

Chargebacks Till Code

You can remove any ticket sales that have received chargebacks from the web store. Using chargebacks improves the accuracy of your reports. It also invalidates tickets purchased in the disputed transaction.

What are chargebacks?



"A chargeback is the charge a credit card merchant pays to a customer after the customer successfully disputes an item on his or her credit card statement."¹

Instructions

1. From Manager Console, click **Maintenance**.
2. Double-click **System Settings**.
3. Double-click **Till Codes**.

¹<http://www.investopedia.com/terms/c/chargeback.asp>



4. Scroll down to Till Code **Chargebacks**.

Select Which Types Of Tender Are Accepted					
Till Code	Description	Enable	Include In Cash Out	Include In Computed	Include In Cash In
49	Item 10	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
50	Item 11	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
51	Item 12	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
52	Item 13	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
53	Item 14	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
54	Item 15	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
55	Item 16	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
56	Item 17	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
57	Item 18	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
58	Item 19	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
59	Item 20	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
60	Room Charge	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
61	Chargebacks	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

OK Cancel

The **Include in Computed** check box is selected by default. If the **Enable** check box is selected, the button will appear **only** for receipt return. It cannot be added as a tender button on POS setup.

Use Chargeback Till Code For a Receipt Return

1. From POS, perform a **Receipt Return**.
 1. From POS, press **Receipt Return**.

If you don't see the Receipt Return button, press **More Buttons**, then press **Receipt Return**. If it is not there, create a new button.
 2. If you already know the receipt number, type it in to the **Enter Receipt/Ticket Number** field.
 - If not, press . The **Receipt Search** screen will appear.

Chargebacks Till Code

Receipt Return

Enter Receipt/Ticket Number

Receipt Date
Sold At Station
Sold By

7	8	9
4	5	6
1	2	3
-	0	Back Space
Clear	Select	

Original Receipt Amount \$0.00
Less Refunded Amount \$0.00

Receipt Balance \$0.00
Amount To Refund \$0.00
Tax To Refund \$0.00

Amount Remaining \$0.00

Refund All Items

Refund	Qty	Item Description	Original Quantity	Original Amount	Refunded Quantity	Code Name
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OK Cancel

3. Enter the search parameters, then press .



Receipt Search

Receipt Number

Receipt Date Station Last Six

001 170613 39 0

Rec ID	Date / Time	Amount
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Search for a receipt by entering part or all of the receipt number in the search fields above then clicking search icon

Cancel

4. Click **Select** next to the receipt you want to return.



Receipt Search

Receipt Number: 001
Receipt Date: 170613
Station: 39
Last Six: [Redacted]

Rec ID	Date / Time	Amount	
001-170613-039-003668	06/13/2017 12:57 PM	\$156.5	Select
001-170613-039-003655	06/13/2017 10:08 AM	\$3.16	Select

Search for a receipt by entering part or all of the receipt number in the search fields above then clicking search icon

Cancel

5. Press the **No** button in the **Refund** column for all items to be refunded to change them to **Yes**. To reverse the change, press the button again.



Receipt Return

Enter Receipt/Ticket Number: **001-170613-039-003668**

Receipt Date: **6/13/2017 12:57 PM**
 Sold At Station: **Main Server Station**
 Sold By: **Ponce, Anays**

7	8	9
4	5	6
1	2	3
-	0	Back Space
Clear		Select

Original Receipt Amount \$156.55
 Less Refunded Amount \$0.00

 Receipt Balance \$156.55
 Amount To Refund \$150.00
 Tax To Refund \$0.00

 Amount Remaining \$6.55

Refund All Items

Refund	Qty	Item Description	Original Quantity	Original Amount	Refunded Quantity	Code Name
No		Corn Dog	1	1.75	0	
No		Curly Fries	1	1.55	0	
No		Mozzerela Sticks	1	2.95	0	
Yes	1	Cake	1	150.00	0	

6. Press **OK**.

