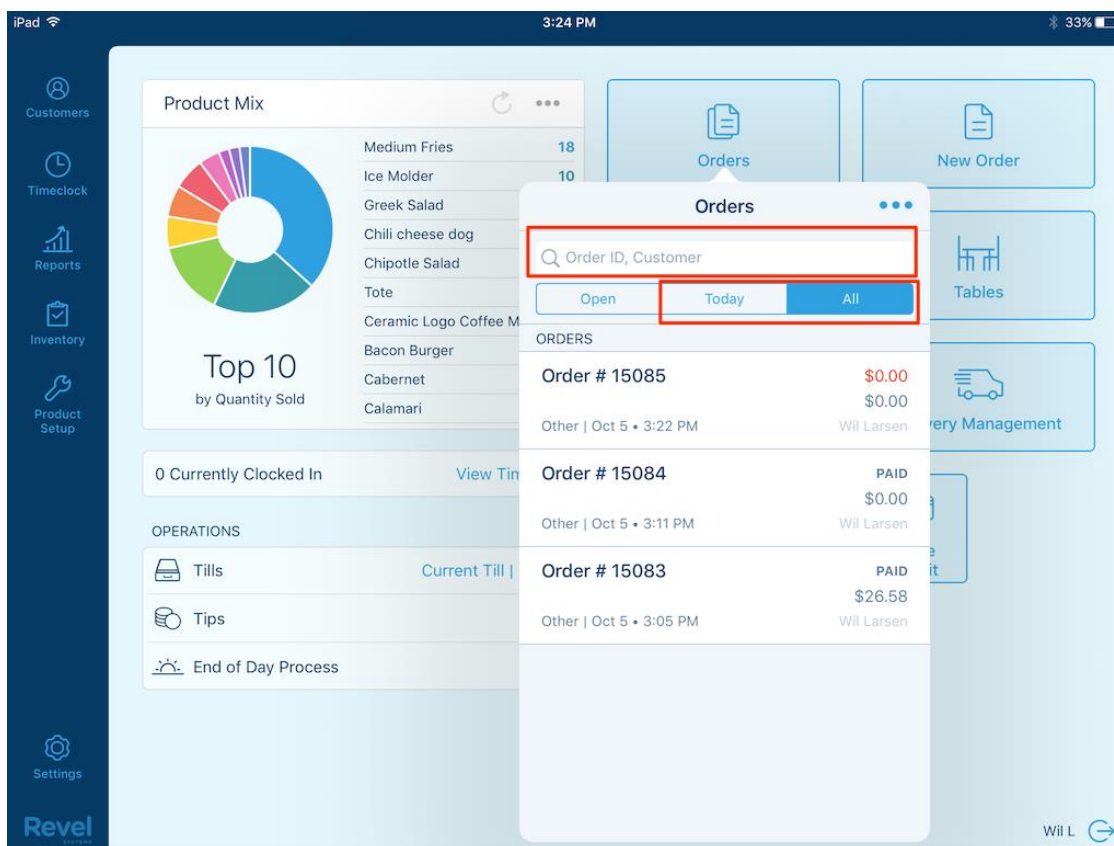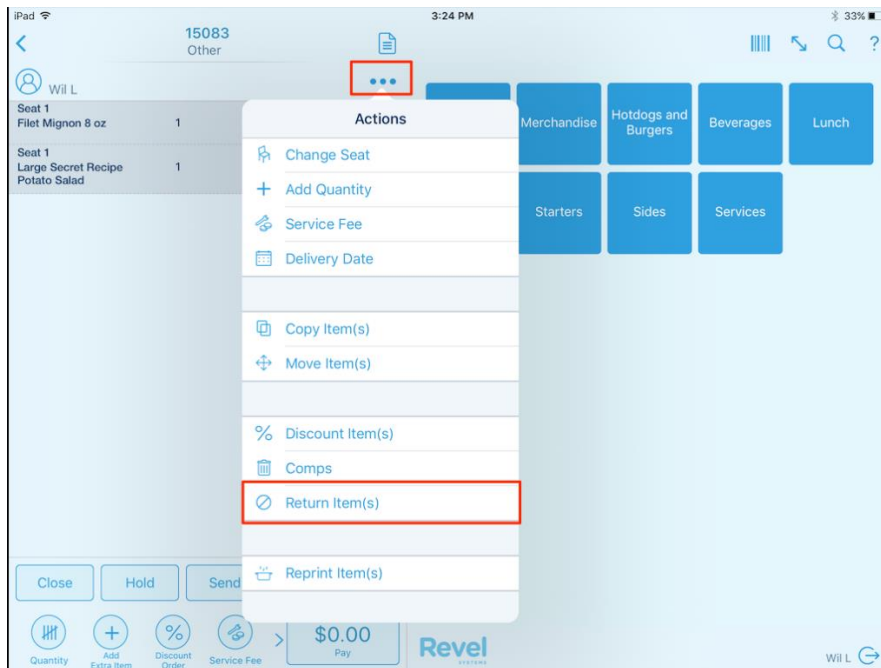SAME DAY IN-STORE REFUNDS (NOT ONLINE ORDERS) CAN BE DONE ON POS. ANYTHING AFTER THE DATE OF PURCHASE MUST BE DONE IN THE ADYEN PORTAL. ALL ONLINE ORDERS MUST BE REFUNDED THROUGH OLO.

1. FROM THE DASHBOARD, TAP ORDERS.

2. SEARCH BY ORDER ID, CUSTOMER, OR MANUALLY LOOK FOR THE ORDER UNDER THE TODAY OR ALL TABS.
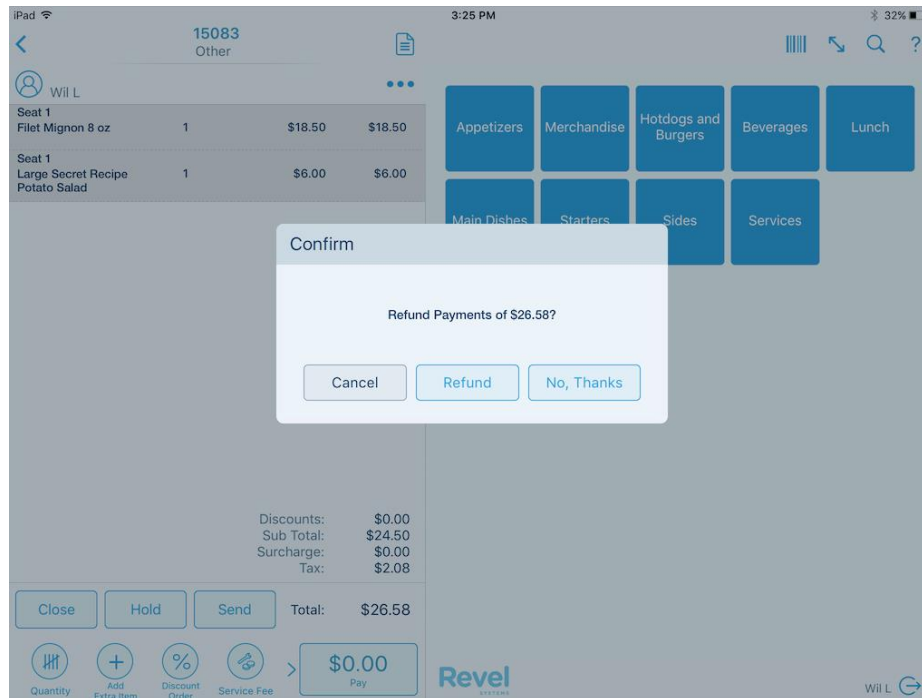

3. WHEN YOU'VE LOCATED THE ORDER, TAP IT TO REOPEN.

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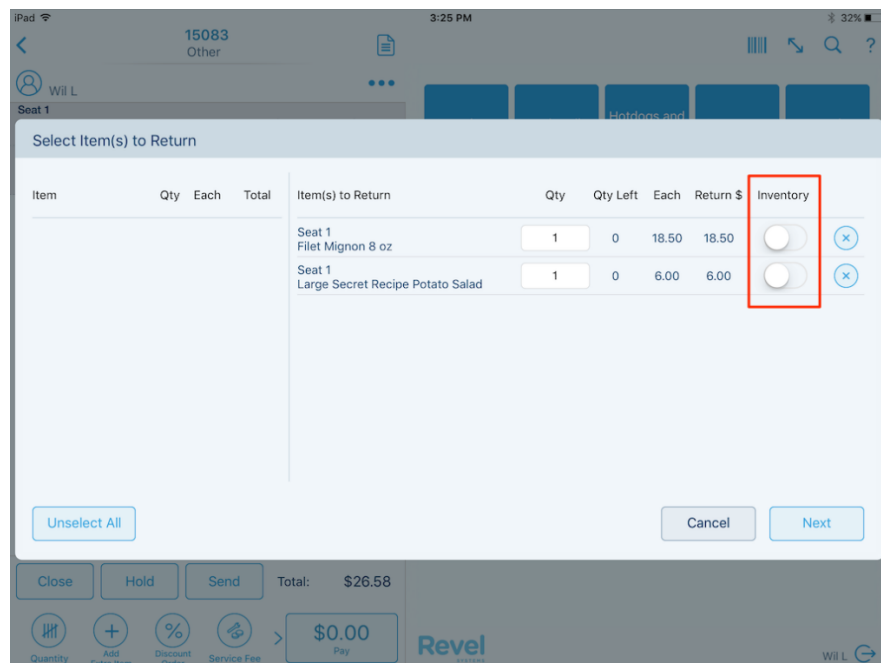
6. **IN THE RETURN ITEM(S) WINDOW, ENTER THE REASON FOR THE RETURN AND TAP OK. THEN TAP REFUND TO CONFIRM. YOU CAN PRINT A RECEIPT IF YOU WOULD LIKE.**

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