



SAME DAY IN-STORE REFUNDS (NOT ONLINE ORDERS) CAN BE DONE ON POS. ANYTHING AFTER THE DATE OF PURCHASE MUST BE DONE IN THE ADYEN PORTAL. ALL ONLINE ORDERS MUST BE REFUNDED THROUGH OLO.

- **1. FROM THE DASHBOARD, TAP ORDERS.**
- **2.** SEARCH BY ORDER ID, CUSTOMER, OR MANUALLY LOOK FOR THE ORDER UNDER THE TODAY OR ALL TABS.



**3.** When you've located the order, tap it to reopen.





## 4. IN THE ORDER SCREEN, TAP THE ELLIPSIS ICON. FROM THE OVERLAY WINDOW TAP RETURN ITEM(S).



**5.** Next, tap the item or items to be returned. If necessary, adjust the return quantity. Do not return refunded items to inventory. Tap the blue ovel so it turns gray. Then, tap Next.

ad 🗢		<b>15083</b> Other			3:25 PM						* 32% <b>■</b> Q ?
8 Wil L Seat 1	-	-	-	•••			Hotdo	ias and		Т	
Select Item(s)	to Retu	rn									
Item	Qty	Each	Total	Item(s) to Return		Qty	Qty Left	Each	Return \$	Inventory	
				Seat 1 Filet Mignon 8 oz		1	o	18.50	18.50	$\bigcirc$	$\mathbf{x}$
				Seat 1 Large Secret Recipe Po	otato Salad	1	0	6.00	6.00	$\bigcirc$	×
	blo	Sen		stal: \$26.58					Cancel	Ne	ext
				Juli \$20.50							
Quantity Add			se Fee	\$0.00 Pay	Revel						Wil L 🔶





6. IN THE RETURN ITEM(S) WINDOW, ENTER THE REASON FOR THE RETURN AND TAP OK. THEN TAP REFUND TO CONFIRM. YOU CAN PRINT A RECEIPT IF YOU WOULD LIKE.





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