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| Title | **20. Steps for Processing Credit Card Refunds in POS Net** |
| Objective | To process credit card refunds efficiently and accurately for customers. |
| Responsibility | The Manager in charge, either the Store Manager (SM) or Assistant Store Manager (ASM) responsible for shop operations. |
| Steps | 1. **Access Credit Card Refund Function**:    * Log in to POS.    * Click on the "Operations" menu.    * Select "Credit Card."    * Choose "Credit." 2. **Retrieve Transaction Information**:    * On the credit screen, you can either follow the on-screen prompts or manually enter the invoice number. The system will automatically populate the required information. 3. **Process the Refund**:    * Swipe the customer's credit card through the card reader.    * Wait for approval.    * If the card is not available, use the credit review function and obtain the credit card number from the customer. 4. **Inform the Customer**:    * Politely inform the customer that most credit card companies may not apply the credit instantly.    * Explain that the credit card company's policy is to apply refunds to the following month's statement, which is beyond the store's control. 5. **Alternative Procedures**:    * In case the POS system is down, refer to the manual credit card processing procedures documented in the POS documents folder. 6. **Reference the Refund Policy**:    * Consult the store's refund policy protocol for additional details, including the authorization form and any other relevant information. |
| Revision Date | 9/25/2023 |