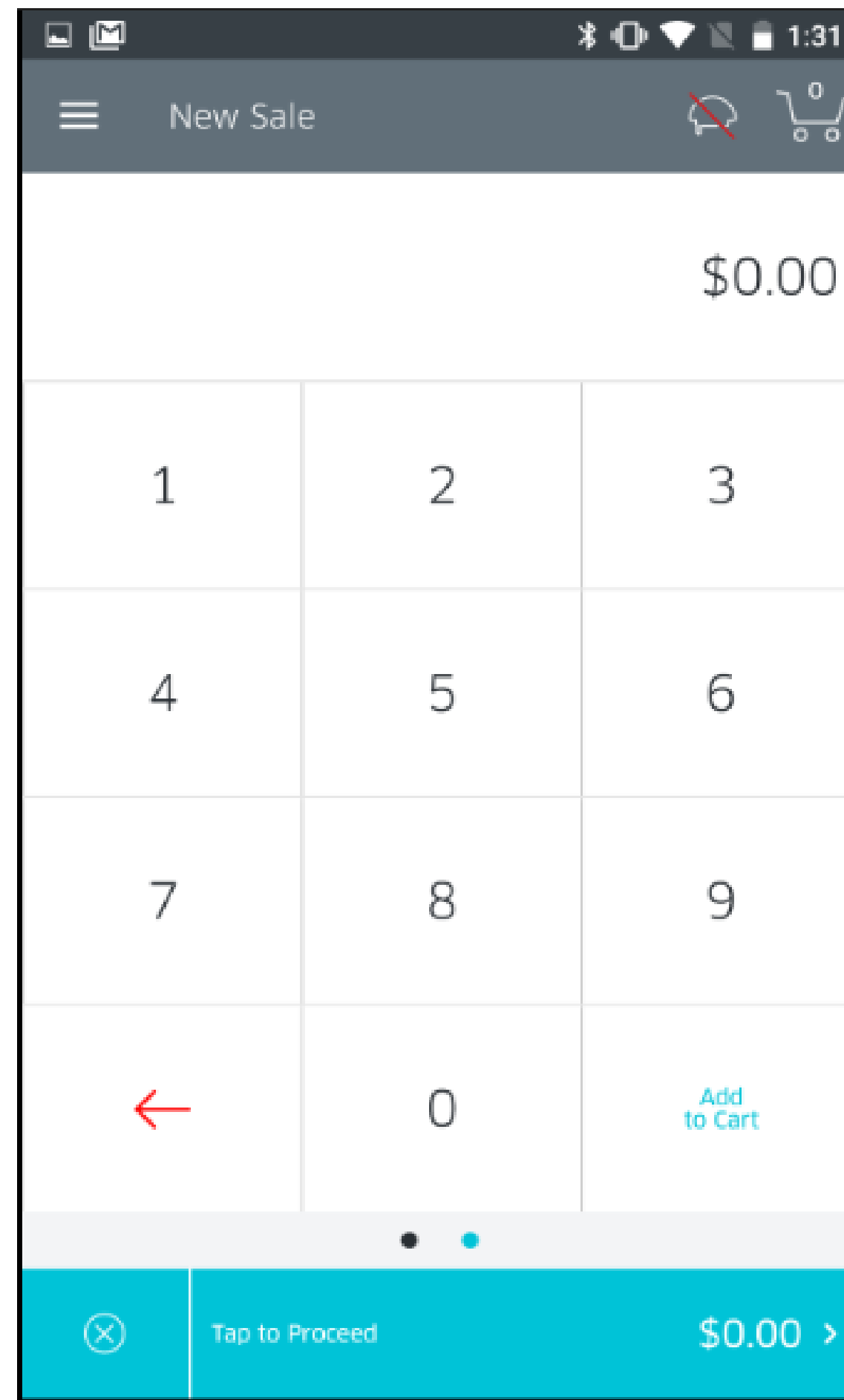


How do I refund a transaction?

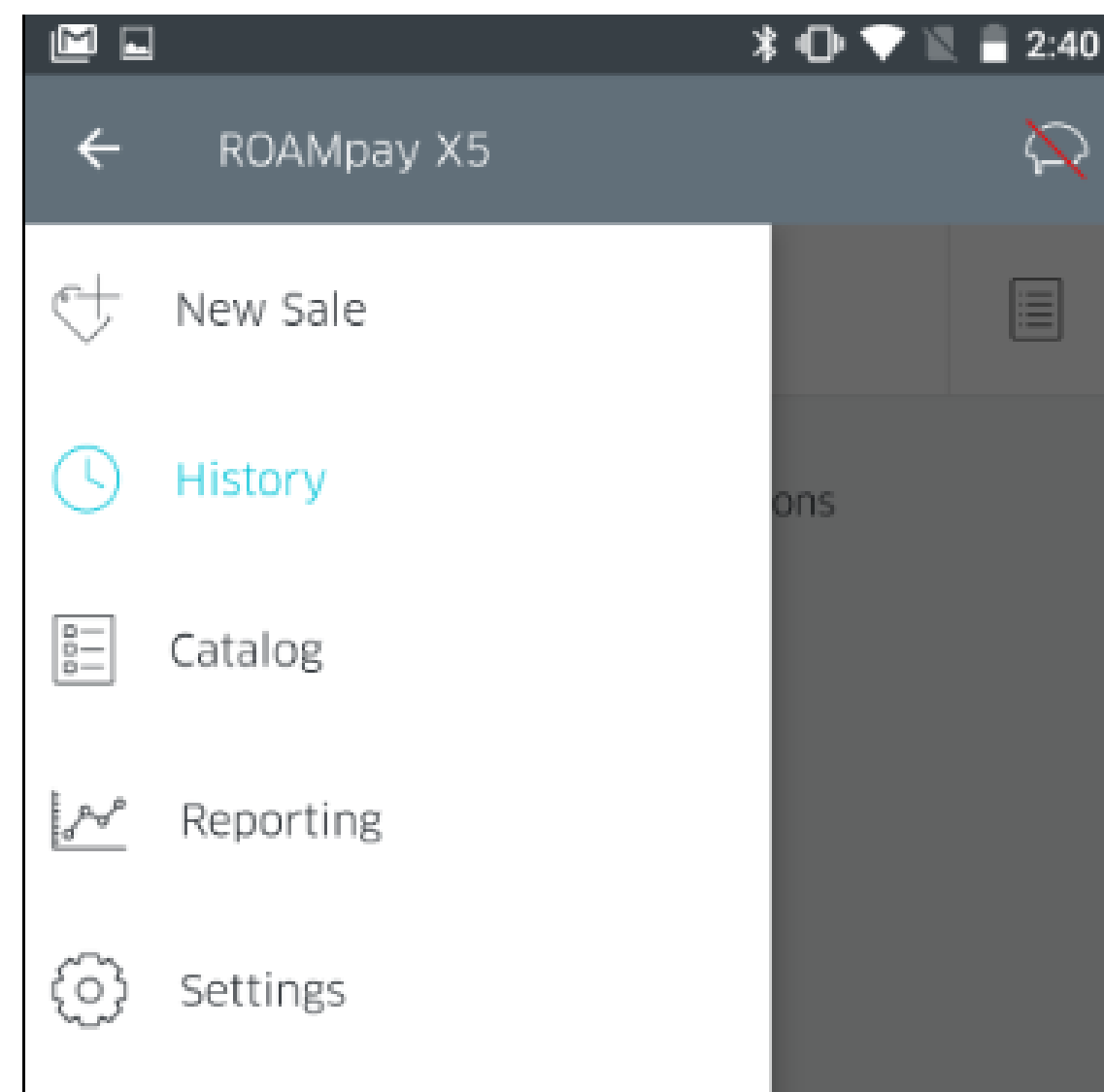
Posted: Oct 20, 2016

ROAMpay X5 will determine if the transaction has settled or not. If the transaction has not settled a void will occur, if the transaction has settled then a refund will occur.

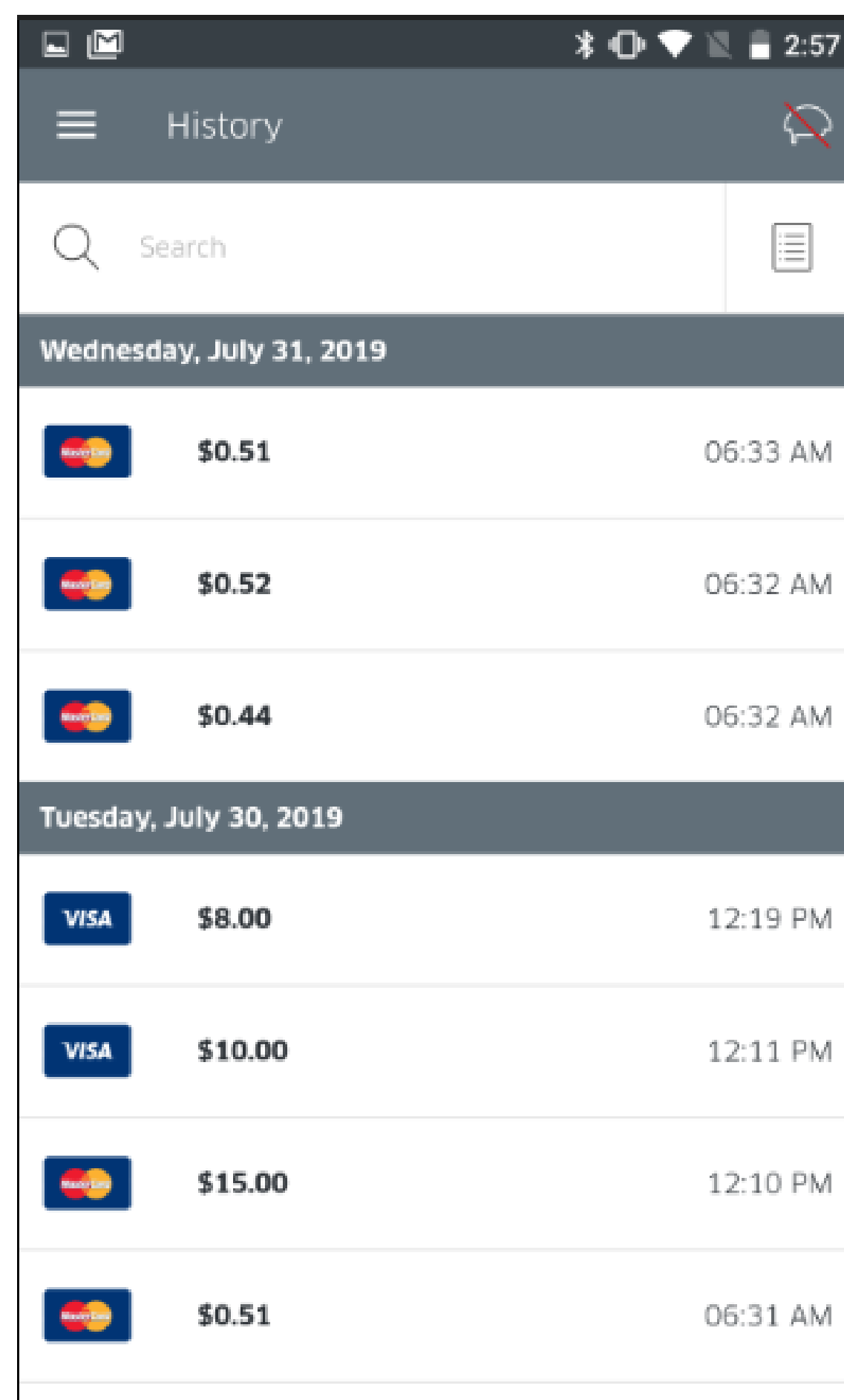
1. Go to the cart screen.



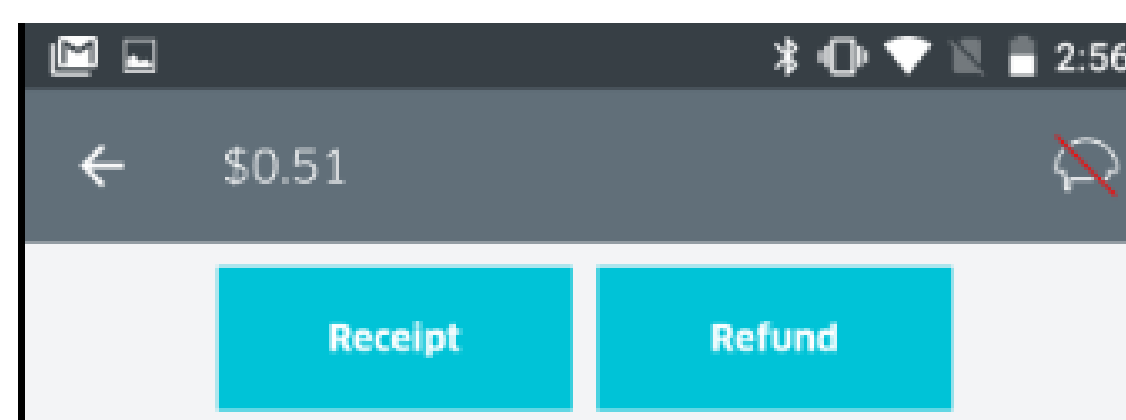
2. Tap the **Menu** icon on the top-left corner to go to the Menu screen.
3. Tap **History**.



4. This will bring up a list of all past transactions. You can now select the line item for which you would like to send the receipt by **tapping on the row**.



5. You'll now find yourself at the detailed transaction history screen. Along the top row, you'll see the **Refund** option (shown below). Tap this option for the Issue Refund prompt.



6. Type in the amount you would like to refund, and tap the **arrow** in the upper-right hand corner to confirm. Your refund will process and you will be directed back to the transaction details screen. **Note: The refund amount cannot exceed the amount originally tendered.**

