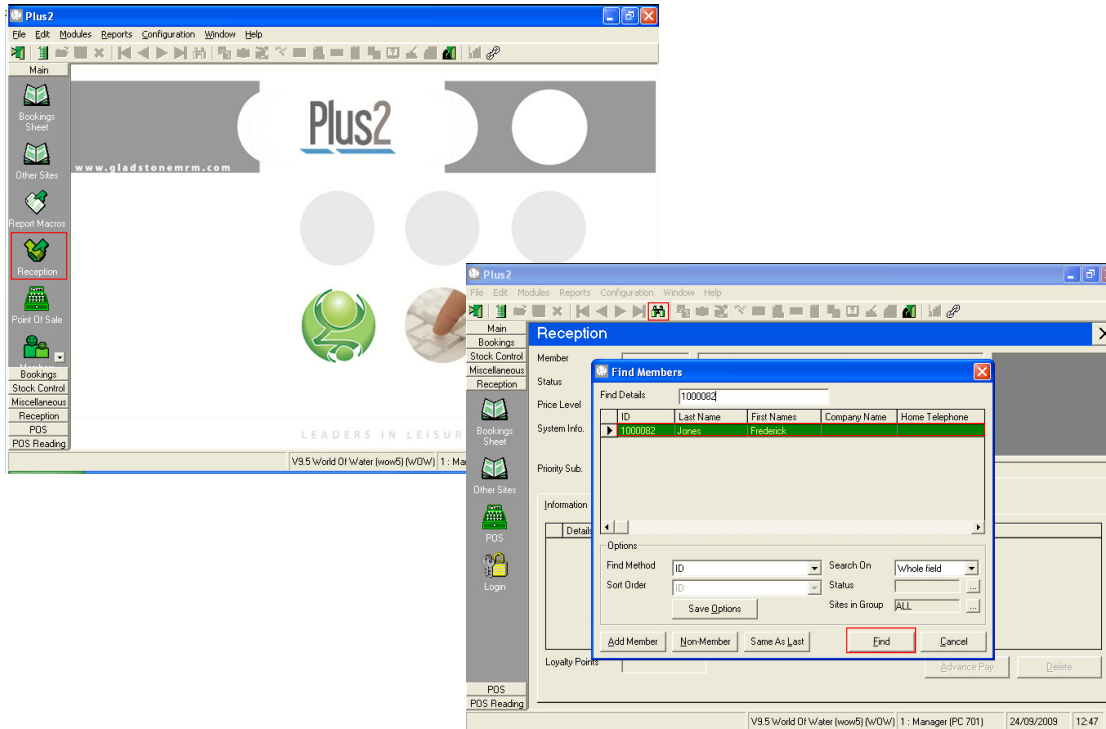




Chip and Pin Refunded Sale Functionality

NOTES:

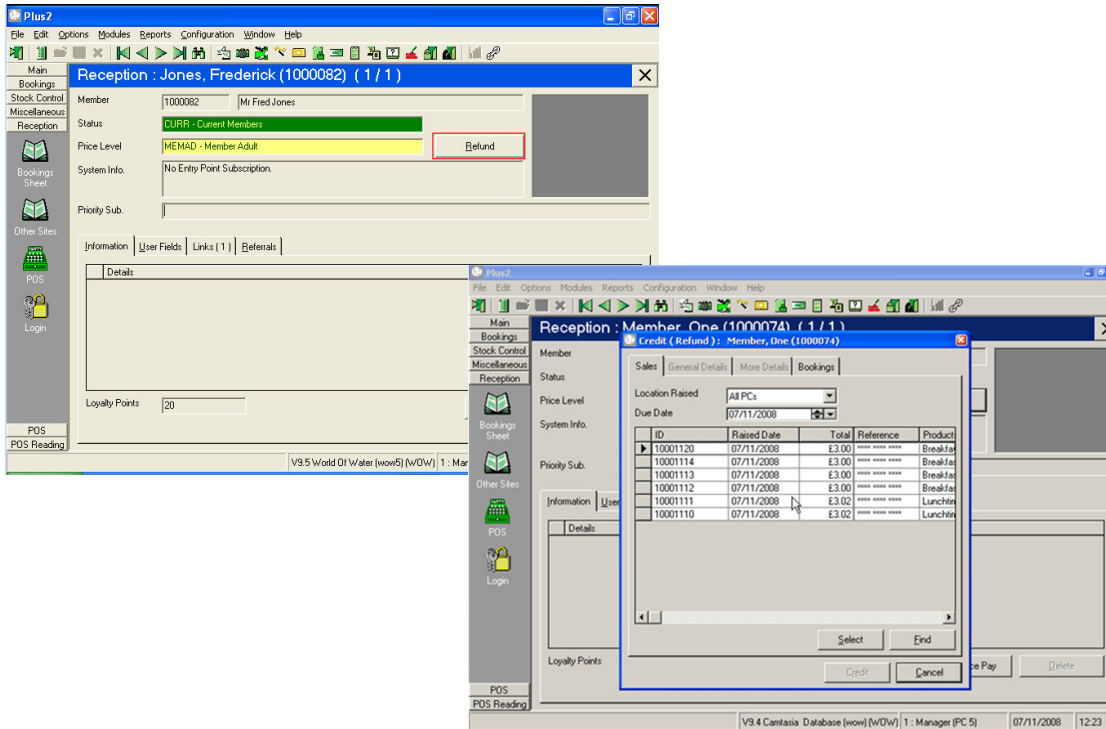
1. Find, swipe a member and open the option of refund



NOTES:

- Select the option 'Reception'.
- Select the toolbar option 'Find'
- Find the member for the sale process and display their details in the 'Reception' screen

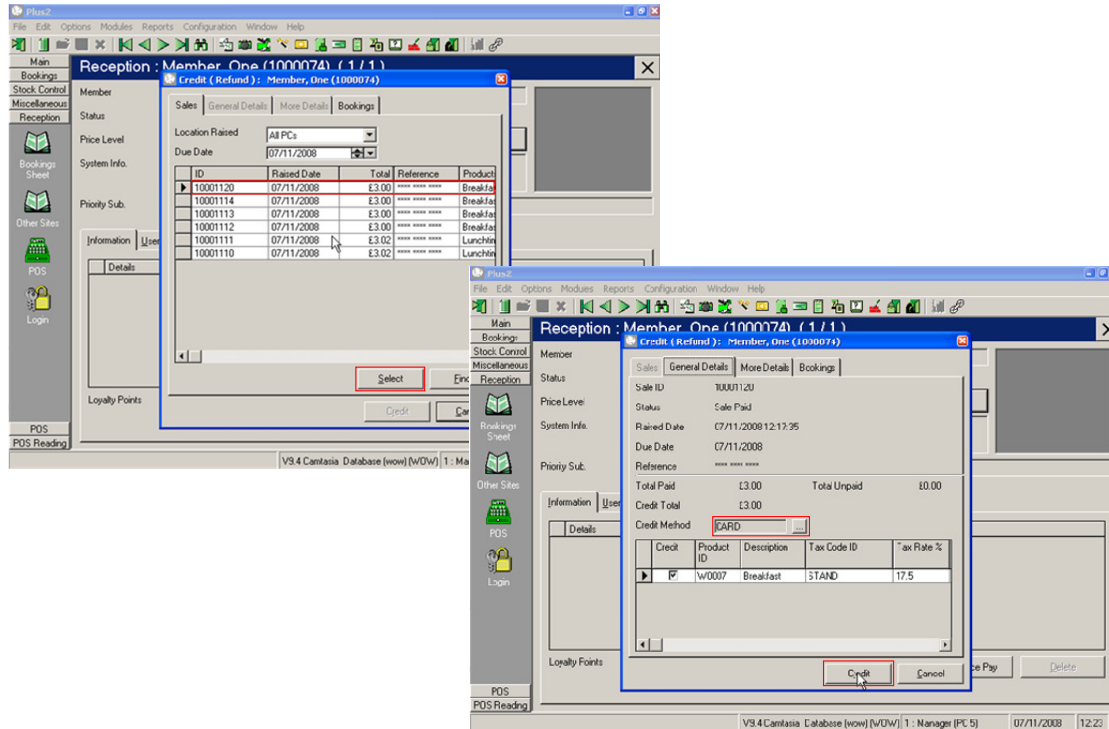
1. Find, swipe a member and open the option of refund



NOTES:

- Select the option 'Refund' within the reception screen
- The sales for the selected member are displayed
- Alternatively, swipe the members card at reception.
- Likewise, the same process can be followed for a non-member sale, but in this example a member sale is being illustrated.

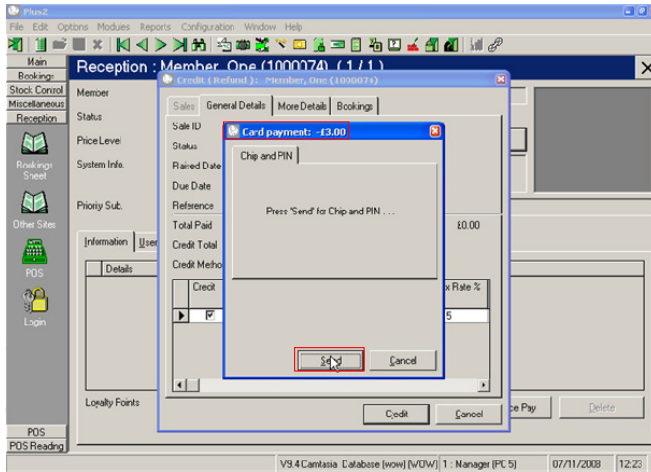
2. Generate a refund and select a method of payment



NOTES:

- The receptionist selects the sale that is to be refunded.
- The option 'Select' is selected.
- The full details of the sale are displayed.
- The receptionist confirms the method of payment as the chip and pin payment.
- The option of 'Credit' is selected to perform the refund.

2. Generate a refund and select a method of payment



NOTES:

- Observe the 'Card Payment' screen being displayed with the option of 'Send'.
- Select the option to 'Send' and Plus2 will commence the communication with the Chip & Pin device.

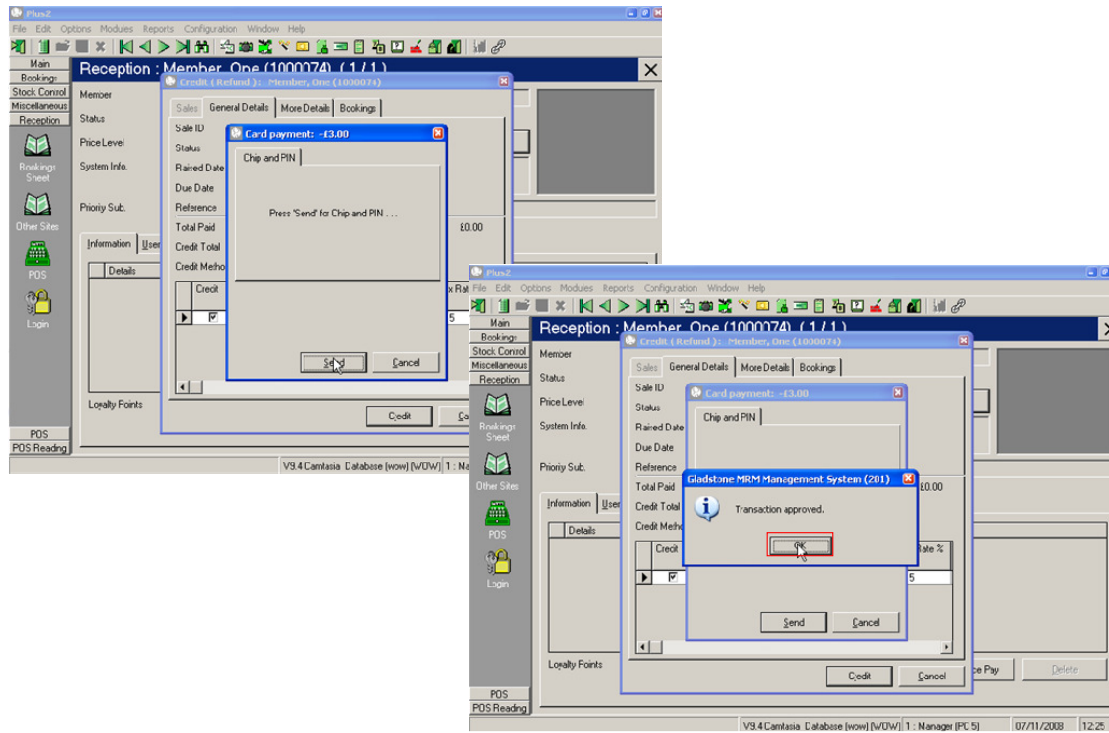
3. Refund sale process on PED device



NOTES:

- The device will connect to the server
- The Receptionist will be prompted to enter the 'Refund PIN' and press 'Enter'
- The receptionist will be prompted with the value of the refund and press 'Enter'
- The customer will be prompted to insert their card
- The receptionist/customer is prompted to 'Please Remove Card'
- A sales voucher (Store Copy) will be produced and the receptionist will be prompted to tear off the voucher
- The receptionist will be prompted to press 'Enter' to continue
- The receptionist will be prompted to validate the signature with the options:
 1. Yes
 2. No
 3. Reprint Voucher
- In this scenario the option of '1. Yes' will be selected to confirm that the signature of the voucher matches to that on the card
- The device will indicate the process of 'Confirming' and the customers voucher is produced.
- The device will indicate the process of 'Signature verified'
- The device returns to it's main menu screen.

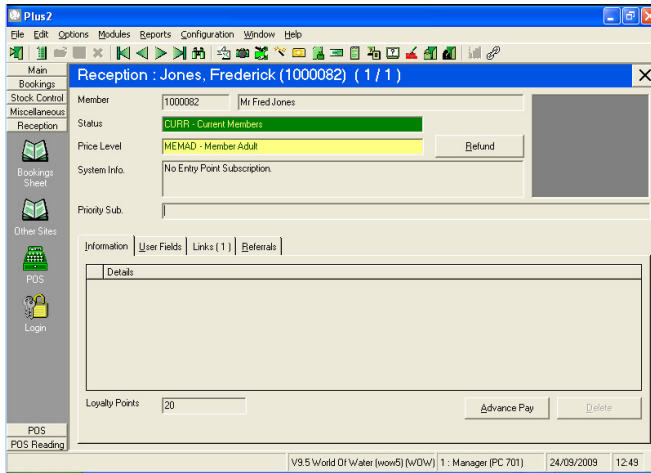
4. Completion of the refund



NOTES:

- The receptionist is prompted 'Transaction Approved' and selects the option of 'OK'
- The Plus2 receipt printer will produce the customers VAT receipt.
- The VAT receipt along with the customers voucher & Card are given to the customer by the receptionist

4. Completion of the refund



NOTES:

- The sale is completed in Plus2 and the receptionist is returned to the reception screen, ready for the next customer sale.