

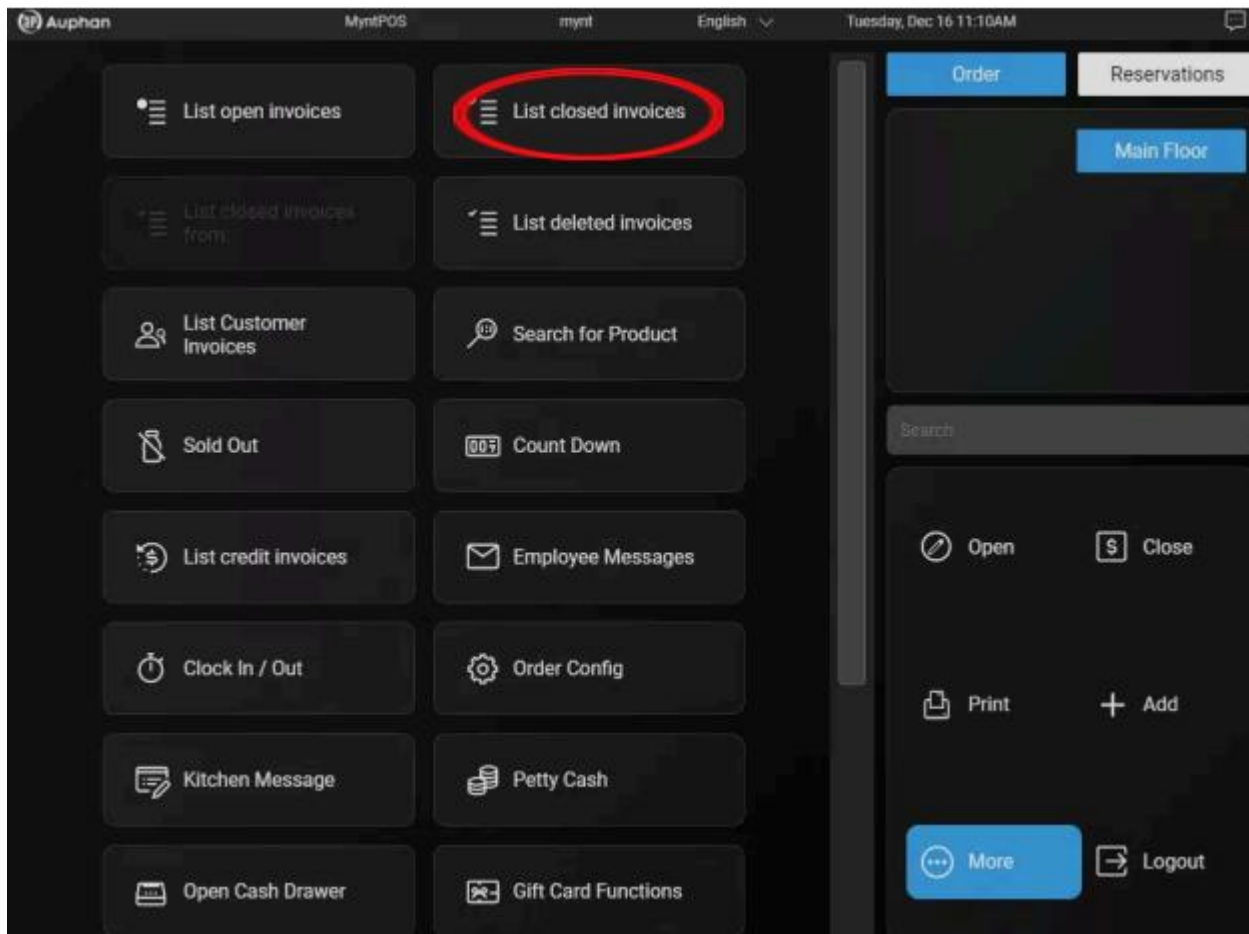


HOW TO REFUND AN INVOICE

MYNT CORE & ENTERPRISE

This is a step-by-step guide on how to refund a customer in Mynt.

If you need to refund an entire invoice, start by copying the invoice in question.



Go to “List closed invoices.”

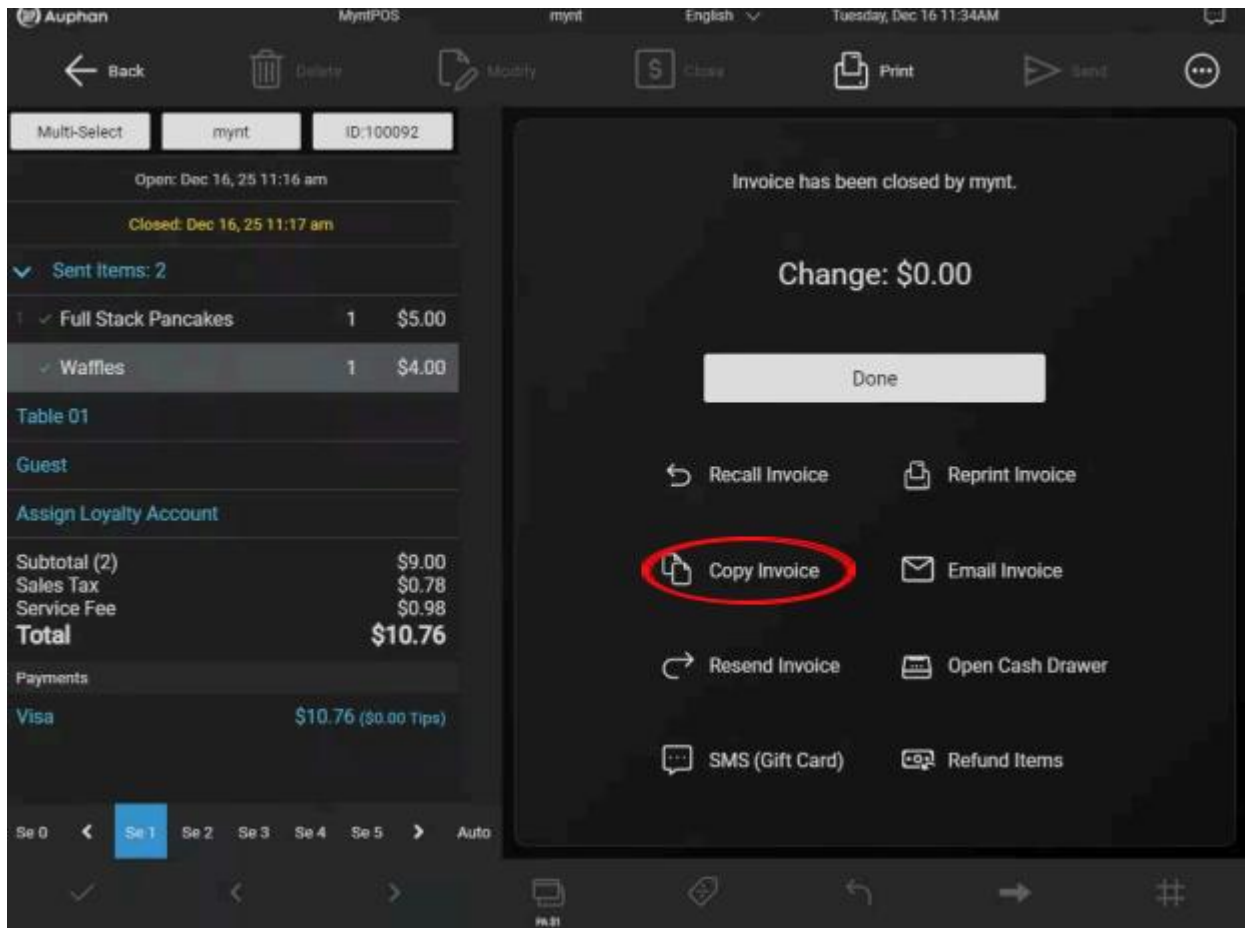


Auphan MyntPOS mynt English Tuesday, Dec 16 11:17AM

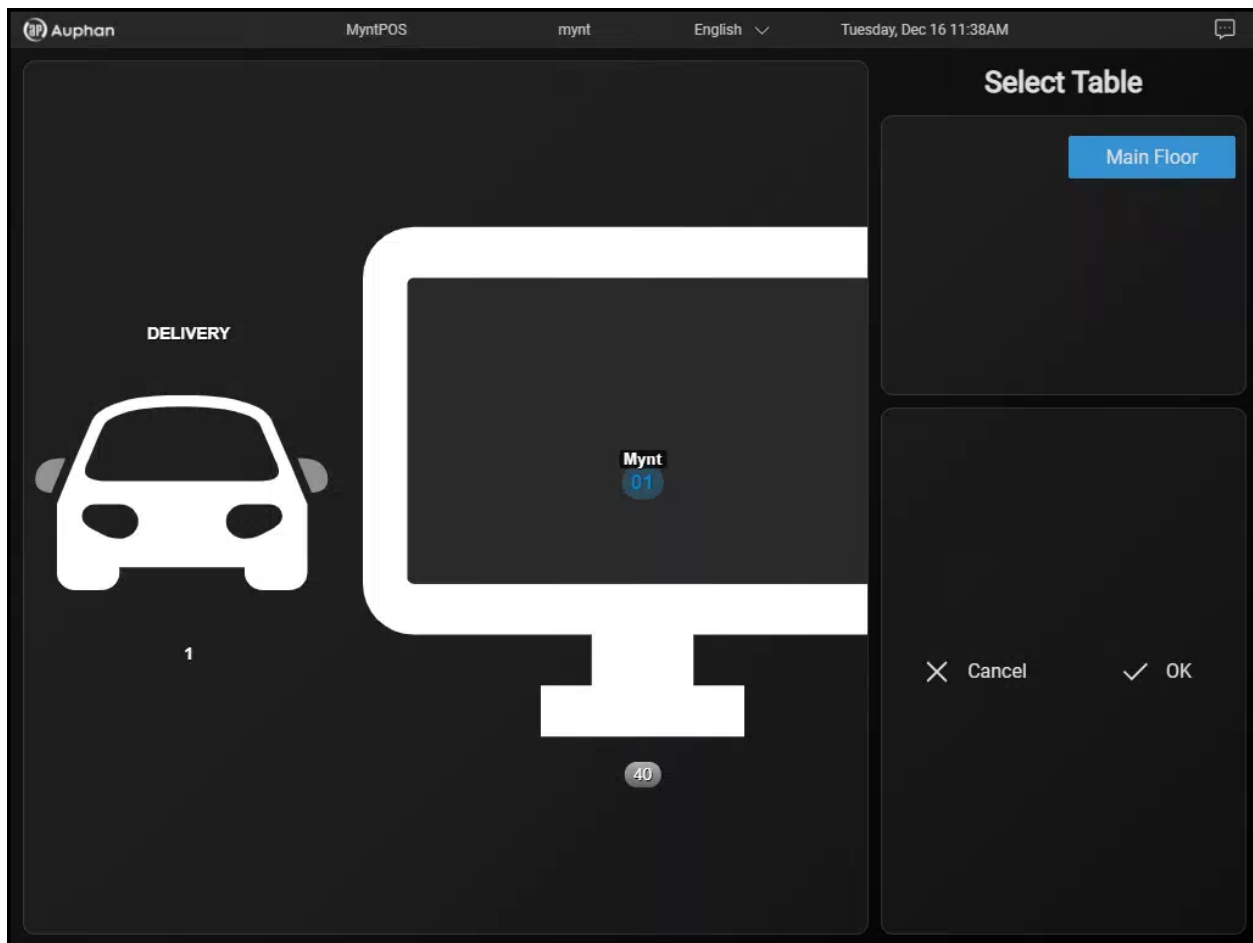
← Back Pin Sort By Search Customers

01 mynt \$10.76 ID: 100092 Paid Dec 16, 25 11:17 am Full Stack Pancakes 1 Waffles 1 Close Print	Quick 84 mynt \$16.31 ID: 100084 Dec 11, 25 4:04 pm P2. Rice Noodles w/ Beef 1 Meatballs Close Print	Quick 83 mynt \$7.55 ID: 100083 Paid Dec 11, 25 4:04 pm A2. Fried Egg Rolls (3) 1 Close Print	Quick 82 mynt \$16.31 ID: 100082 Dec 11, 25 2:23 pm P2. Rice Noodles w/ Beef 1 Meatballs Close Print
Quick 81 mynt \$9.73 ID: 100081 Paid Dec 11, 25 2:23 pm A6. Calamari 1 Close Print	Quick 80 mynt \$7.55 ID: 100080 Paid Dec 11, 25 2:20 pm A2. Fried Egg Rolls (3) 1 Close Print	Quick 79 mynt \$7.55 ID: 100079 Paid Dec 11, 25 2:15 pm A2. Fried Egg Rolls (3) 1 Close Print	Quick 78 mynt \$16.31 ID: 100078 Dec 11, 25 2:14 pm P2. Rice Noodles w/ Beef 1 Meatballs Close Print

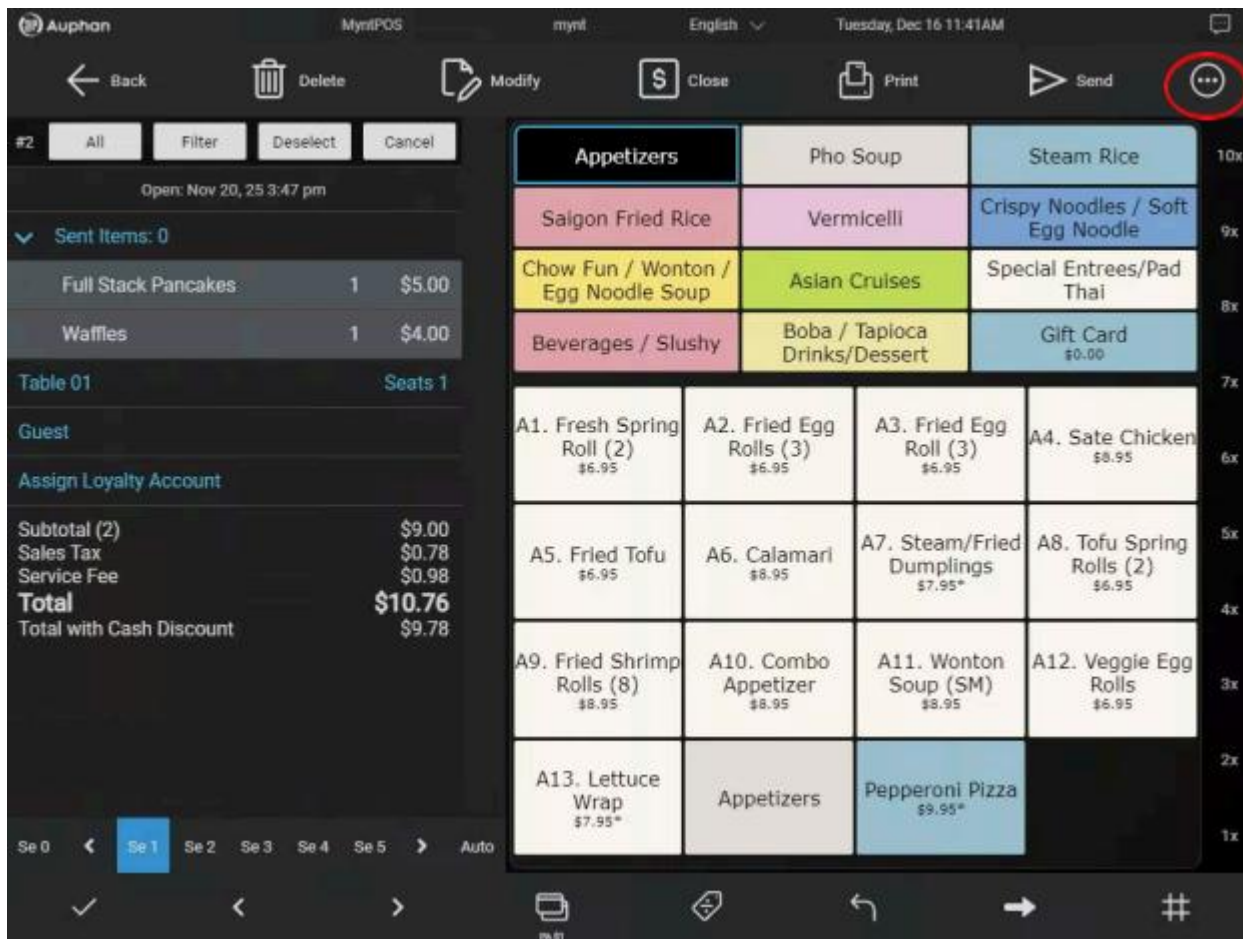
Select the invoice to be refunded.



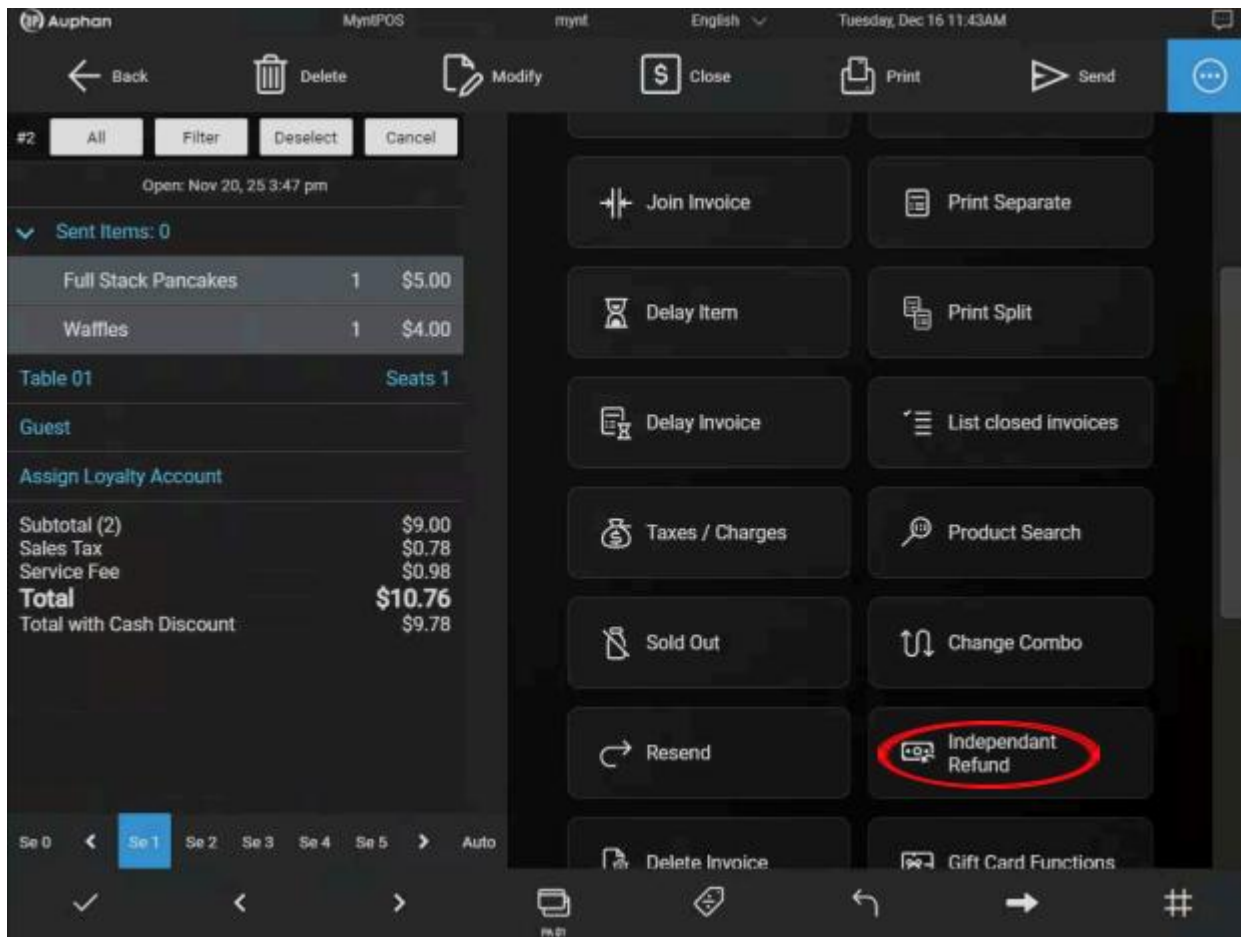
If Table Service mode is used, this will bring up the table map where you can copy this new invoice. Select a table to copy the invoice.



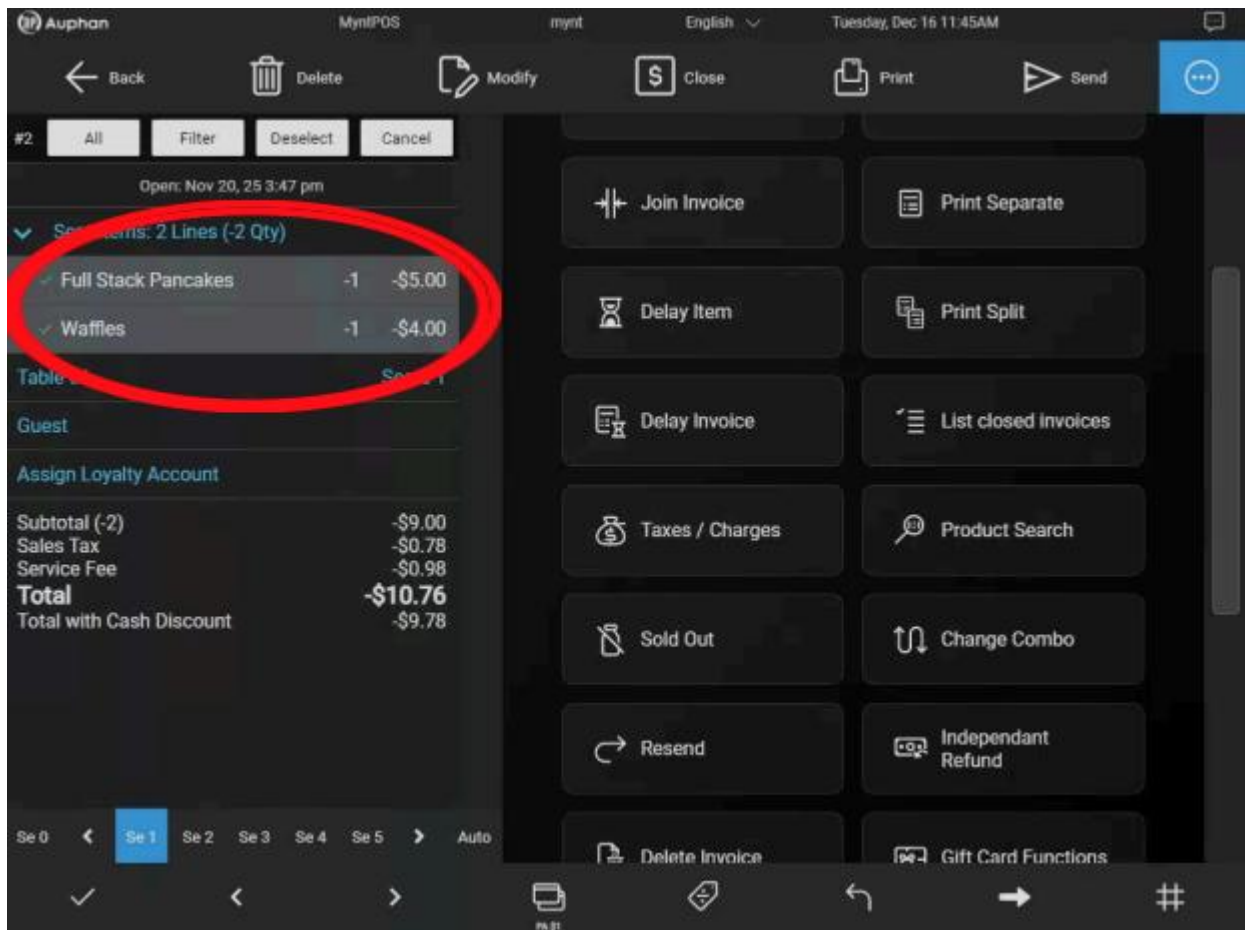
Select the table.



Open the “More” menu (Three Dots).



Select "Independent Refund".



After selecting “Independent Refund”, the items will become negative, changing the invoice total.
Negative prices will refund money to the customer’s card.



MyntPOS interface showing a refund process. The screen displays a list of items: "Full Stack Pancakes" and "Waffles" with negative quantities and prices. The total amount to be refunded is -\$10.76. The interface includes a numeric keypad, a "Close" button, and various transaction options like MC, Visa, Debit, Check, and Auphan Gift Card.

From here, close the invoice out as normal, and the negative amount will be refunded.

IMPORTANT NOTE: These same steps can be performed after adding items manually to an invoice, rather than copying an existing invoice.

Congratulations!

You can now successfully refund a customer!

