How to Process a Direct Refund Without a Receipt

1. Open the Register.
2. Select **Refund** mode.
3. Search or scan the returned product.
4. Confirm quantity, price, tax, and serial or IMEI when applicable.
5. Select **Add**.
6. If returning another item, confirm Refund mode again before adding it because the mode may return to Sale after each refund line.
7. Review the negative total and complete refund checkout.

Use this workflow only when permitted. It is easier to choose the wrong item or amount without the original receipt.

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