

HOW TO... Process a Refund



VERIFONE TERMINALS

A 'Refund' is when the value of a transaction is credited back to a card for a sale that may have been processed earlier in the day or on a previous date, for example, when goods are returned.



STEP ONE

Select the 'Refund' option by touching the corresponding blue touchscreen button.

You may need to scroll down through the menu by touching the  touchscreen button.



STEP TWO

Enter the refund value (e.g. for 10.76 key 1076) and press the green ENTER key on the bottom row of keypad buttons.

As soon as the refund has been processed the terminal will print the Merchant Copy of the receipt which the customer must sign.



STEP THREE

Insert the credit or debit card into the terminal with the chip first, facing upwards OR swipe the card or key the card number.

Note: Refunds cannot be processed as a Contactless type transaction.



STEP FOUR

The terminal will ask you to verify that the signature is valid and matches that on the card. If it does, press the green ENTER key on the bottom row of keypad buttons for YES (or the red CANCEL key for NO).