

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](tel: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 screenshot displays the 'Protractor.Net Shop Manager - Development' application. A 'Post Credit Invoice...' dialog box is open, showing a 'Payment' section with a table for Customer, Method, and Amount. Below this is a 'Credits' section with a table for Total Credit, Amount Posted, and Amount Remaining. A dropdown menu is open for the 'Payment Method' field, showing options like Cash, VISA, MasterCard, American Express, Bank Account, Credit Card - X-Charge, Debit Card - X-Charge, and Credit Card - 360 Payment Solutions. The background shows a 'Work In Progress' tab for 'CS - 3006' with an 'Inspection Credit' section.

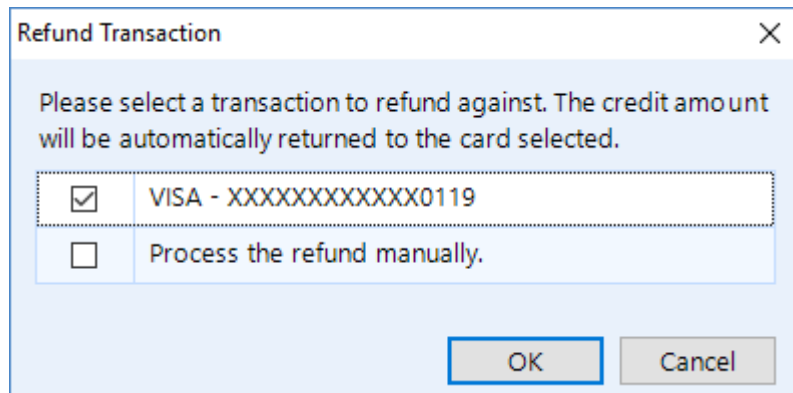
Customer	Method	Amount

Credits		
Total Credit	\$1.74	Payee
Amount Posted	\$0.00	Payment Method
Amount Remaining	\$1.74	Amount

Payment Method options: Cash, VISA, MasterCard, American Express, Bank Account, Credit Card - X-Charge, Debit Card - X-Charge, Credit Card - 360 Payment Solutions.

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

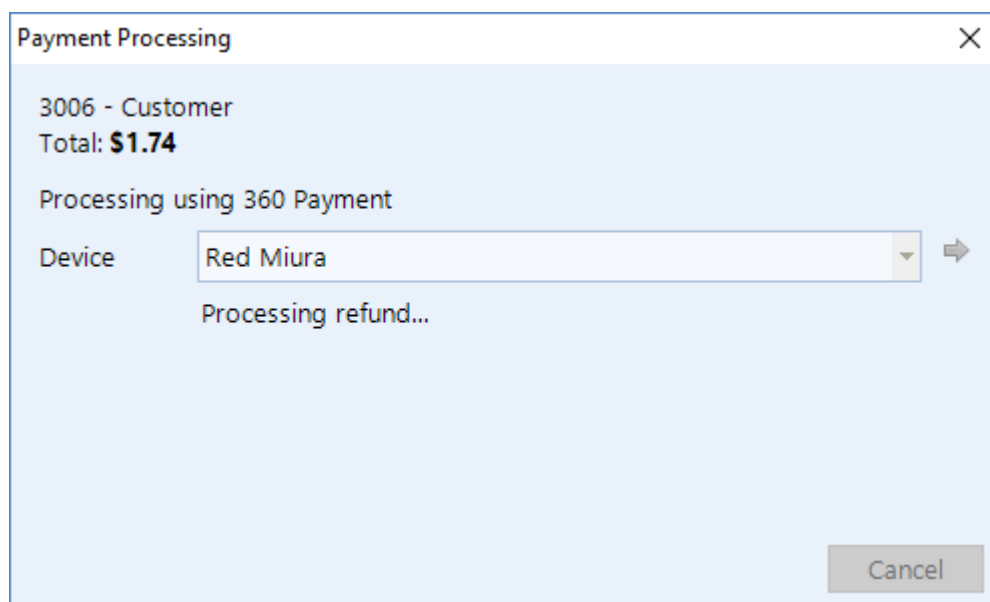
allow the user to record the transaction just like any other manual transaction performed outside of integrated process.



A dialog box titled "Refund Transaction" with a close button (X) in the top right corner. The text inside reads: "Please select a transaction to refund against. The credit amount will be automatically returned to the card selected." Below this text is a list with two items: a checked checkbox next to "VISA - XXXXXXXXXXXXX0119" and an unchecked checkbox next to "Process the refund manually." At the bottom right are "OK" and "Cancel" buttons.

Selection	Transaction
<input checked="" type="checkbox"/>	VISA - XXXXXXXXXXXXX0119
<input type="checkbox"/>	Process the refund manually.

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.



A dialog box titled "Payment Processing" with a close button (X) in the top right corner. The text inside reads: "3006 - Customer", "Total: **\$1.74**", "Processing using 360 Payment". Below this is a "Device" label and a dropdown menu showing "Red Miura" with a right arrow button. Underneath the dropdown is the text "Processing refund...". At the bottom right is a "Cancel" button.

3006 - Customer
Total: **\$1.74**
Processing using 360 Payment

Device: Red Miura →

Processing refund...

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

[Clear All](#) [Remove](#)

Credits

Total Credit	\$1.74	Payee	Customer
Amount Posted	\$1.74	Payment Method	
Amount Remaining	\$0.00	Amount	\$ 0.00

[Add](#)

[Back](#) [Next](#) [Cancel](#)

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.