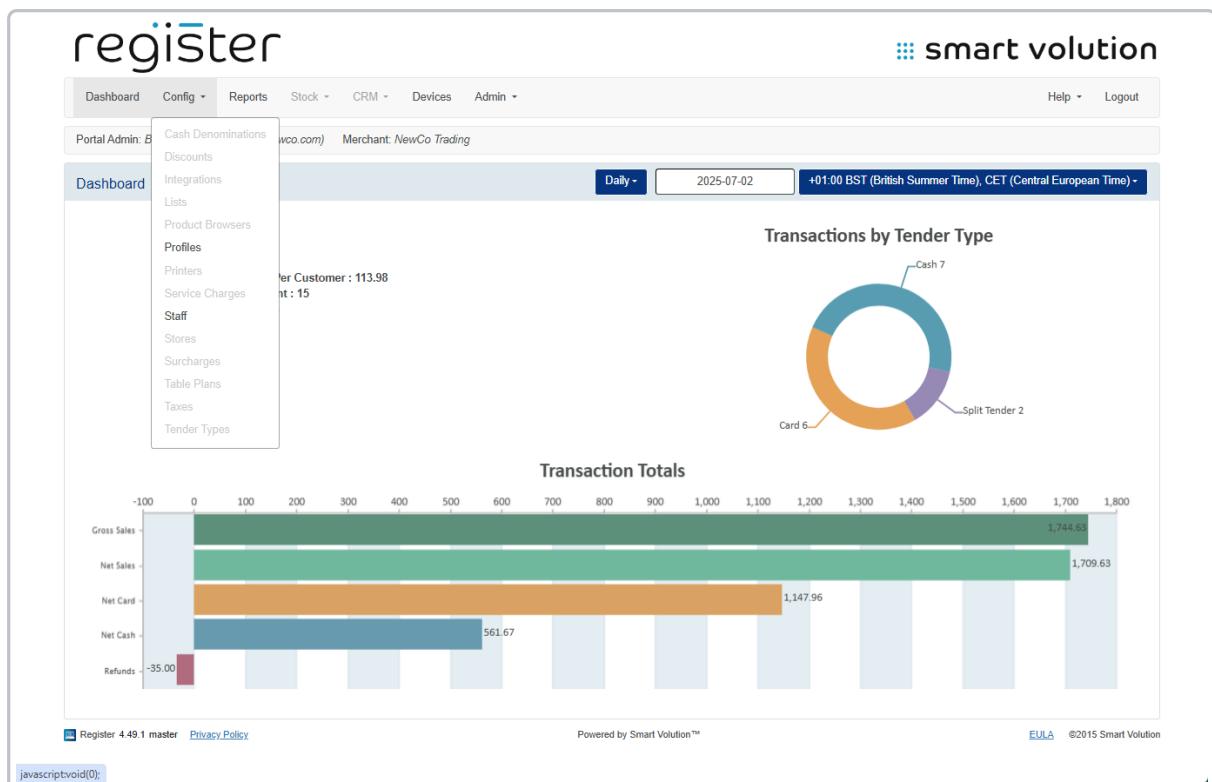
 To Configure Refund Settings in the Web Portal:

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

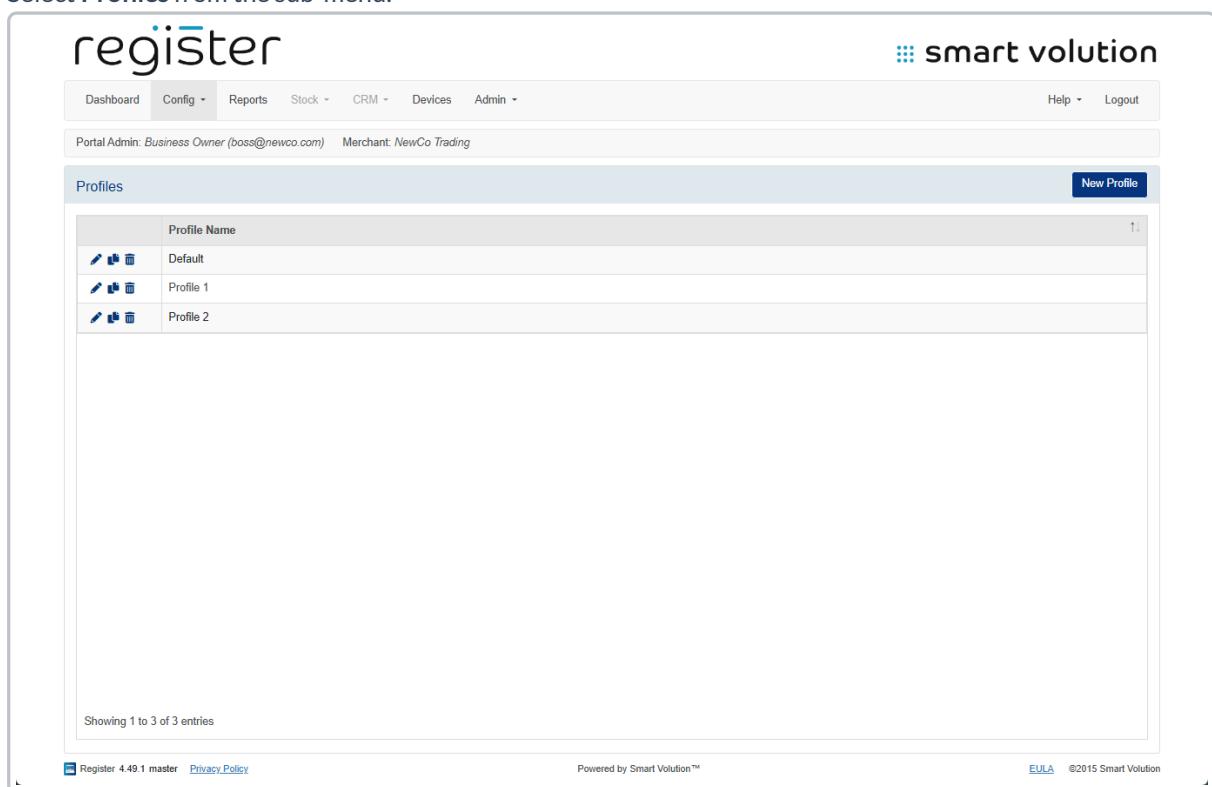


The screenshot shows the 'Login' page of the Smart Volusion Web Portal. The page has a light blue header with the word 'Login'. Below the header are two input fields: 'Username' and 'Password', both labeled 'Required'. To the right of the 'Password' field is a blue 'Submit' button. Below the input fields is a small note: 'The Web Portal is best viewed using the Google Chrome™ browser.' At the bottom of the page, there are three links: 'Register 4.49.1 master', 'Powered by Smart Volusion™', and '©2015 Smart Volusion'.

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

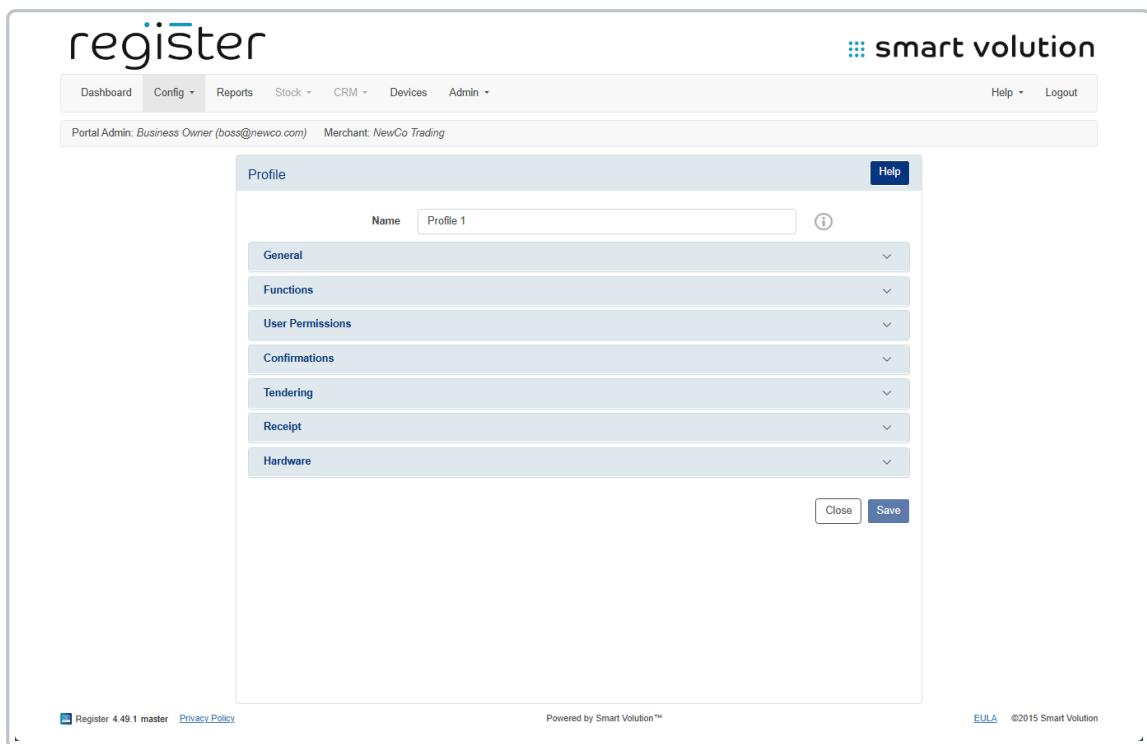


3. Select **Profiles** from the sub-menu.

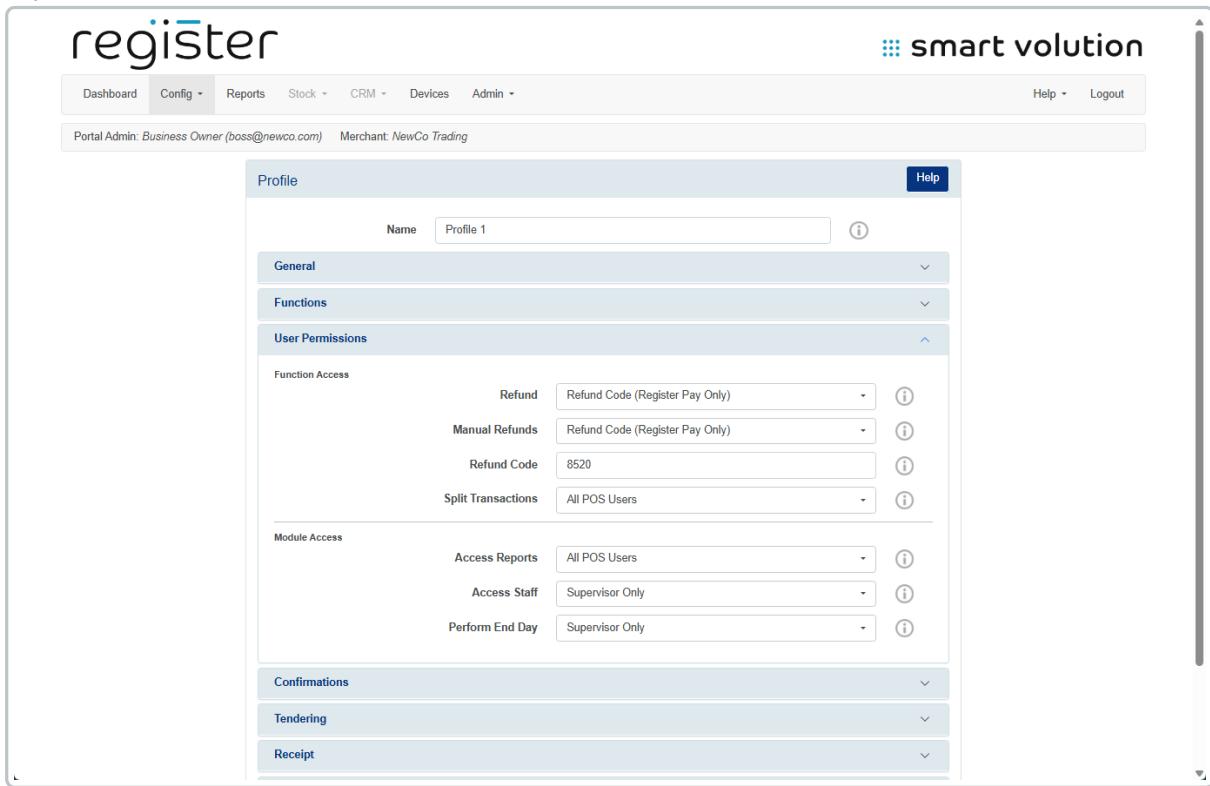


4. Locate the Profile assigned to your device, then click the **Edit (✎)** icon.

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



5. Expand the **User Permissions** section.



② **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 |
|--------|-------------|
|--------|-------------|

| 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.

2 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.

