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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.
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