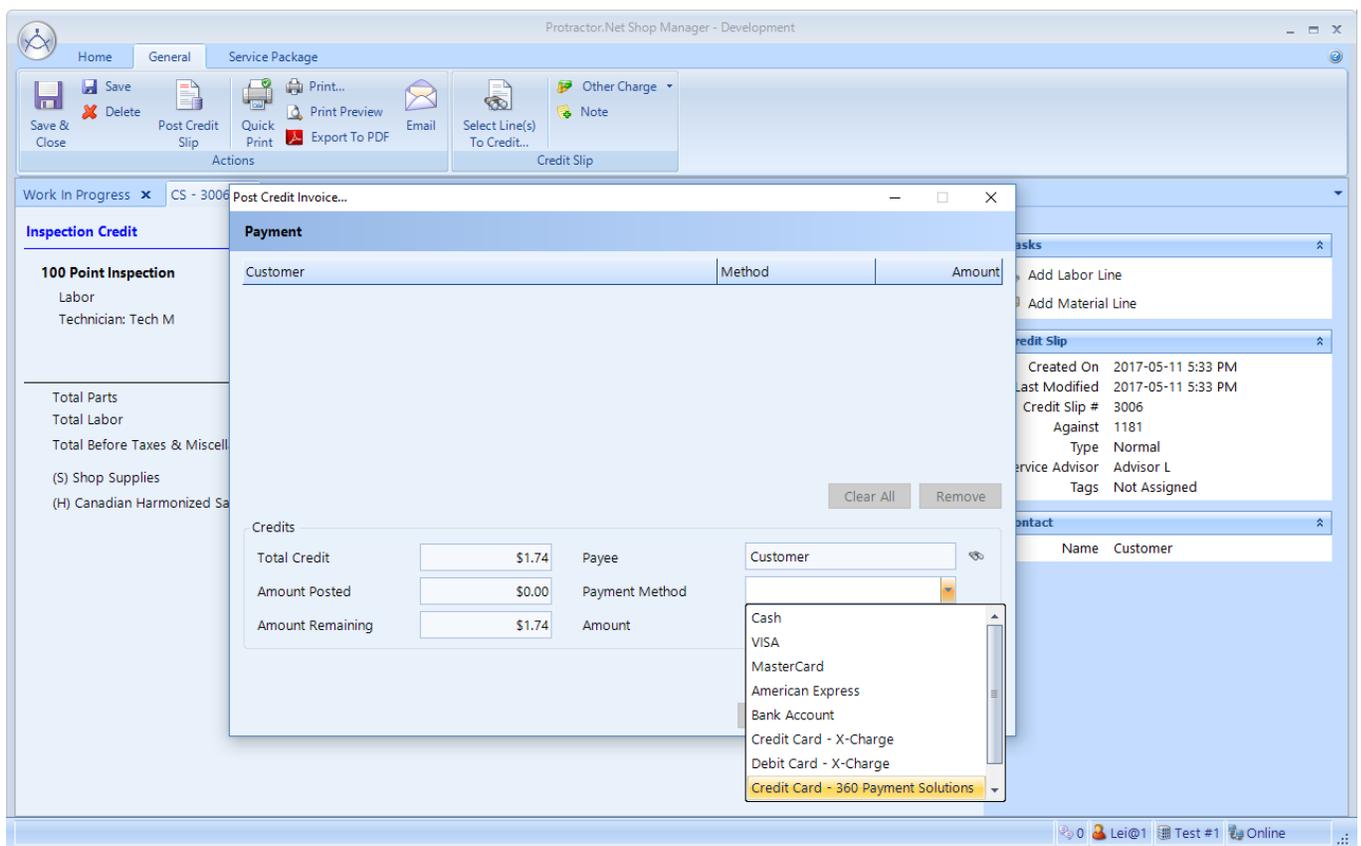


## 360 Payment Solutions refund instructions with screen shots:

First of all, the ability to do full or partial refund and the setup is handled by 360 Payment Solutions. So if you come across an issue where you cannot do a refund then you will need to contact 360 Payment Solutions for support at **1-855-360-0360** or by clicking on the following link to complete a request for support: [360- Payment Solution Support Request](#).

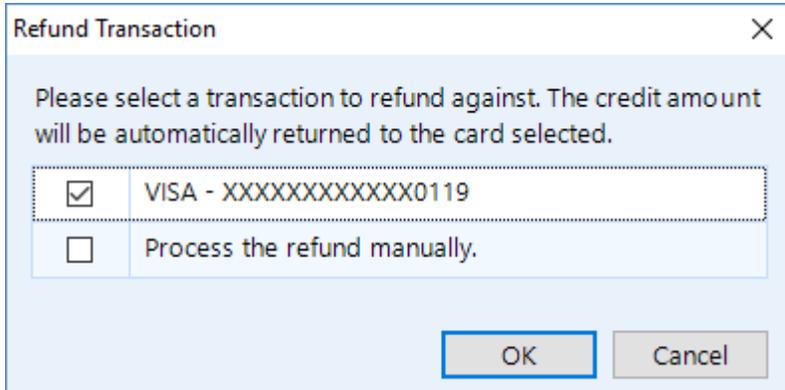
For example, if you are not able to complete a successful refund using the new integrated refund process in Enterprise Pro then 360 Payment Solutions will have to process it manually, and only then will you be able to select the "Manual" payment method to put the payment in the system.

Processing a refund is similar to posting a credit slip in Enterprise Pro, but you will select 360 Payment Solutions from the drop down, and then click "Add".



The dialog will show all the credit card that had been used for the original invoice so that the user can choose one to refund back to. In typical scenario there should be only one credit card listed. We still include a "Process the refund manually" entry in difficult case where a refund cannot be processed by us via the linked refund process and needs to be processed manually by 360 Payment Solutions. This will

allow the user to record the transaction just like any other manual transaction performed outside of integrated process.



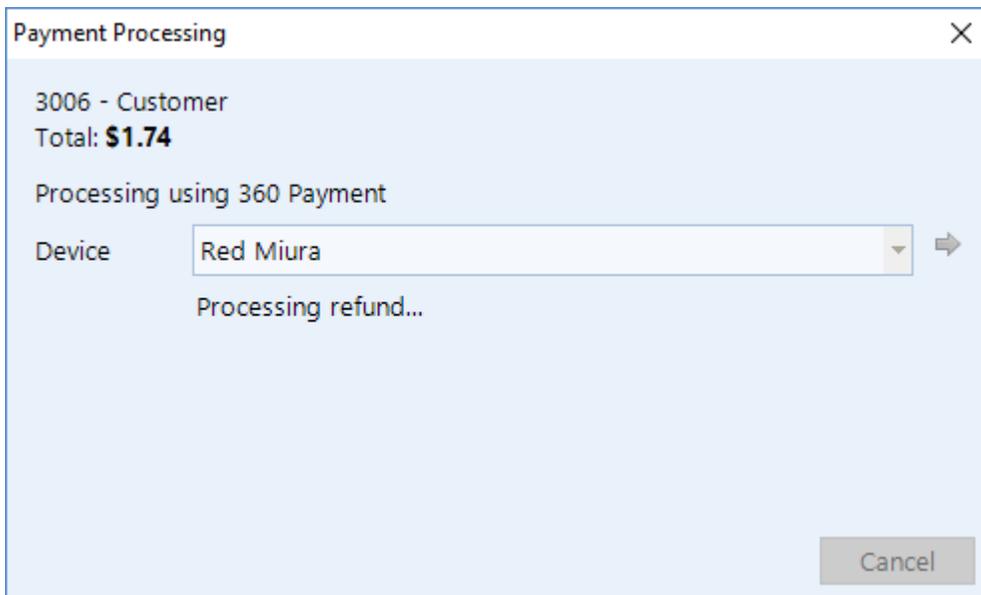
Refund Transaction

Please select a transaction to refund against. The credit amount will be automatically returned to the card selected.

<input checked="" type="checkbox"/>	VISA - XXXXXXXXXXXXXXX0119
<input type="checkbox"/>	Process the refund manually.

OK Cancel

Then the usual Payment Processing dialog will show. And it will process the refund. You do NOT need to present the card to the card reader since the refund is simply amending the previous transaction.



Payment Processing

3006 - Customer  
Total: **\$1.74**

Processing using 360 Payment

Device: Red Miura →

Processing refund...

Cancel

Once the refund is complete, then it will go back to the payment dialog with the payment transaction populated just like posting an invoice.

Post Credit Invoice...

**Payment**

Customer	Method	Amount
	VISA	\$1.74
Total		\$1.74

Credits

Total Credit	<input type="text" value="\$1.74"/>	Payee	<input type="text" value="Customer"/>
Amount Posted	<input type="text" value="\$1.74"/>	Payment Method	<input type="text"/>
Amount Remaining	<input type="text" value="\$0.00"/>	Amount	<input type="text" value="\$ 0.00"/>

The deposit release process is similar. You choose the transaction to release when you do refund first. Then you will be limited to refund amount for just that transaction and the rest of the operation is identical.