



Refunding a Transaction

17 Steps [View on Tango](#)

Created by
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Creation Date
April 14, 2022

Last Updated
April 14, 2022

STEP 1

Go to RecTrac

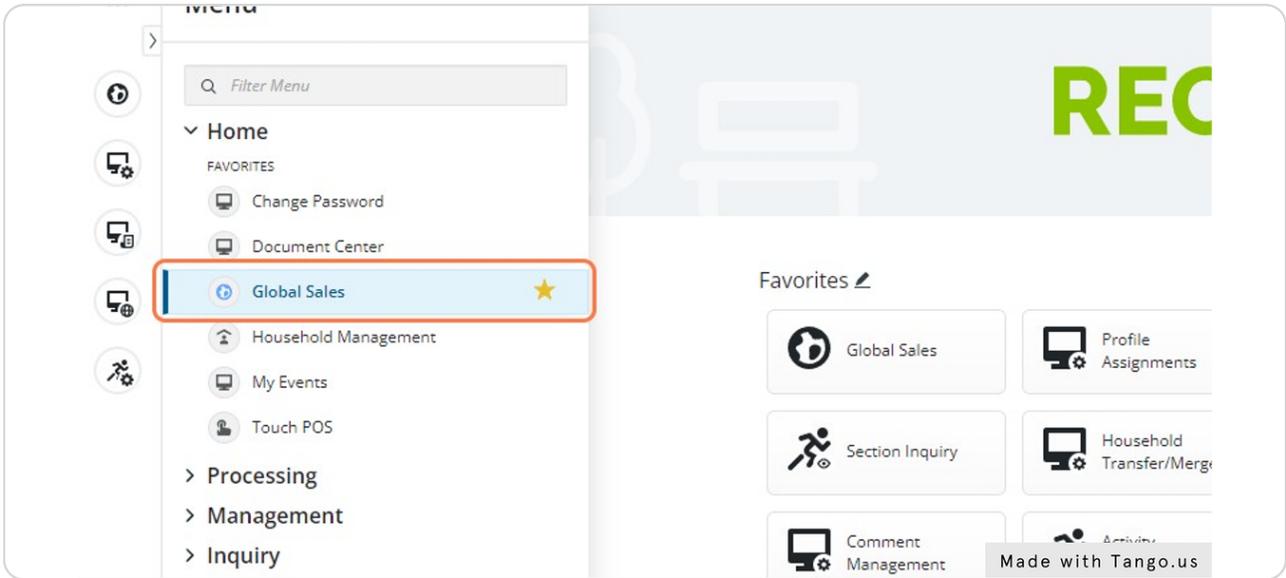
STEP 2

Click on Menu



STEP 3

Click on Global Sales



STEP 4

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

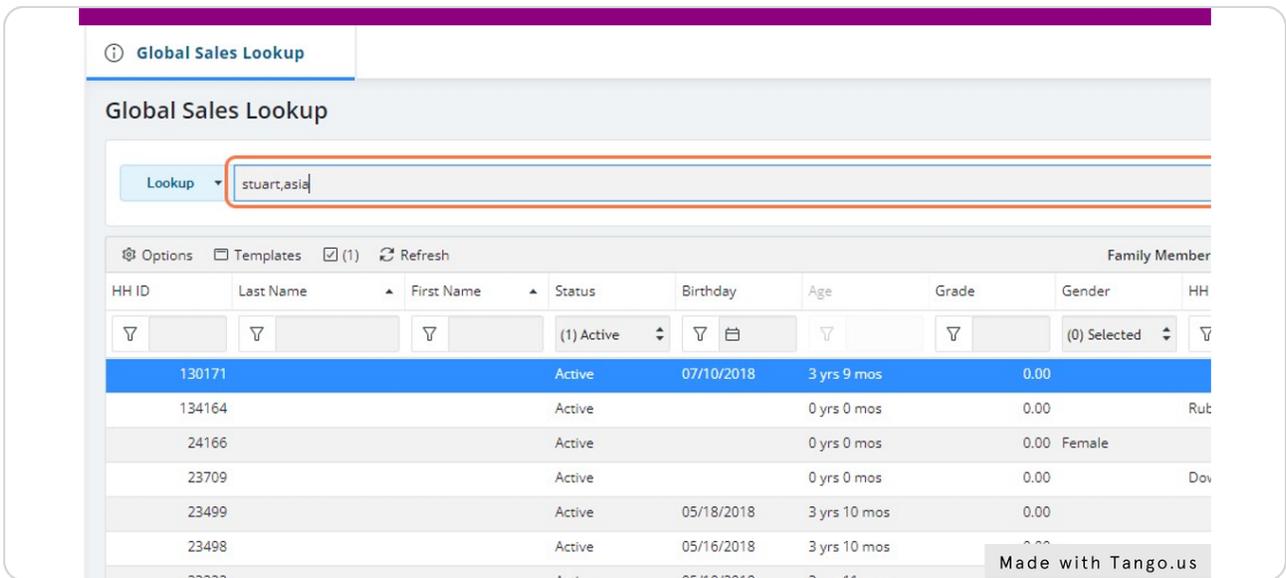
When you perform a search you have options when searching. Here are some examples:

stuart,asia

stuart,a

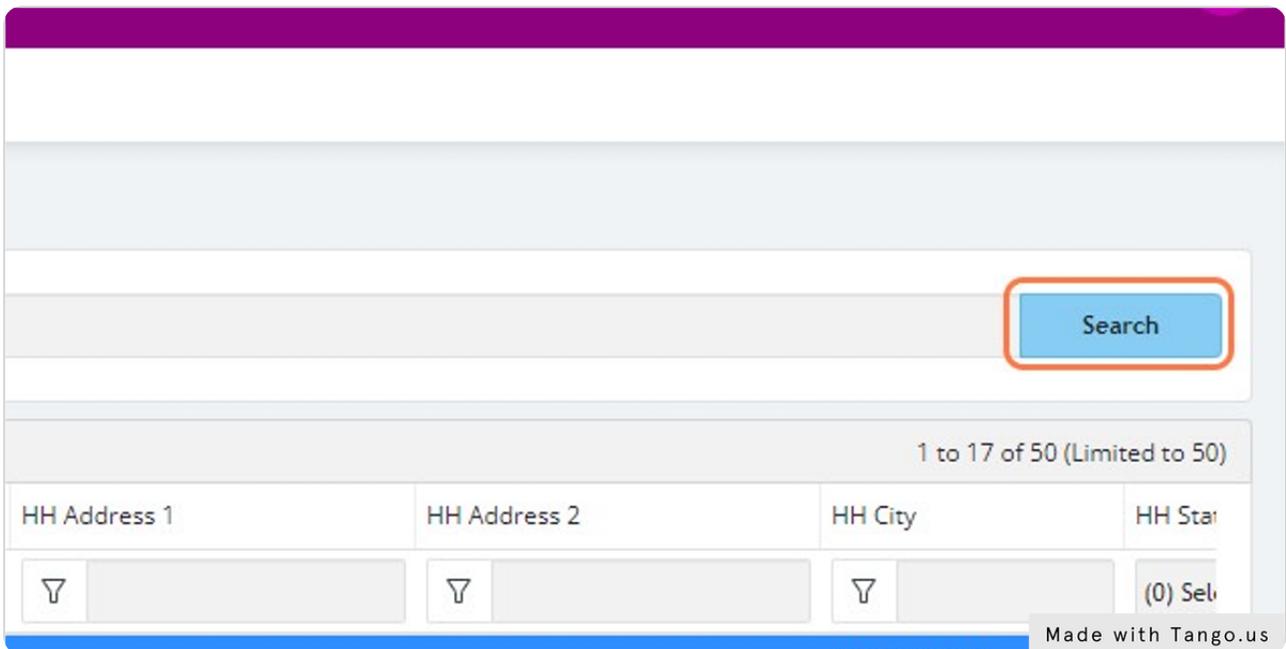
stu,asi

All will help you find the person you are looking for.



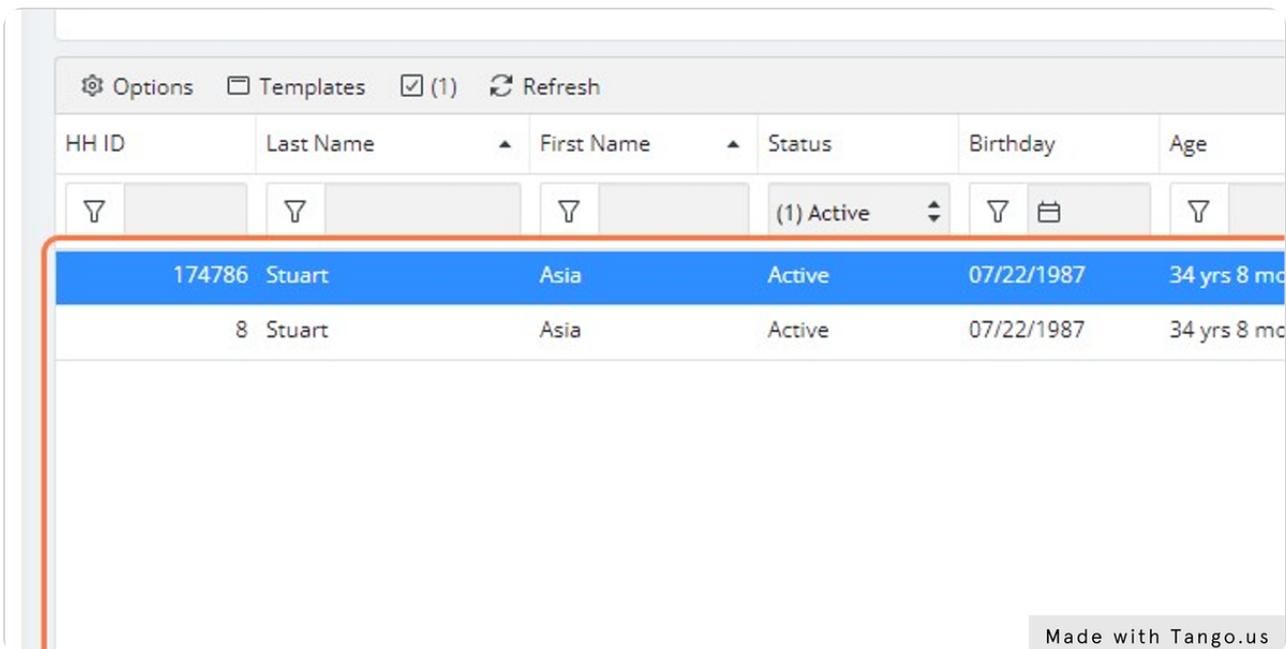
STEP 5

Click on Search



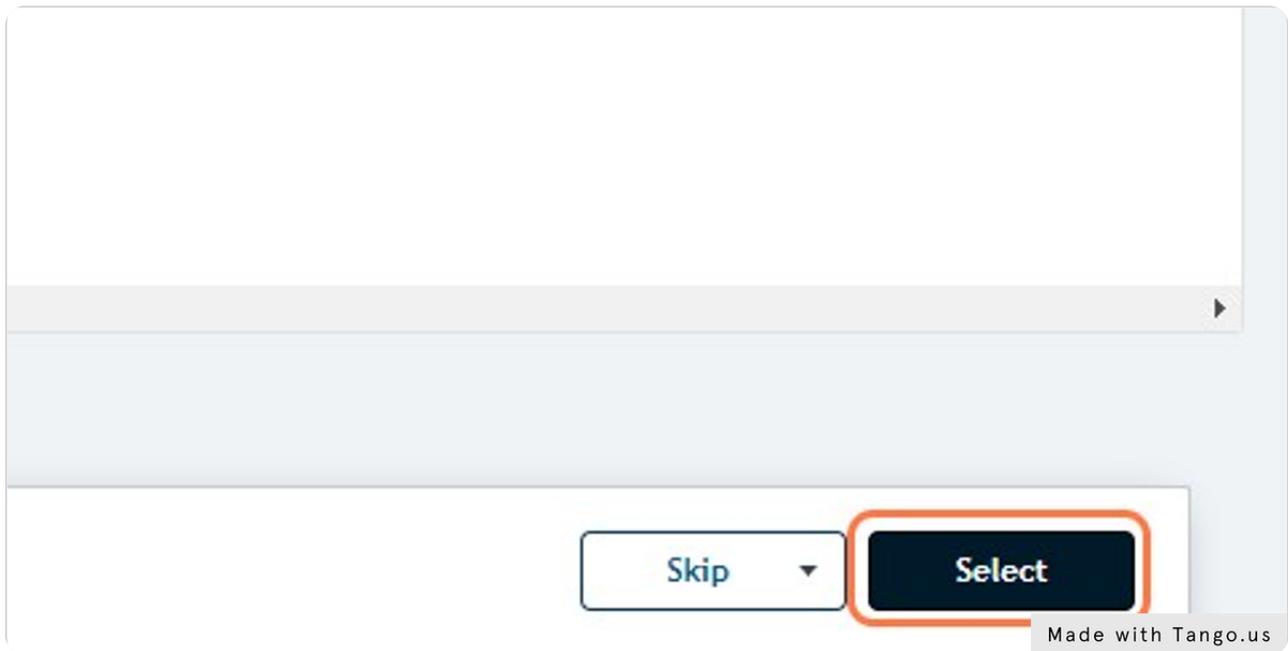
STEP 6

Click on the person you are looking for



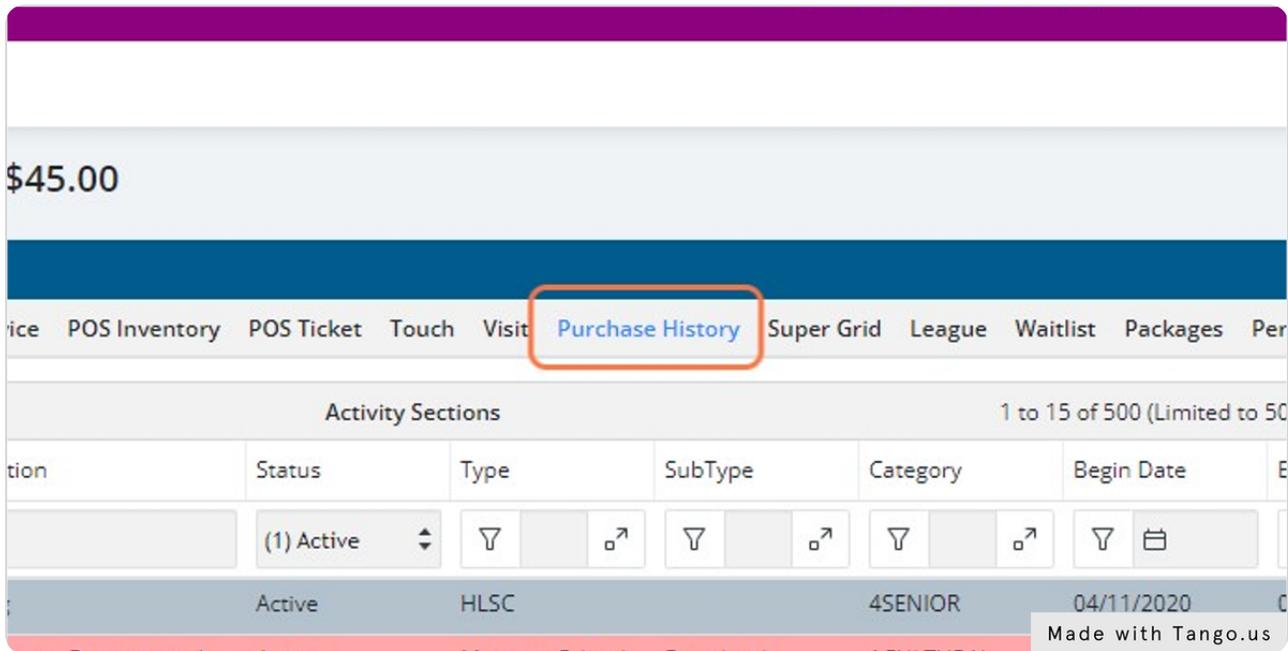
STEP 7

Click on Select



STEP 8

Click on Purchase History



STEP 9

Select/ Highlight the item to be refunded

Tran Date	Module	Description	First Name	Status
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

STEP 10

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, 12/11/...	Albus	Reserved

Update Fees | Change | **Cancel** | Pay Balance | Process | Rep

STEP 11

Click on Cancel Selected Items

The screenshot shows a table of items with columns for date, status, description, location, status, and amounts. Below the table is a row of action buttons: Update Fees, Change, Cancel, Pay Balance, Process, Reprint, and Notes. The 'Cancel' button is selected, and a dropdown menu is open, showing 'Cancel Selected Items' (highlighted with a red box) and 'Bulk Cancellation for Daycare, Facility, Court'.

<input type="checkbox"/>	01/21/2022	GR	Tee Time at 9:50 am, 01/21/...	Asia	Reserved	0.00	0.00
<input type="checkbox"/>	01/20/2022	GR	Tee Time at 9:10 am, 01/20/...	Asia	Reserved	0.00	0.00
<input type="checkbox"/>	01/20/2022	GR	Tee Time at 9:50 am, 01/20/...	Asia	Reserved	0.00	0.00
<input type="checkbox"/>	01/20/2022	GR	Tee Time at 9:50 am, 01/20/...	Benji	Reserved	0.00	0.00
<input type="checkbox"/>	01/12/2022	GR	Tee Time at 9:15 am, 01/12/...	Albus	Reserved	0.00	0.00
<input type="checkbox"/>	01/11/2022	GR	Tee Time at 7:10 am, 12/14/...	Albus	Reserved	0.00	0.00

Update Fees Change Cancel Pay Balance Process Reprint Notes

Cancel Selected Items
Bulk Cancellation for Daycare, Facility, Court

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STEP 12

Click on \$21.00 Refund

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

The screenshot shows a summary table with three columns: Total Amount, Previous Paid, and Total Due. Below the table is a button labeled '\$21.00 Refund' (highlighted with a red box).

Total Amount	Previous Paid	Total Due
\$ 0.00	\$ 21.00	\$ -21.00

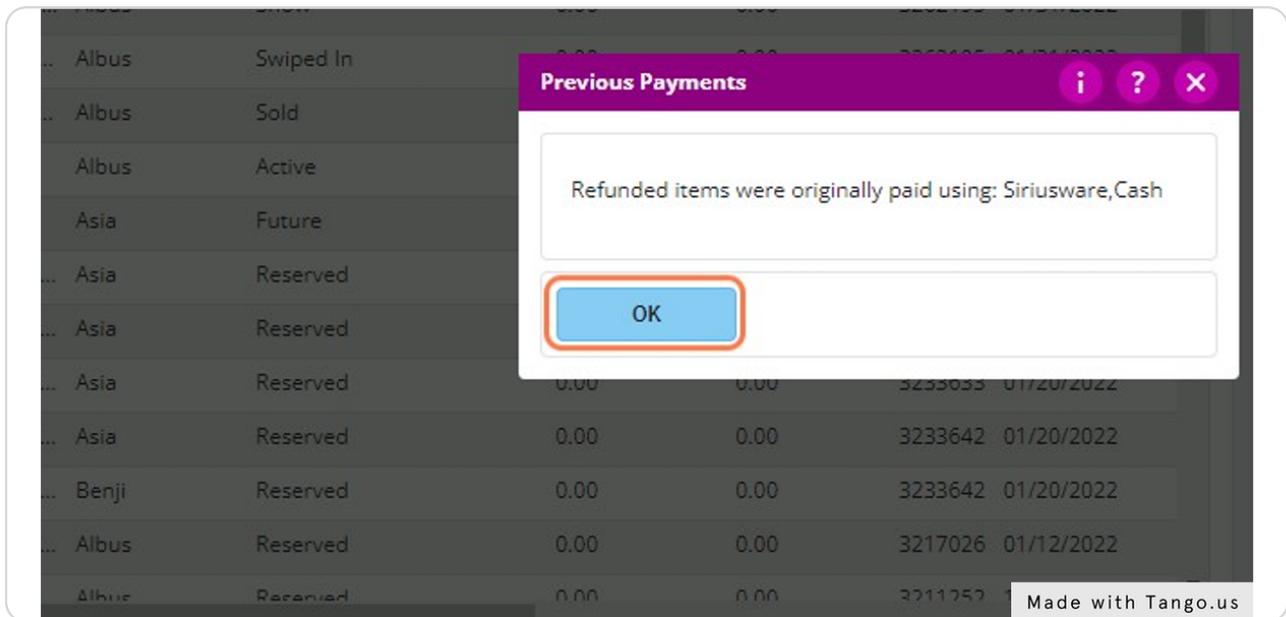
\$21.00 Refund

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STEP 13

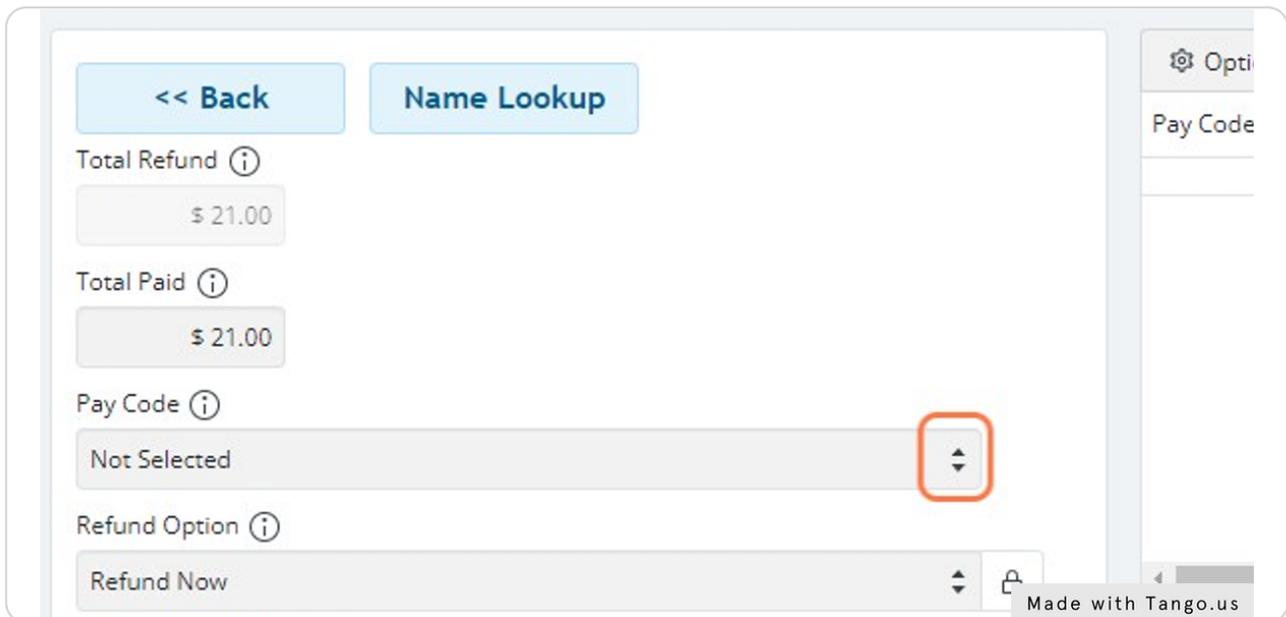
Click on OK

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.



STEP 14

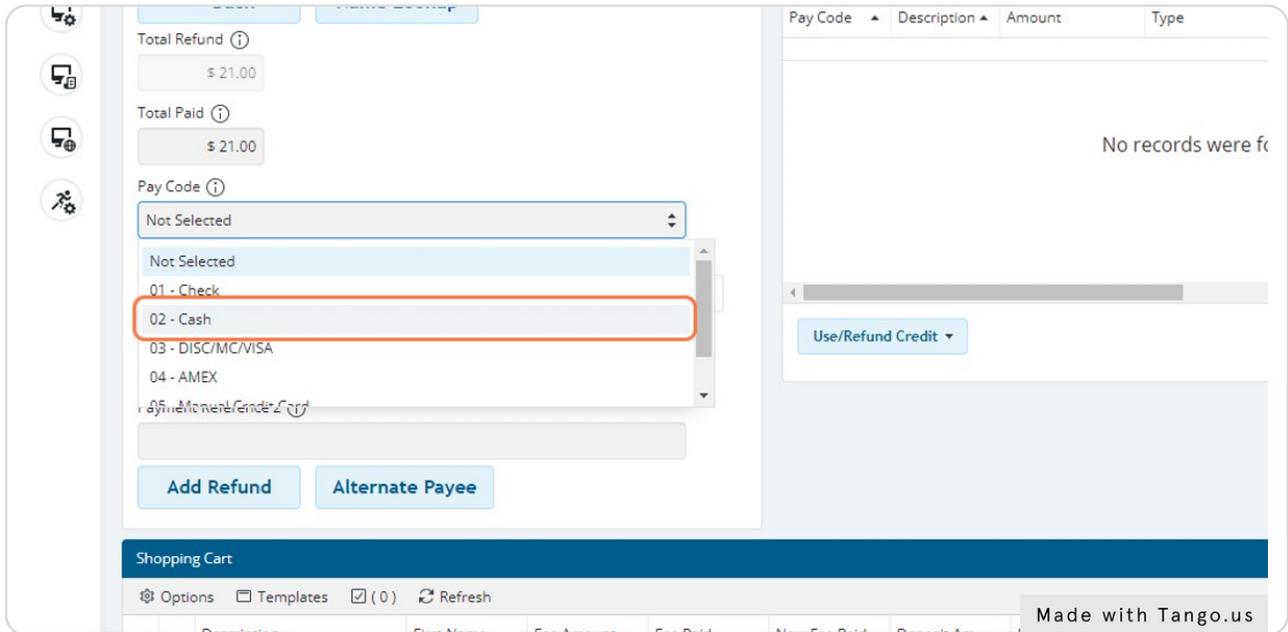
Click on highlight



STEP 15

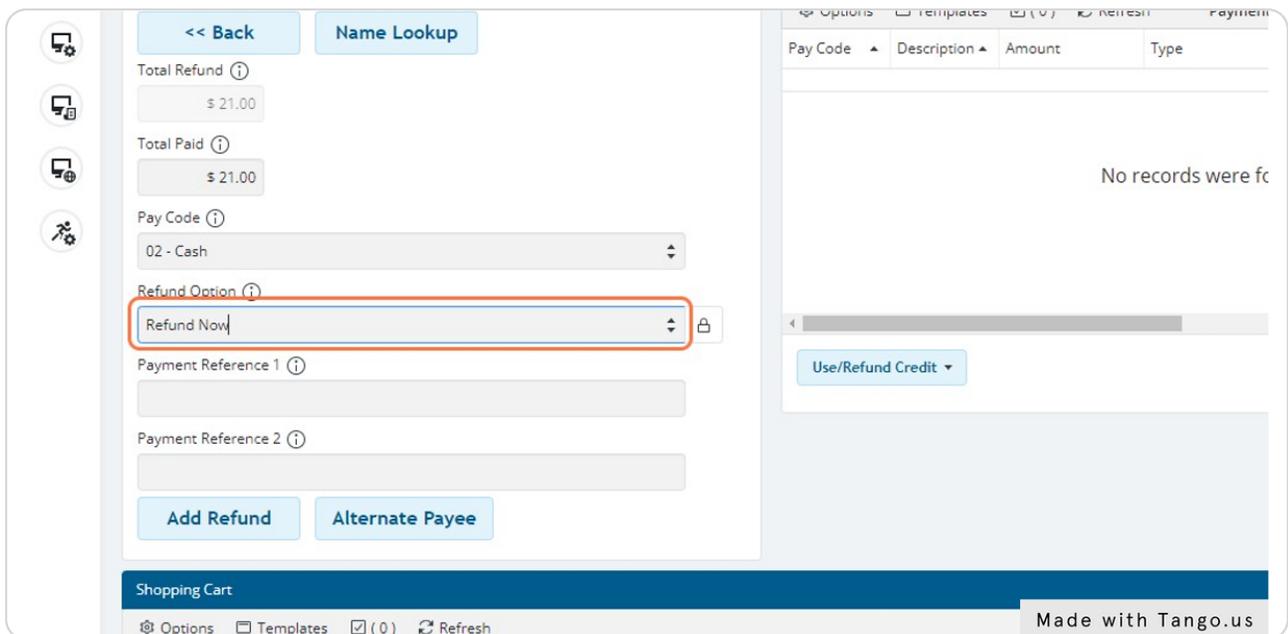
Click on 02 - Cash

Select the payment type.



STEP 16

Make sure it is set to Refund Now



STEP 17

Click on Process

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

The screenshot shows a web interface for a 'Shopping Cart'. At the top, there are two buttons: 'Add Refund' and 'Alternate Payee'. Below them is a blue header for 'Shopping Cart'. Underneath the header, there are controls for 'Options', 'Templates', a checkbox '(0)', and a 'Refresh' button. A table with the following columns is visible: 'Description', 'First Name', 'Fee Amount', 'Fee Paid', 'New Fee Paid', and 'Deposit Am...'. The table contains one row with the following data: 'REGULAR - AFTERNOON W...', 'Albus', '\$ 0.00', '\$ 0.00', '\$ 0.00', and '\$ 0.00'. At the bottom of the interface, a green 'Process' button is highlighted with a red border. In the bottom right corner, there is a small grey box that says 'Made with Tango.us'. On the left side of the interface, there is a vertical sidebar with several icons, including a checkmark icon with a '17' notification badge.

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Tango