Refunding a Transaction

17 Steps   [View on Tango](#)

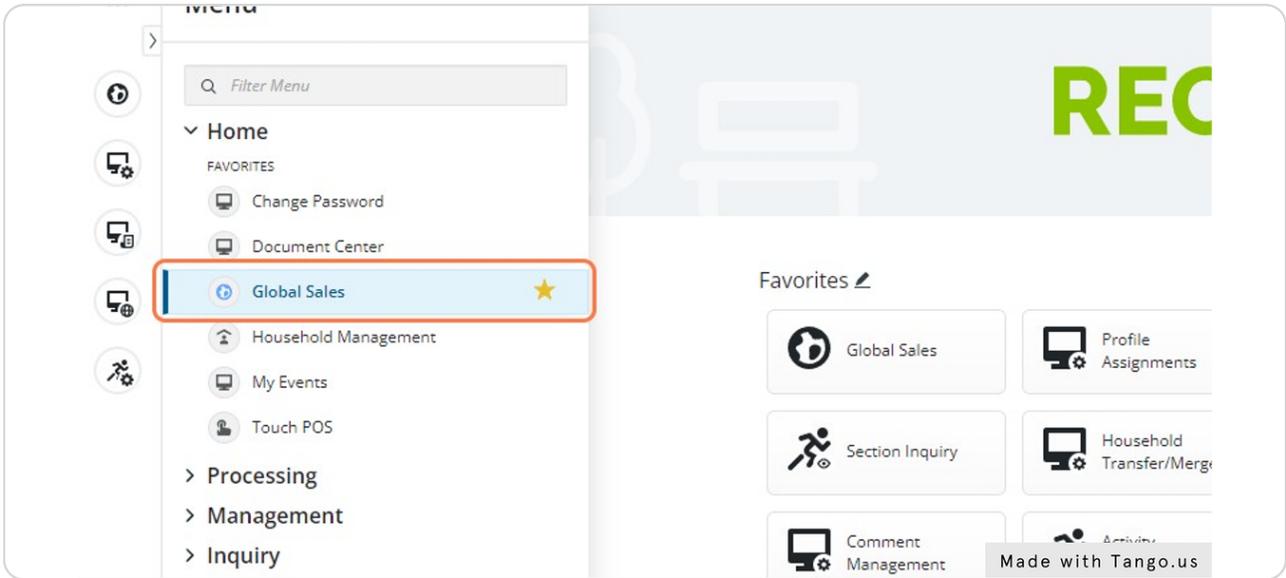| Created by	Creation Date	Last Updated
Asia Stuart	April 14, 2022	April 14, 2022

Go to RecTrac

Click on Menu

Click on Global Sales

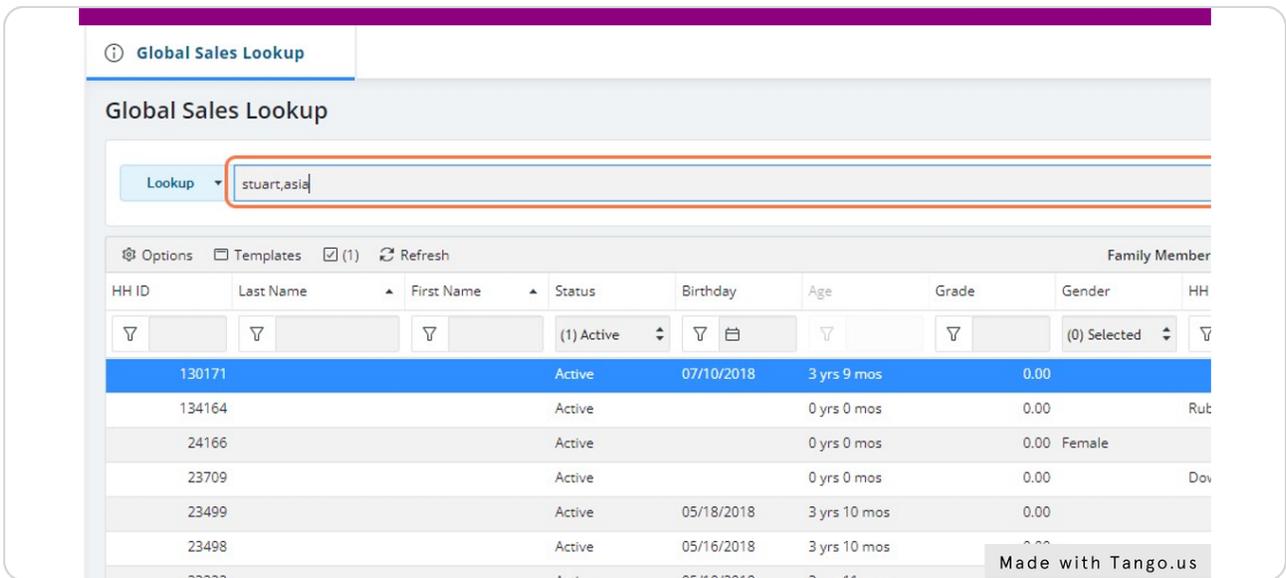## Type the name of the person you are giving the refund to

When you perform a search you have options when searching. Here are some examples:
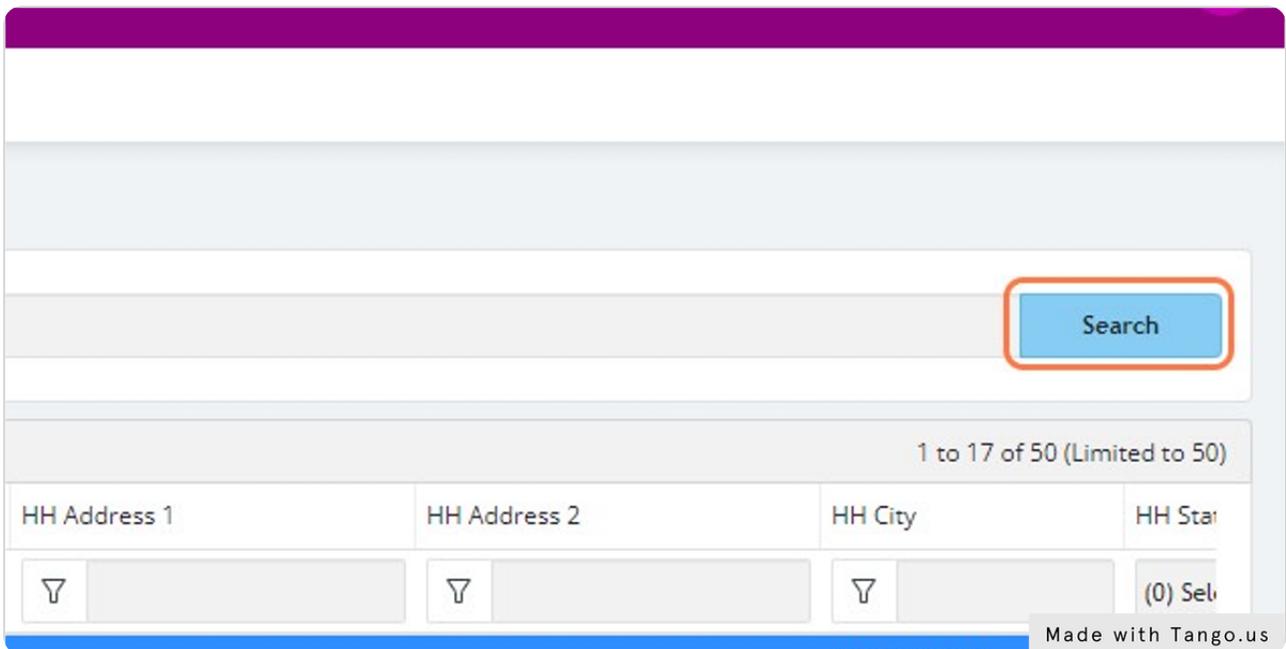stuart,asia
stuart,a
stu,asi
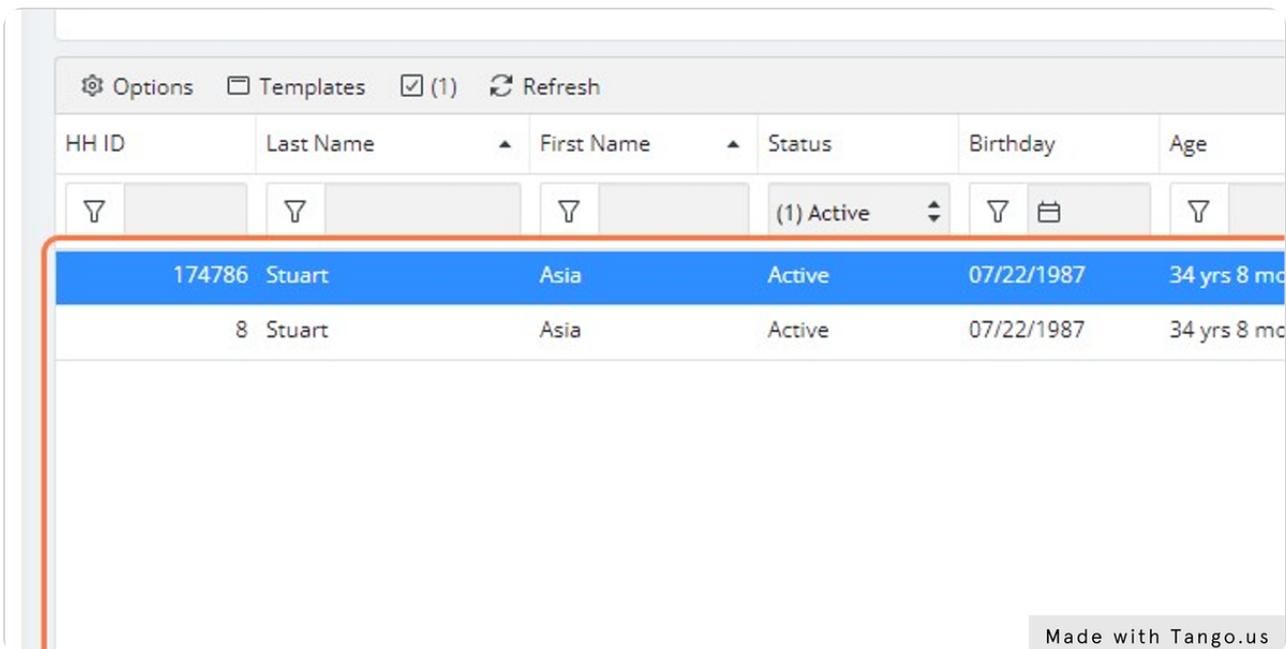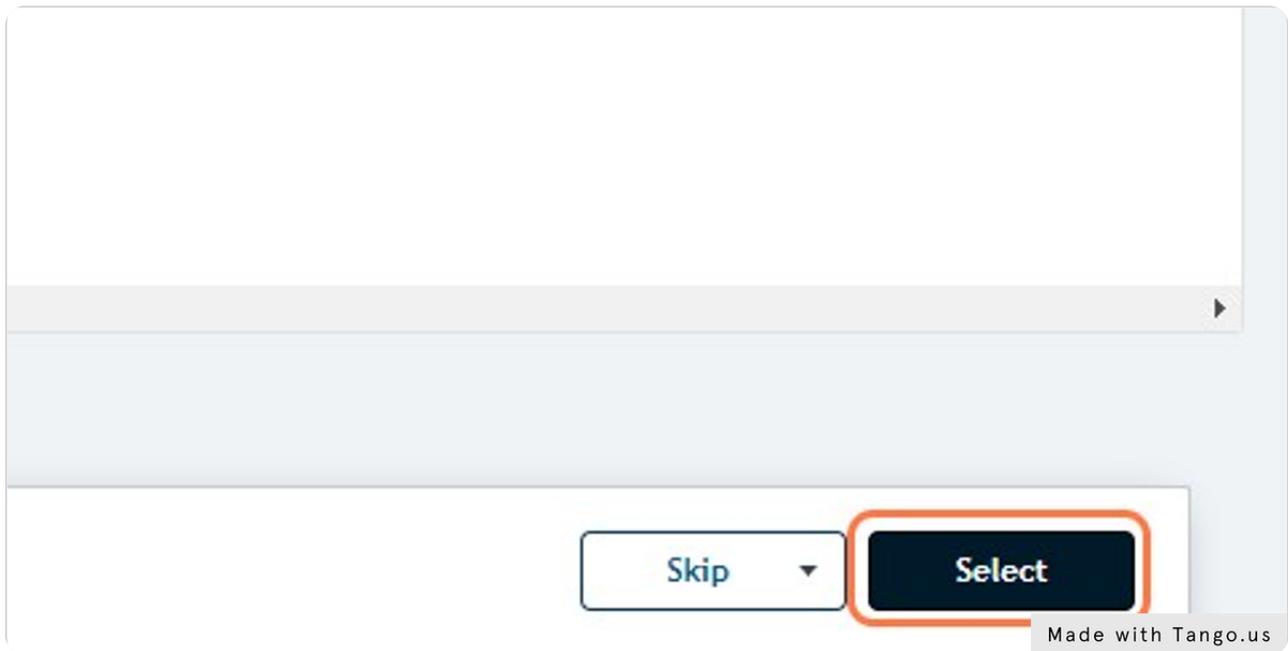All will help you find the person you are looking for.

Click on Search

Click on the person you are looking for

Click on Select

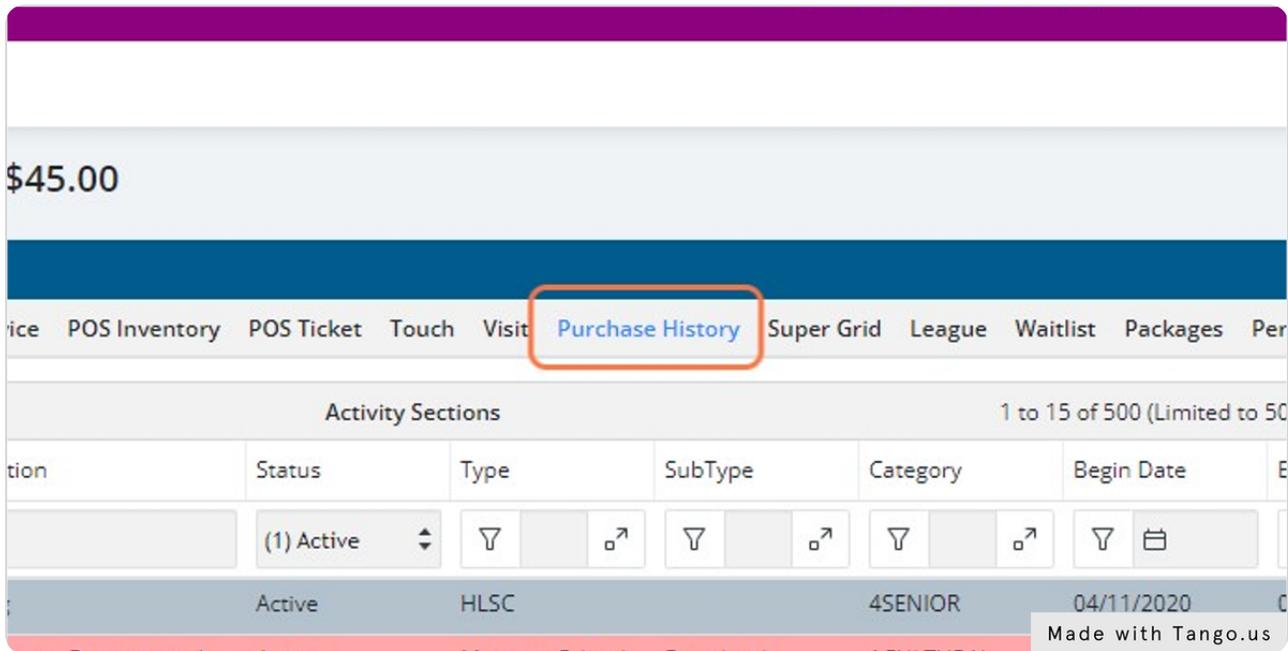
Skip ▾   Select

Made with Tango.us

Click on Purchase History

$45.00

| ice | POS Inventory | POS Ticket | Touch | Visit | Purchase History | Super Grid | League | Waitlist | Packages | Per |

| Activity Sections | | | | | 1 to 15 of 500 (Limited to 50 |

tion	Status	Type	SubType	Category	Begin Date	E
	(1) Active ⇅ 🔽 ⤢	🔽 ⤢		🔽 ⤢	🔽 📅	
:	Active	HLSC		4SENIOR	04/11/2020	0

Made with Tango.us

Select/ Highlight the item to be refunded

	Tran Date ▼	Module ▲	Description ▲	First Name ▲	Status
⚙ Options ☐ Templates ☑ (0) ⟳ Refresh					Purchases
	▽ 🗓	(0) Selected ⇕	▽	▽	(36) Active...
☐	01/31/2022	GR	Tee Time at 5:30 pm, 01/31/...	Albus	Show
☐	01/31/2022	PMV	Pass Visit for GC Sr Daily on...	Albus	Swiped In
☐	01/31/2022	PSS	SENIOR - AFTERNOON WD (...	Albus	Sold
☐	01/27/2022	PM	CC Adult Pass (196888)	Albus	Active
☐	01/27/2022	PM	CC Adult Pass (92812)	Asia	Future
☐	01/21/2022	GR	Tee Time at 9:50 am, 01/21/...	Asia	Reserved
☐	01/21/2022	GR	Tee Time at 9:50 am, 01/21/...	Asia	Reserved
☐	01/20/2022	GR	Tee Time at 9:10 am, 01/20/...	Asia	Reserved

Made with Tango.us

Click on Cancel

☐	01/20/2022	GR	Tee Time at 9:10 am, 01/20/...	Asia	Reserved
☐	01/20/2022	GR	Tee Time at 9:50 am, 01/20/...	Asia	Reserved
☐	01/20/2022	GR	Tee Time at 9:50 am, 01/20/...	Benji	Reserved
☐	01/12/2022	GR	Tee Time at 9:15 am, 01/12/...	Albus	Reserved
☐	01/11/2022	GR	Tee Time at 7:10 am, 12/14/...	Albus	Reserved

Update Fees ▾   Change ▾   Cancel ▾   Pay Balance ▾   Process ▾   Rep

Made with Tango.us

Tango

Click on Cancel Selected Items

Click on $21.00 Refund
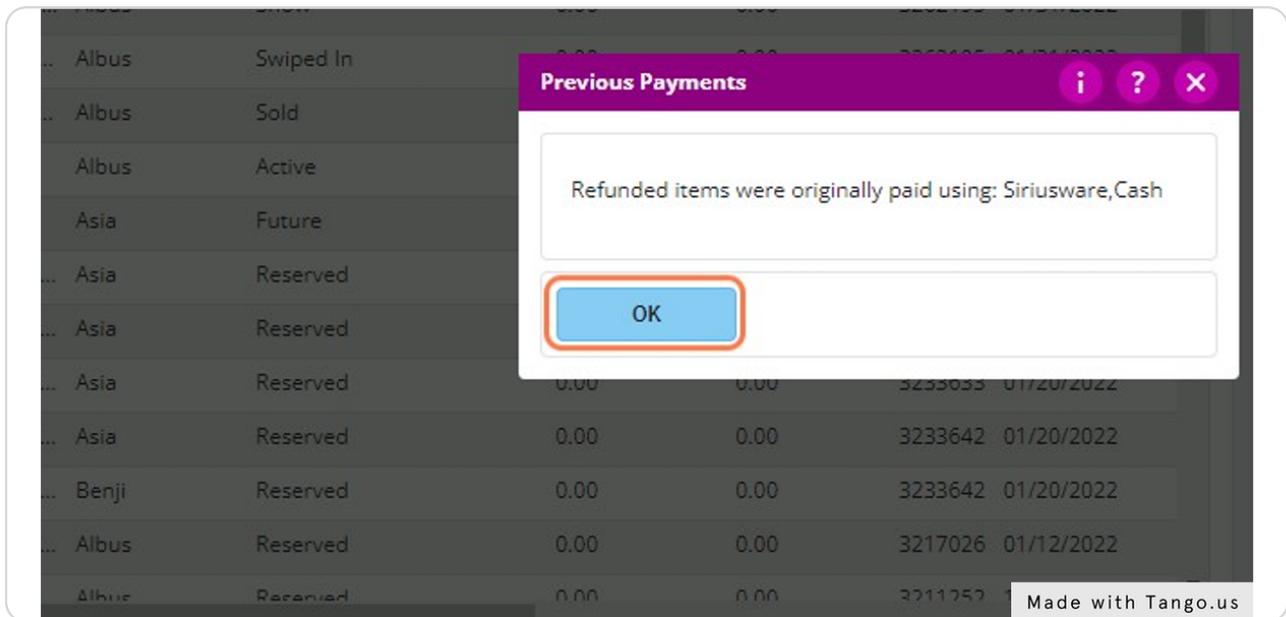
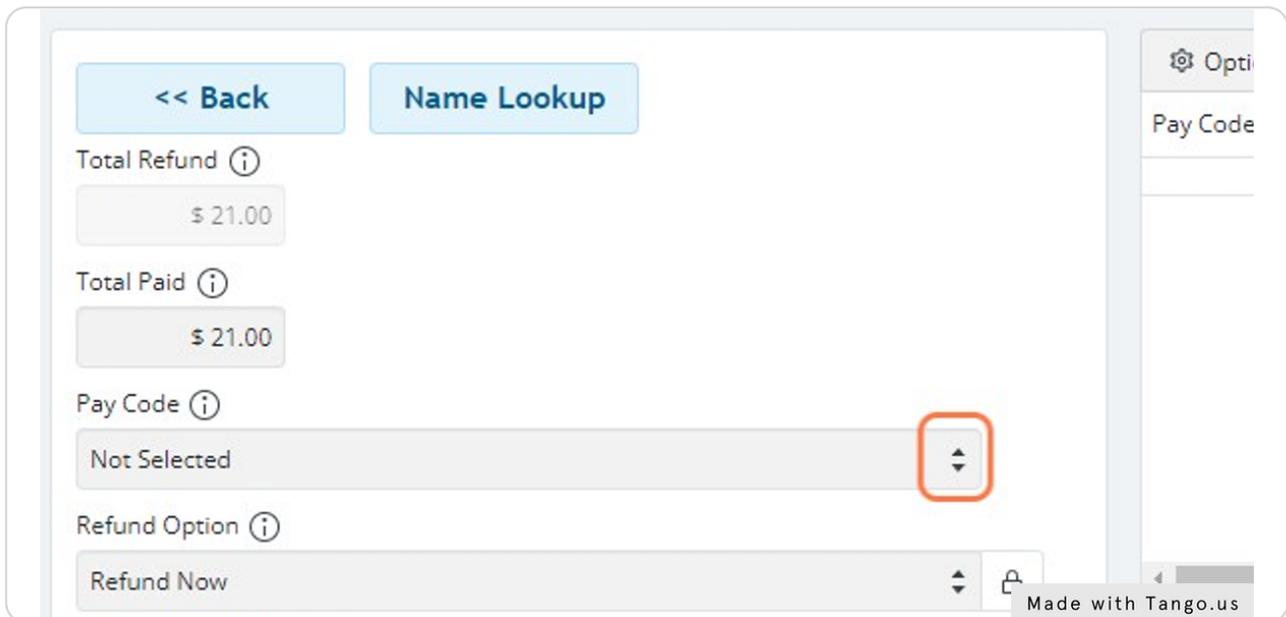After clicking on Cancel Selected Items, it will put the refund in the shopping cart.

Click on OK

This screen is important – it will show the way the item was paid for. You will need to refund it to the same payment type.
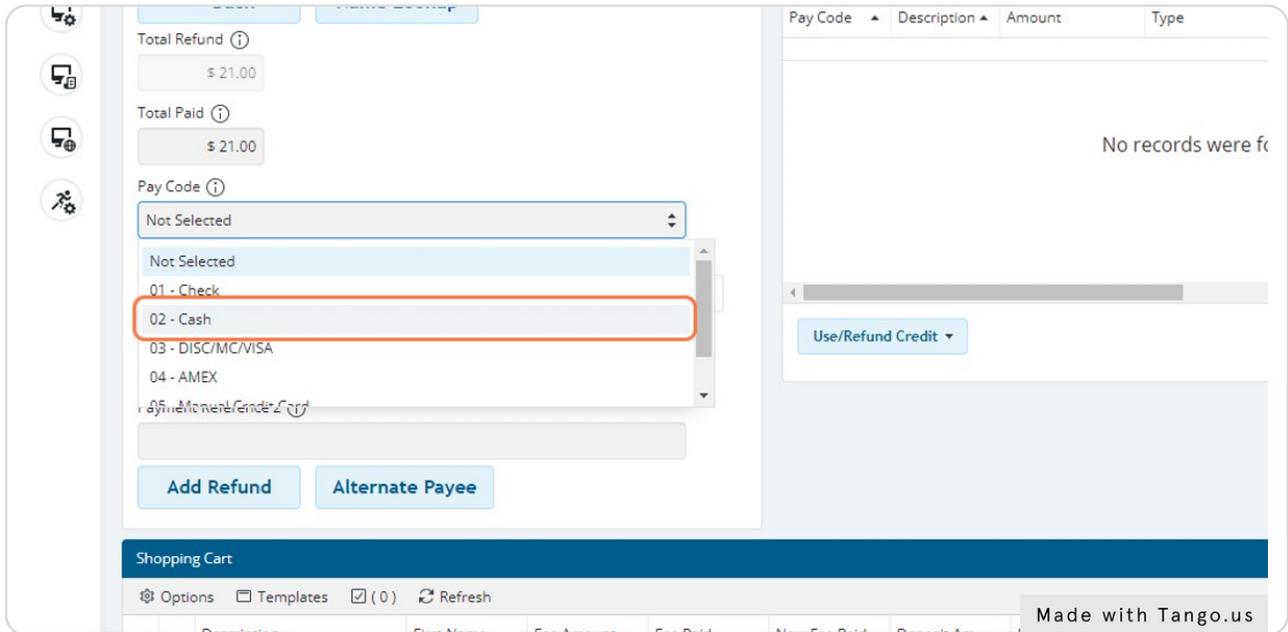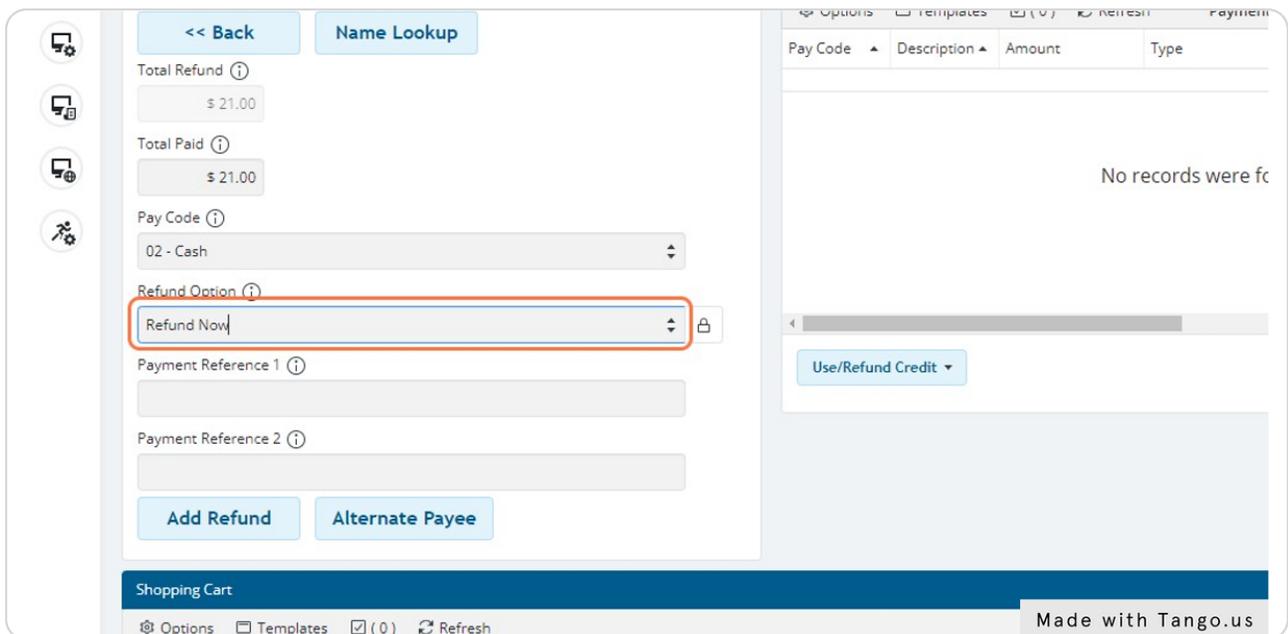
Click on highlight

Click on 02 – Cash

Select the payment type.

Make sure it is set to Refund Now

Click on Process

After clicking on "Process" your refund will be completed.

Created in seconds with

Tango