

Issue Multiple Partial Refunds



Step 1

The screenshot shows the VALOR dashboard for 'RANDALL'S TEST STORE'. The top navigation bar includes a sidebar with menu items: Dashboard, User Management, Transactions, Virtual Terminal, Device Management, Engage My Customers, Promotions, Valor Shield RT, Contact Us, My Tickets, My Setting, Reports, and Downloads. The main content area displays a summary of store metrics: 2 Stores, 4 Devices, 1 Apx. TimCount(Today), \$110.00 Volume(Today), 64 MTD Count, and \$18,144,097.15 MTD Volume. Below this is a table of transactions. The selected transaction is a 'CREDIT REFUND' for \$110.00, dated 04-21-2021 11:37 AM, with cardholder 'A NAINAMOHAMED' and merchant 'RANDALL UAT Merchant'. The action menu for this transaction includes options: View Receipt, Closed Batch, Send Promotion, Issue Refund, and Send Campaign Promotion.

Select **Transactions** in the sidebar menu. Find the transaction you want to issue a refund for, click on the **ellipsis (:)**, then on **Issue Refund**.

Step 2

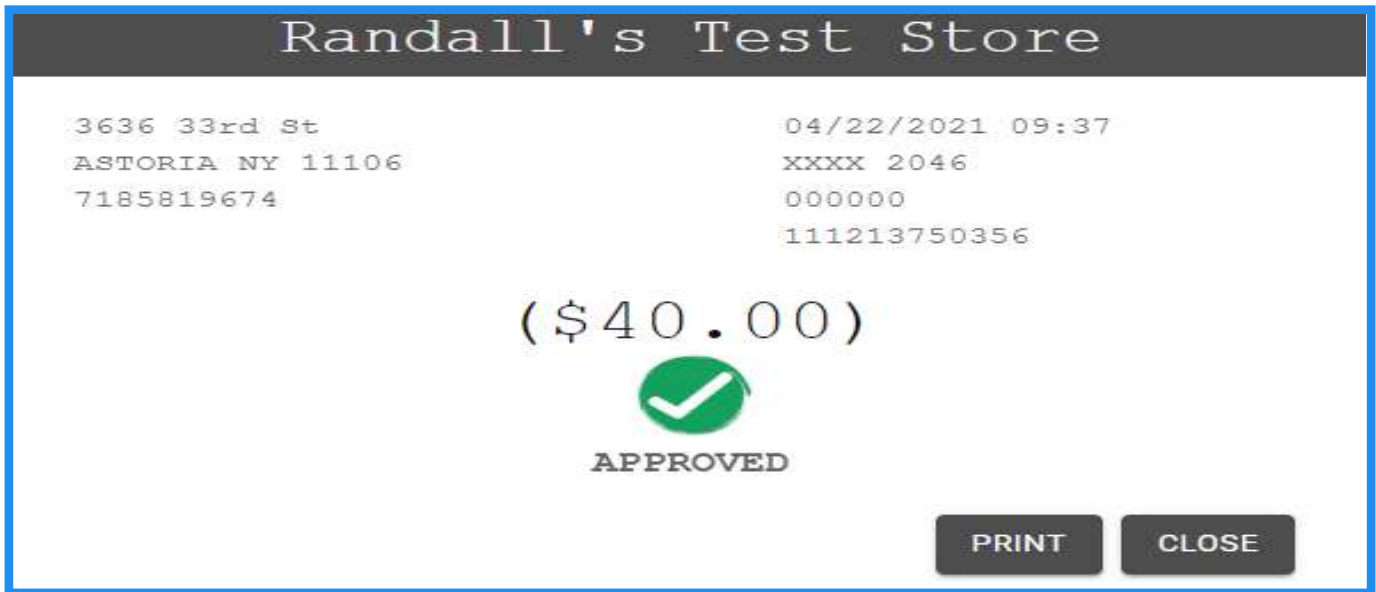
The 'Refund confirmation' screen displays the following information:

- Refund amount: \$ 110.00
- CARD NUMBER : 3767 XXXX XXXX 2046
- RRN : 111213750356
- CARDHOLDER : A NAINAMOHAMED
- EPI : 2101507029
- EMAIL : _____
- PHONE : 718-581-9674

At the bottom right, there are two buttons: **CANCEL** and **PROCEED**.

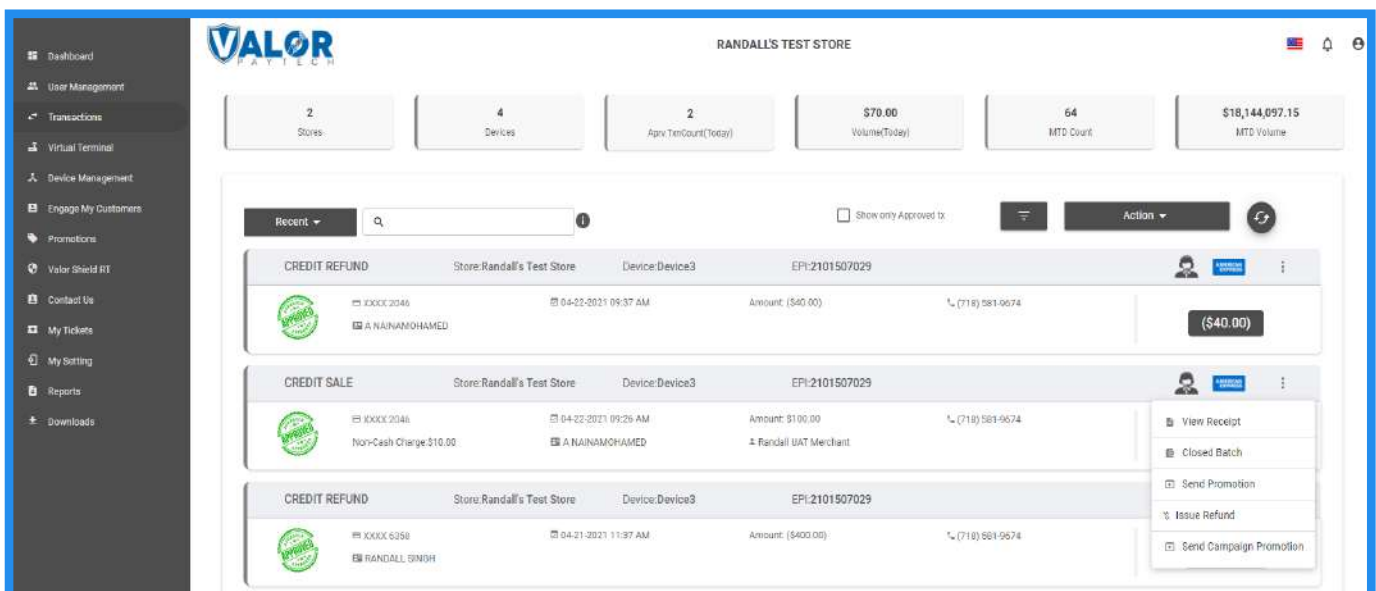
Once the **Refund Confirmation** opens, you will see the transactional details along with the cardholder information. You can enter the refund amount where you see the original dollar amount. Once entered, click on **Proceed**.

Step 3



You will then get a confirmation screen that will show the status of the refund. Click on **Close**.

Step 4



Once the **Transactions** screen loads, you will see the original transaction as well as the refund. If you want to issue another refund on the same transaction, find the transaction, click on the **ellipsis (:)**, then on **Issue Refund**.

Step 5

Refund confirmation

\$ 70.00

CARD NUMBER : 3767 XXXX XXXX 2046	RRN : 111213750356
CARDHOLDER : A NAINAMOHAMED	EPI : 2101507029
EMAIL : _____	PHONE : 718-581-9674

CANCEL PROCEED

Once the **Refund Confirmation** window opens, you will see that the maximum dollar amount that can be refunded is the original dollar amount minus the amount already refunded. Follow the steps in **Step 2** to issue additional refunds.