Tango

Refunding a Transaction

17 Steps <u>View on Tango</u>

Created by

Asia Stuart

Creation Date April 14, 2022 Last Updated April 14, 2022



Go to RecTrac

STEP 2

Click on Menu





Click on Global Sales

	Meria		
0	Q Filter Menu	D	EC
	✓ Home		
E.	FAVORITES		
	Change Password		
5	Document Center		
F	🐻 Global Sales 🔶 🔶	Favorites 🖊	
	 Household Management 	Global Sales	ofile
No.	My Events		signments
	S Touch POS		ousehold
	> Processing		ansfer/Merg
	> Management		
	> Inquiry	Comment Made with T	ango us

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.

Global 9	Sales Lookup										
Global S	ales Lookup										
Lookup	▼ stuart,asia										
Options	🗆 Templates 🛛 🛛	(1) 2 Re	fresh							Family Me	mbe
HH ID	Last Name	▲ F	irst Name	^	Status	Birthday	Age	Grade		Gender	н
∇	V		∇		(1) Active 🗘	V e		∇		(0) Selected 🗘	
13(0171				Active	07/10/2018	3 yrs 9 mos		0.00		
134	4164				Active		0 yrs 0 mos		0.00		R
24	4166				Active		0 yrs 0 mos		0.00	Female	
23	3709				Active		0 yrs 0 mos		0.00		D
23	3499				Active	05/18/2018	3 yrs 10 mos		0.00		
					Activo	05/16/2018	3 yrs 10 mos				
23	3498				Active	03/10/2018	5 913 10 11103		Mada	with Tanaa	



Click on Search

		ſ	
		L L	Search
		1 to 17 of	50 (Limited to 50)
HH Address 1	HH Address 2	HH City	HH Star
V	V	V	(0) Sel
			Made with Tango.us

STEP 6

Click on the person you are looking for

			Status	Birthday	Age
7 V	7	∇	(1) Active 🗘	V e	V
174786 Stu	uart	Asia	Active	07/22/1987	34 yrs 8 m
8 Stu	uart	Asia	Active	07/22/1007	24



Click on Select



STEP 8

Click on Purchase History

\$45.00									
rice POS Inv	ventory POS Ticket Tou	ich Visit	Purchas	e History	Super G	rid League	Waitli	st Packages	Per
	Activity S	ections					<mark>1 to 15</mark>	of 500 (Limited	d to 50
tion	Status	Туре		SubType		Category		Begin Date	E
	(1) Active	7	⁷	7	⁷ 0	∇	^م	7 e	
ţ	Active	HLSC				4SENIOR	Ma	04/11/2020 de with Tang	C o.us



F	\$ O	ptions 🗇 Temp	olates 🗹 (0)	C Refresh		Purchases
	T	ran Date 🔹 🔻	Module 🔺	Description 🔺	First Name	Status
₽ ⊕		V 8	(0) Selected 🗘	V	7	(36) Active
20	0	1/31/2022	GR	Tee Time at 5:30 pm, 01/31/	Albus	Show
9	0	1/31/2022	PMV	Pass Visit for GC Sr Daily on	Albus	Swiped In
	0	1/31/2022	PSS	SENIOR - AFTERNOON WD (Albus	Sold
		1/27/2022	PM	CC Adult Pass (196888)	Albus	Active
	0	1/27/2022	PM	CC Adult Pass (92812)	Asia	Future
	0	1/21/2022	GR	Tee Time at 9:50 am, 01/21/	Asia	Reserved
	0	1/21/2022	GR	Tee Time at 9:50 am, 01/21/	Asia	Reserved
	0	1/20/2022	GR	Tee Time at 9:10 am, 01/20/	Asia	Reserved
					Made wi	th Tango.us

Select/ Highlight the item to be refunded

STEP 10

Click on Cancel

□ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Asia Reserve □ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Benji Reserve □ 01/12/2022 GR Tee Time at 9:50 am, 01/12/ Albus Reserve □ 01/11/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ Update Fees ▼ Change ▼ Cancel ▼ Pay Balance ▼ Process ▼		01/20/2022	GR	Tee Time at 9:10 am, 01/20/ Asia	Reserve
□ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Benji Reserve □ 01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve		01/20/2022	GR	Tee Time at 9:50 am, 01/20/ Asia	Reserve
01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserve 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserve Update Fees ▼ Change ▼ Cancel ▼ Pay Balance ▼ Process ▼		01/20/2022	GR	Tee Time at 9:50 am, 01/20/ Benji	Reserve
Update Fees Change Change Process Pay Balance Process		01/12/2022	GR	Tee Time at 9:15 am, 01/12/ Albus	Reserve
Update Fees Change Cancel Pay Balance Process	\Box	01/11/2022	GR	Tee Time at 7-10 am 10/14/ Albus	Recent
	Up	odate Fees 🔻	Change 🔻	Cancel Pay Balance	Process 🔹
	Up	odate Fees 🔻	Change 🔻	Cancel Pay Balance	Process 🔻
	Up	odate Fees 🔻	Change •	Cancel Pay Balance	Process •
	Up	odate Fees 🔻	Change •	Cancel Pay Balance	Process •



□ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Asia Reserved 0.00 □ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Asia Reserved 0.00 □ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Benji Reserved 0.00 □ 01/20/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 □ 01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 ↓ Update Fees ▼ Change ▼ Cancel ▼ Pay Balance ▼ Process ▼ Reprint ▼ Notes	Image: String and String		.2 GR	Tee Time at 9:50 am, 01/21/ Asia	Reserved	0.00	
Image: Strain of the strain	□ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Asia Reserved 0.00 □ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Benji Reserved 0.00 □ 01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 ↓ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 ↓ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 ↓ Update Fees ▼ Change ▼ Cancel ▼ Pay Balance ▼ Process ▼ Reprint ▼ Notes ▼ ↓ Update Fees ▼ Change ▼ Cancel Selected Items Bulk Cancellation for Daycare, Facility, Court Notes ▼	01/20/202	GR GR	Tee Time at 9:10 am, 01/20/ Asia	Reserved	0.00	
□ 01/20/2022 GR Tee Time at 9:50 am, 01/20/ Benji Reserved 0.00 □ 01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 □ 01/11/2023 GR Cancel ▼ Pay Balance ▼ Process ▼ Reprint ▼ Notes	01/20/2022 GR Tee Time at 9:15 am, 01/20/ Benji Reserved 0.00 01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 01/11/2022 GR Tee Time at 9:10 am 12/14/ Albus Reserved 0.00 Update Fees Change Cancel Pay Balance Process Reprint Notes Update Fees Change Cancel Selected Items Bulk Cancellation for Daycare, Facility, Court Notes Courcel	01/20/202	GR GR	Tee Time at 9:50 am, 01/20/ Asia	Reserved	0.00	
Update Fees Change Cancel Pay Balance Process Reprint Notes Cancel Selected Items	01/12/2022 GR Tee Time at 9:15 am, 01/12/ Albus Reserved 0.00 01/11/2022 GR Tee Time at 7:10 am 12/14/ Albus Reserved 0.00 Update Fees ▼ Change ▼ Cancel ▼ Pay Balance ▼ Process ▼ Reprint ▼ Notes ▼ Cancel Selected Items Bulk Cancellation for Daycare, Facility, Court Bulk Court Court Court		IZ GR	Tee Time at 9:50 am, 01/20/ Benji	Reserved	0.00	
Update Fees Change Cancel Cancel Items Cancel Items	Update Fees Change Cancel Cancel L Cancel Pay Balance Process Reprint Notes Notes Cancel Selected Items Bulk Cancellation for Daycare, Facility, Court	01/12/202	.2 GR	Tee Time at 9:15 am, 01/12/ Albus	Reserved	0.00	
	Bulk Cancellation for Daycare, Facility, Court			Cancel Selected Items			
	Bulk Cancellation for Daycare, Facility, Court			Cancel Selected Items			
Bulk Cancellation for Daycare, Facility, Court				Bulk Cancellation for Daycare, Facility, Co	urt		

Click on Cancel Selected Items

STEP 12

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.

111 N. (200100-01)					
Albus	Swiped In	Previous Par	ments	2252405 044	
Albus	Sold				
Albus	Active	Refunded	items were origi	nally naid using: Siri	usware Cash
Asia	Future	Kerandea	items were ongi	nany para asing. Sin	usware, cash
Asia	Reserved				
Asia	Reserved	ок			
Asia	Reserved	0.00	0.00	5253033 UT/	20/2022
Asia	Reserved	0.00	0.00	3233642 01/	20/2022
Benji	Reserved	0.00	0.00	3233642 01/	20/2022
Albus	Reserved	0.00	0.00	3217026 01/	12/2022
Albrie	Received	0.00	0.00	2011050 1 M	lade with Tango.us

STEP 14

Click on highlight

<< Back	Name Lookup	as Ob
Dack	Rame Lookup	Pay Cod
Total Refund		
\$ 21.00		
Total Paid 访		
\$ 21.00		
Pay Code (
Not Selected		\$
Refund Option (
Refund Now		<u>•</u> д



Click on 02 - Cash

Select the payment type.

		Pay Code A Description A Amount Type
	Total Refund	
F a	\$ 21.00	
	Total Paid (j)	
₽ ⊕	\$ 21.00	No records were fo
28	Pay Code (
~•	Not Selected	
	Not Selected	
	01 - Check	4
	02 - Cash	
	03 - DISC/MC/VISA	Use/Refund Credit 🔻
	04 - AMEX	
	- djhueMonienelfender∠ord	
	Add Refund Alternate Payee	
	Shopping Cart	
	© Options ☐ Templates ☑ (0)	Made with Tange up
	Denvirent Provident Provident Provident	Made with rango.us

STEP 16

Make sure it is set to Refund Now

	KK Back Name Lookup	\$	e options	C remplates	EI(V) E neire	eayment
		Pay	y Code 🔺	Description •	Amount	Туре
	Total Retund (;)					
	\$ 21.00					
	Total Paid (
T O	\$ 21.00				No	records were fo
22	Pay Code ()					
10	02 - Cash 🗘					
	Refund Option ①					
	Refund Now 🗘	4				
	Payment Reference 1 ()		Use/Refund	I Credit 🔻		
	Payment Reference 2 ()					
	Add Refund Alternate Payee					
	Shopping Cart					
	© Options ☐ Templates ☑ (0)				Made wit	h Tango.us



Click on Process

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





Created in seconds with



