



NEW Credit Card Reader Workflows

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Setup of Minimum Value

First, log into the admin portal and at the property screen on the left half of the screen you will scroll and find Pre-Authorization. Here, you will toggle to activate it for AR and Credit Card if you choose to do so. Then you will set the minimum value for the Credit Card Pre Authorization amount.

NEW - When you Pre-Authorize a Tab you will now have the ability to increase this in 25% increments. The system will not allow you to go below the minimum value set.

Now, when you log into the Teesnap application and go to the Create New Tab screen you are able to pre-authorize the tab. As part of this process you will have the option to raise the minimum value. For example: you are serving a large group of people and know the tab will run more than \$150. You will have the option to raise it with the + symbol at the top right, to the value you wish to pre-authorize.

Pre-Authorization NEW FEATURE

It is common practice to put a minimum value for pre-authorized tabs. The amount can be anything above \$0.01, or a default value of \$20 if not filled in.

A/R Credit Card

Minimum Value

\$ 20

Here we have increased this tab's Pre-Authorization value to \$25. You will also notice the minus button is now active since we are above the minimum value. If you are performing the Pre-Authorization at the create a tab or manage bills screen, the ability to raise the minimum of the Pre-Authorization exists. Once you Pre-Authorize you cannot raise it again on that particular tab.

Create New Tab

Tab Name #Cover Customer

Credit Card Pre-Authorization Tab minimum value: \$20.00 - +

CARD PRESENT MANUAL ENTRY

Tap the Submit Pre-authorization button to begin the payment process

CANCEL SUBMIT PRE-AUTHORIZATION

Create New Tab

Tab Name #Cover Customer

Credit Card Pre-Authorization Tab minimum value: \$25.00 - +

CARD PRESENT MANUAL ENTRY

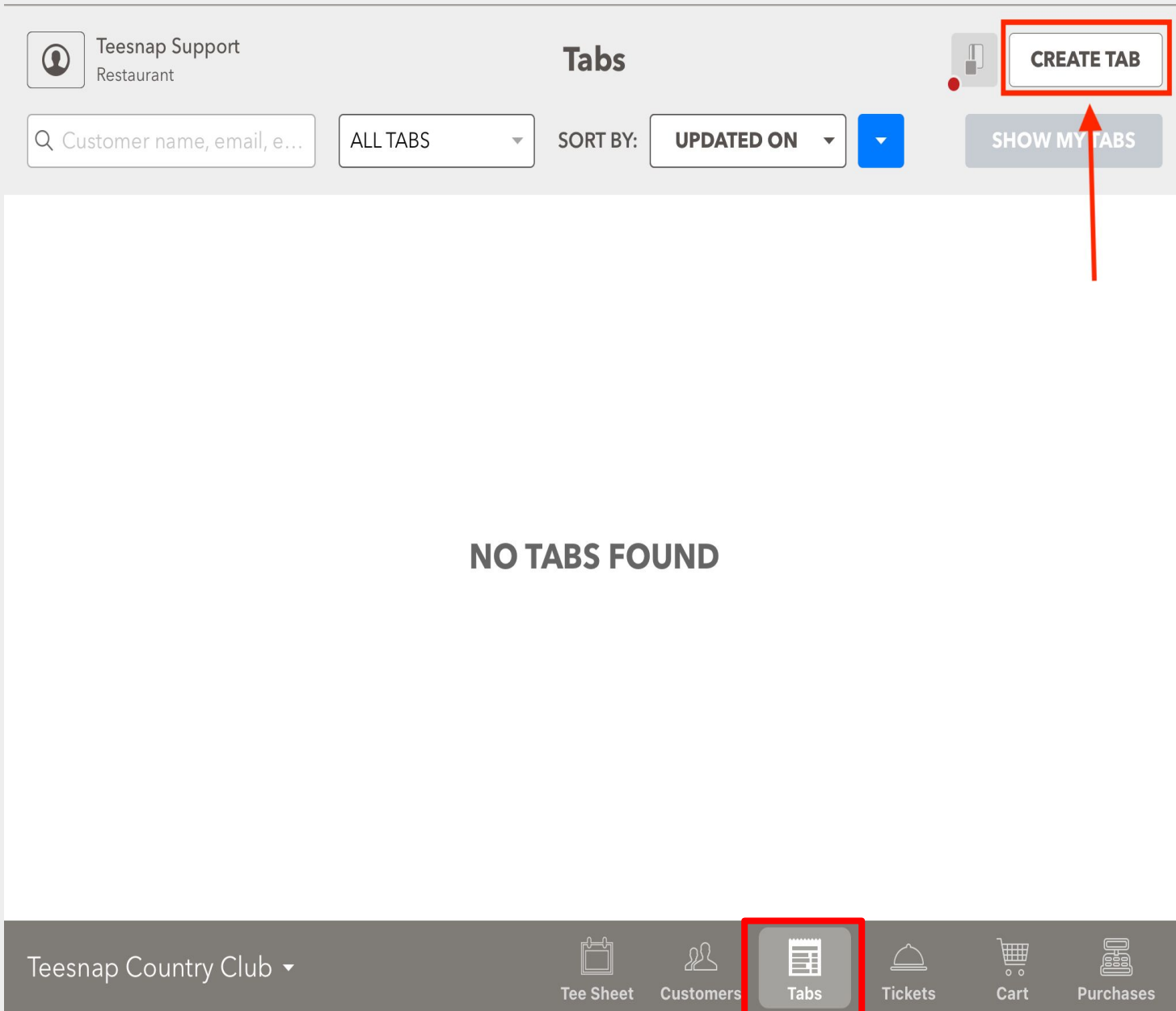
Tap the Submit Pre-authorization button to begin the payment process

CANCEL SUBMIT PRE-AUTHORIZATION



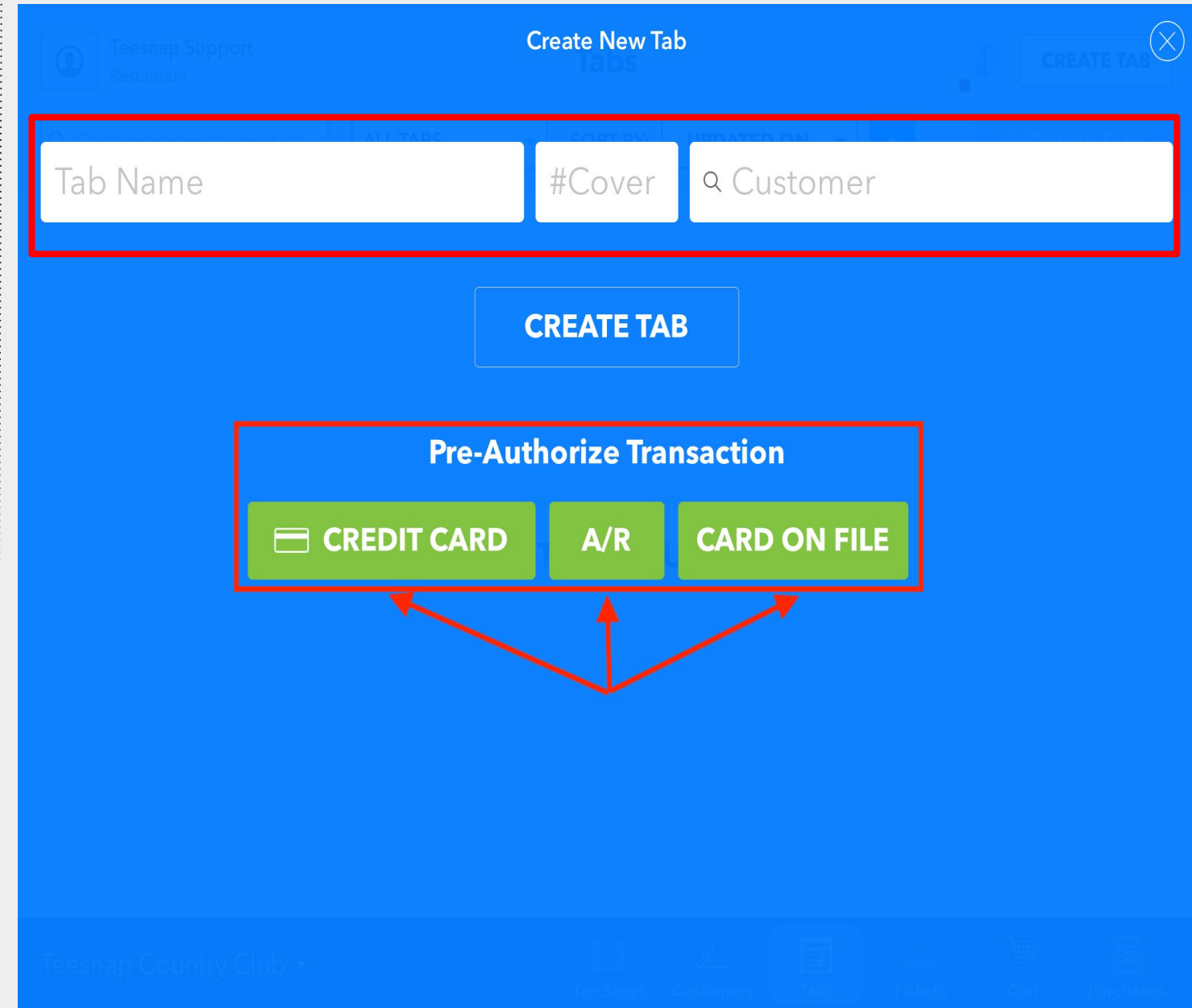
NEW credit card reader workflow - Pre Authorization at the Create a Tab Page

From the TABS menu select CREATE TAB in the top right corner.



From the create a new tab screen select the form of Pre-Authorization from Credit Card, A/R, and Card on File.

Optional enter a Tab Name, Number of Covers or search a Customer in your database before you select the Pre-Authorization method.





NEW credit card reader workflow - Pre Authorization at the Create a Tab Page

First confirm the Tab Minimum Value is equitable for this transaction and increase if necessary. Tap **SUBMIT PRE-AUTHORIZATION** to begin the payment process.

Create New Tab

Tab Name #Cover Customer

Credit Card Pre-Authorization Tab minimum value: \$1.00 - +

CARD PRESENT MANUAL ENTRY

Tap the Submit Pre-authorization button to begin the payment process

CANCEL SUBMIT PRE-AUTHORIZATION

Once the credit card is either Tapped, Inserted or Swiped, the transaction will begin.

Create New Tab

Tab Name #Cover Customer

Credit Card Pre-Authorization Tab minimum value: \$1.00 - +

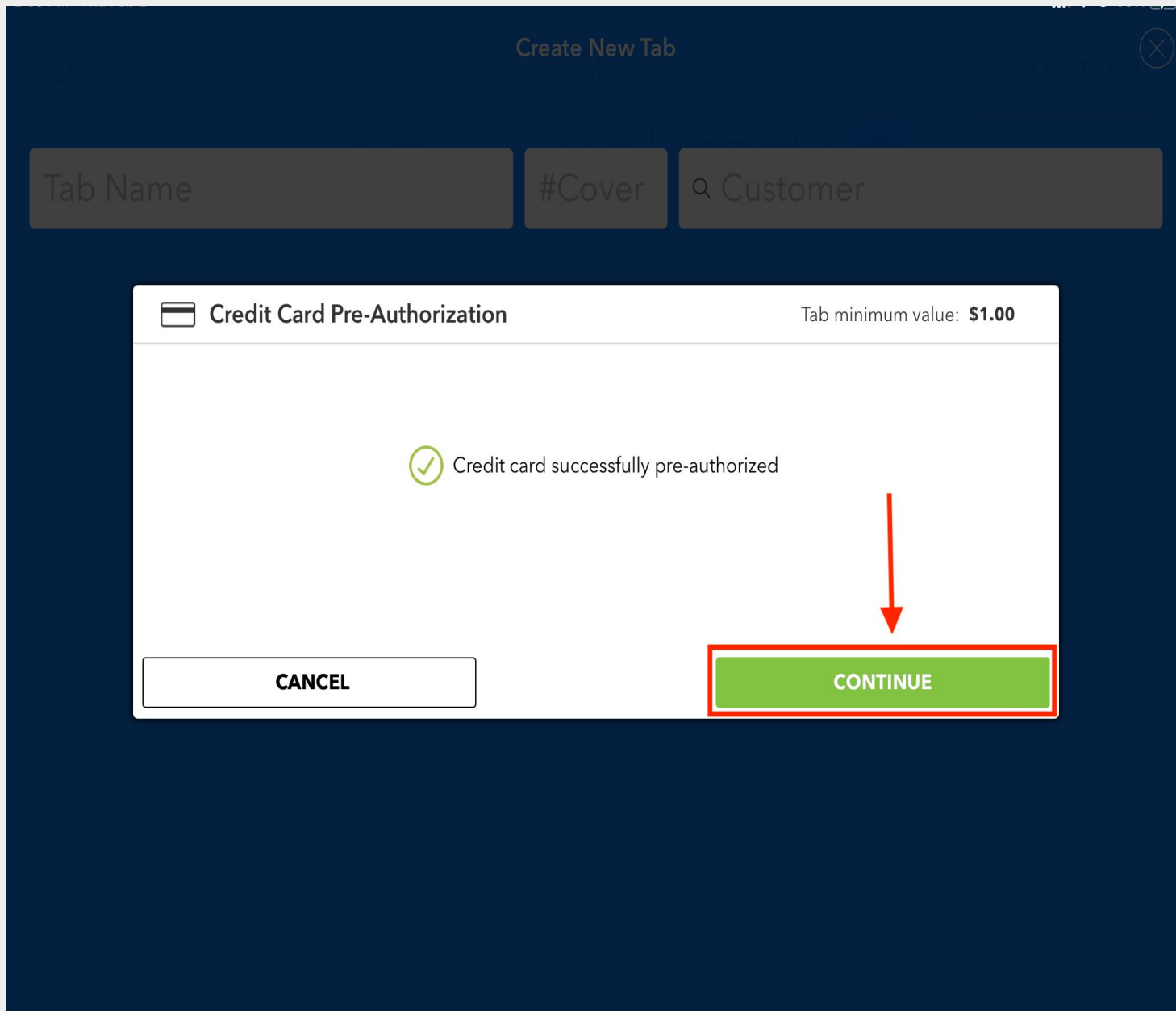
Your transaction has started

CANCEL

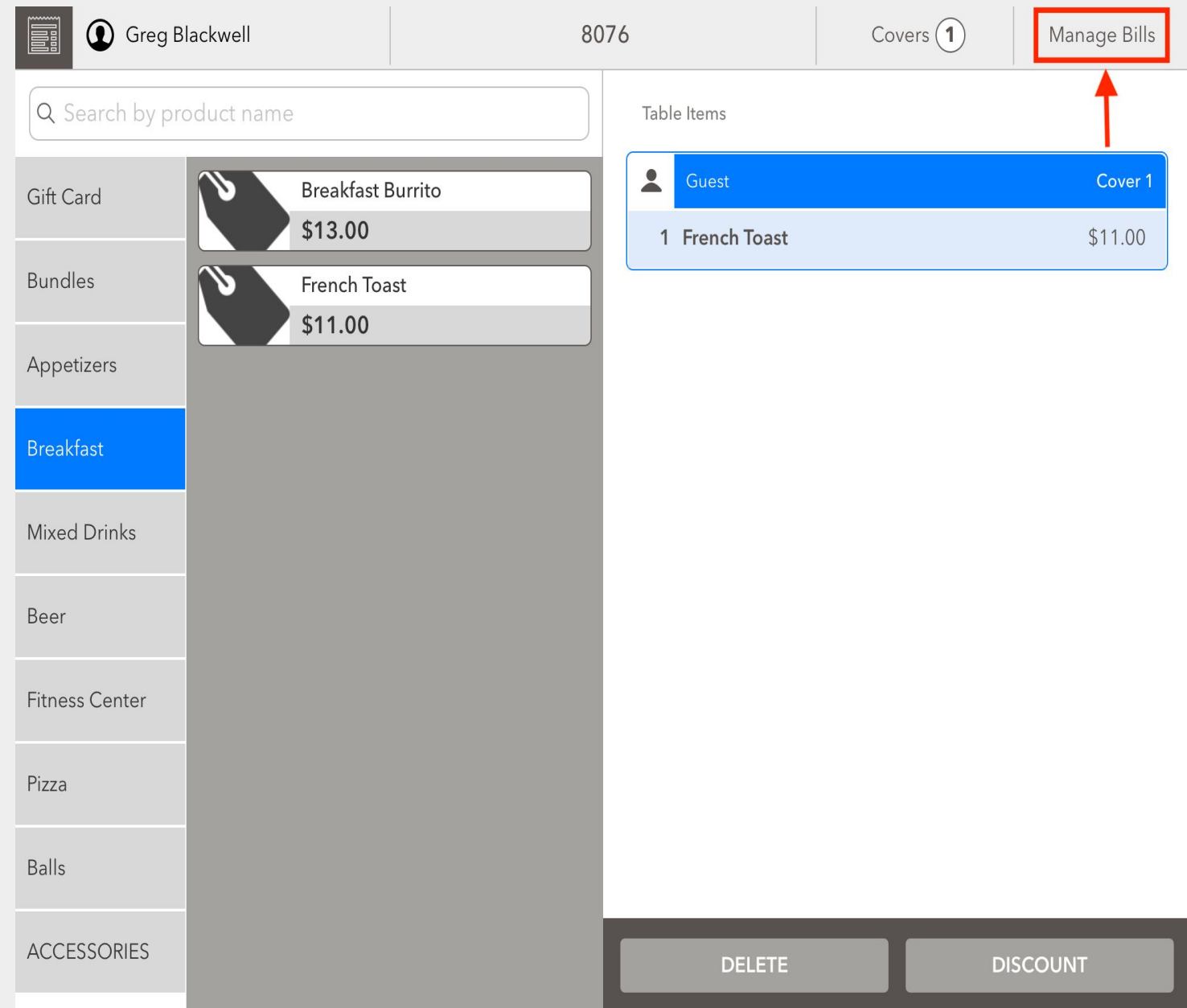


NEW credit card reader workflow - Pre Authorization at the Create a Tab Page

After the credit card is successfully pre-authorized, Tap **CONTINUE** to open the tab.



Once products are entered into the tab and you are ready to close out the tab, select **Manage Bills**.








NEW credit card reader workflow - Pre Authorization at the Create a Tab Page

The Green Credit Card icon confirms this tab has been pre-authorized. Tap the printer icon to print a receipt so the customer may include a tip and sign.


Greg Blackwell 8076 Covers 1 Manage Tab

SPLIT TAB SPLIT BY COVER SEPARATE ITEM SPLIT ITEM


Table Items   



Guest	Cover 1
1 French Toast	\$11.00

Total Paid: \$0.00 Total: \$11.00

 CHECKOUT

From the Menu button tap Enter Tips.

Greg Blackwell Restaurant **Tabs** 

Log Out User  SORT BY: **UPDATED ON** 

Enter User Out

Tip Out

Pay Out


Audit History

Reports







Switch Department

Open Cash Drawer

Manual Sync

Enter Tips 

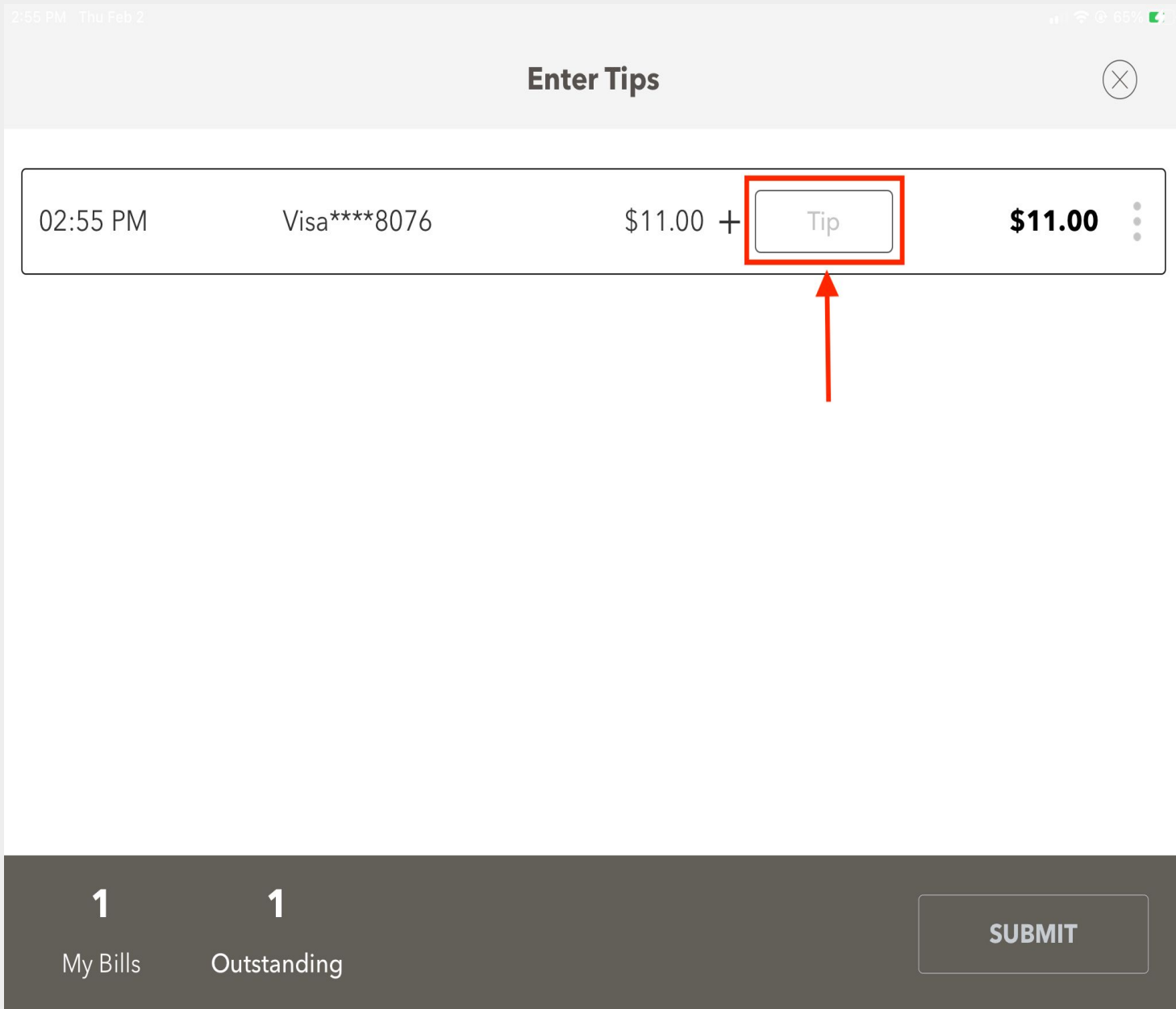
	Feb 2 - 3:00 PM	\$25.24
	Feb 2 - 2:55 PM	\$11.00

Teesnap Country Club   ****   

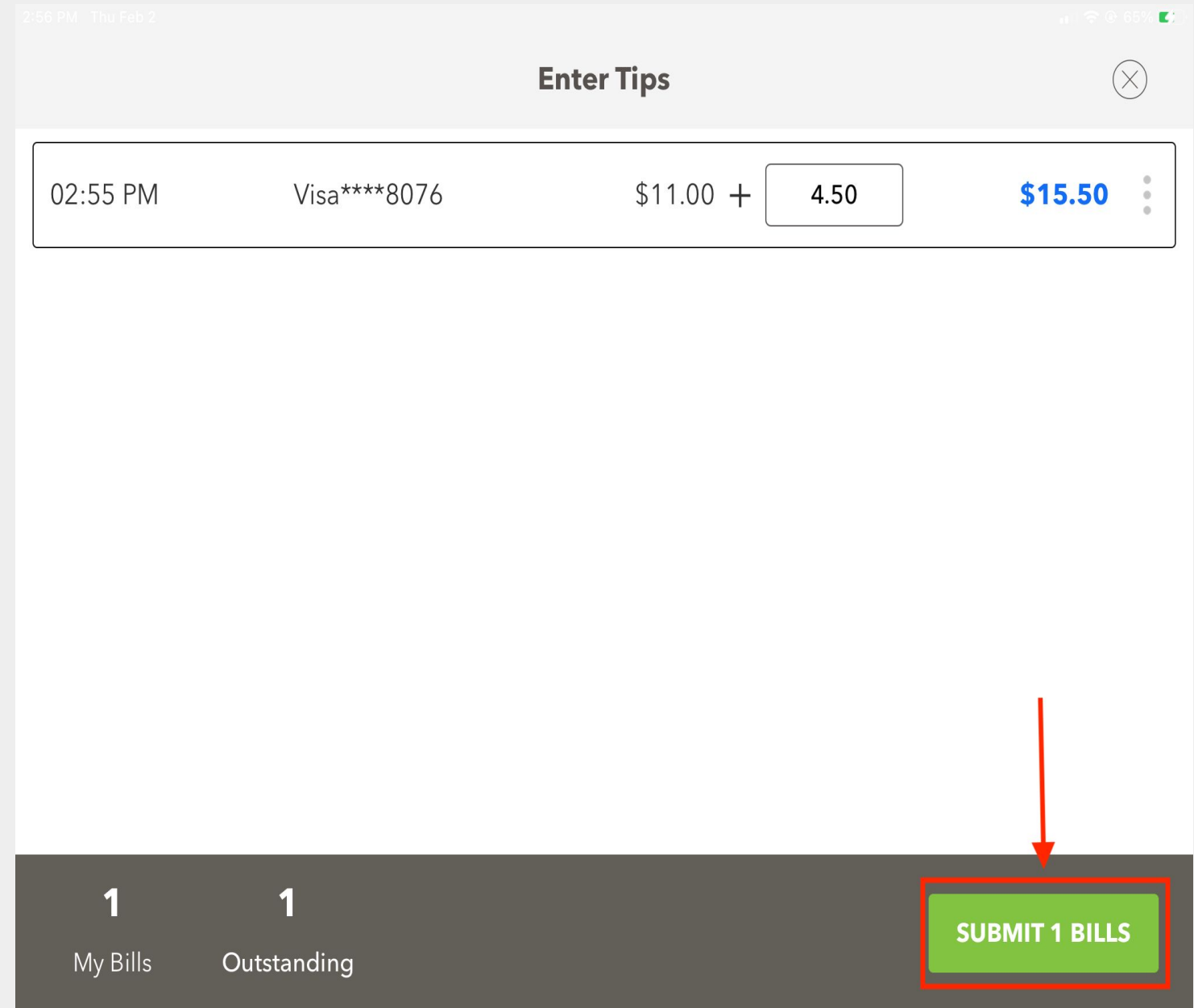


NEW credit card reader workflow - Pre Authorization at the Create a Tab Page

Enter the Tip amount for this tab.



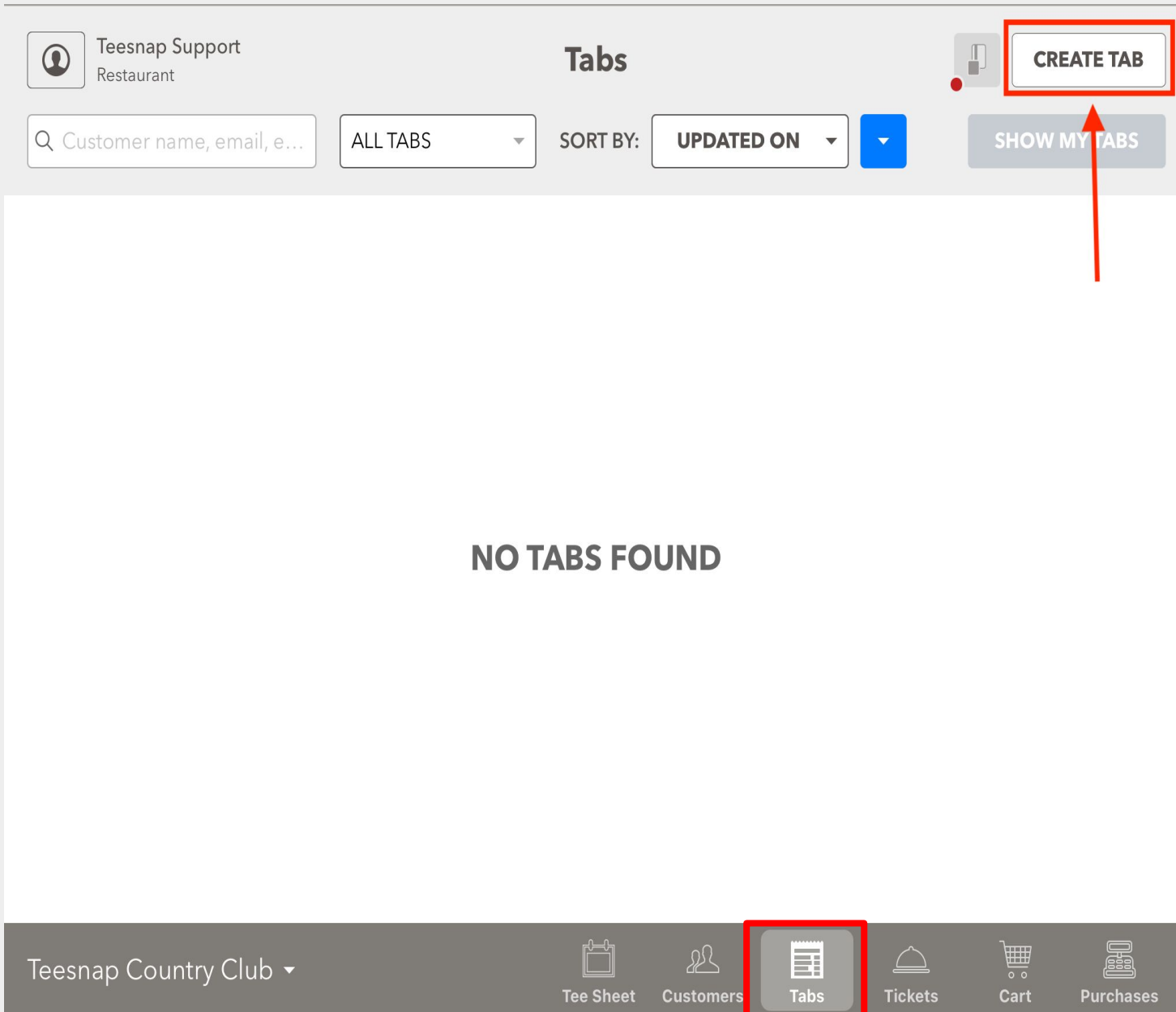
Once a Tip has been entered use the Submit Bills button to finalize the transaction.





NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

From the TABS menu tap CREATE TAB in the top right corner.



Enter a Tab Name (ex. Is Teesnap), the Number of Covers (ex. Is 2), and search your customer database to attach a customer record (ex. Is Greg Blackwell) to this tab.





NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

Once products are entered into the Tab and you are ready to close out the tab, tap **Manage Bills**.

Greg Blackwell | Teesnap | Covers 2 | **Manage Bills**

Search by product name

Gift Card: BYO Pizza \$13.95

Bundles: BBQ Chicken Pizza \$15.00

Appetizers: Margherita Pizza \$15.00

Breakfast

Mixed Drinks

Beer

Fitness Center

Pizza

Balls

ACCESSORIES

Table Items

Greg Blackwell Cover 1

1 Chicken Wings (8) \$9.24

Guest Cover 2

1 BBQ Chicken Pizza + Extra BBQ (\$0.50) + Pineapple (\$0.50) \$16.00

DELETE DISCOUNT

In our example we are going to split this tab by cover. If everything was going to be on one check, you would skip this step.

Greg Blackwell | Teesnap | Covers 2 | Manage Tab

SPLIT TAB **SPLIT BY COVER** SEPARATE ITEM SPLIT ITEM

Table Items

Greg Blackwell Cover 1

1 Chicken Wings (8) \$9.24

Guest Cover 2

1 BBQ Chicken Pizza + Extra BBQ (\$0.50) + Pineapple (\$0.50) \$16.00

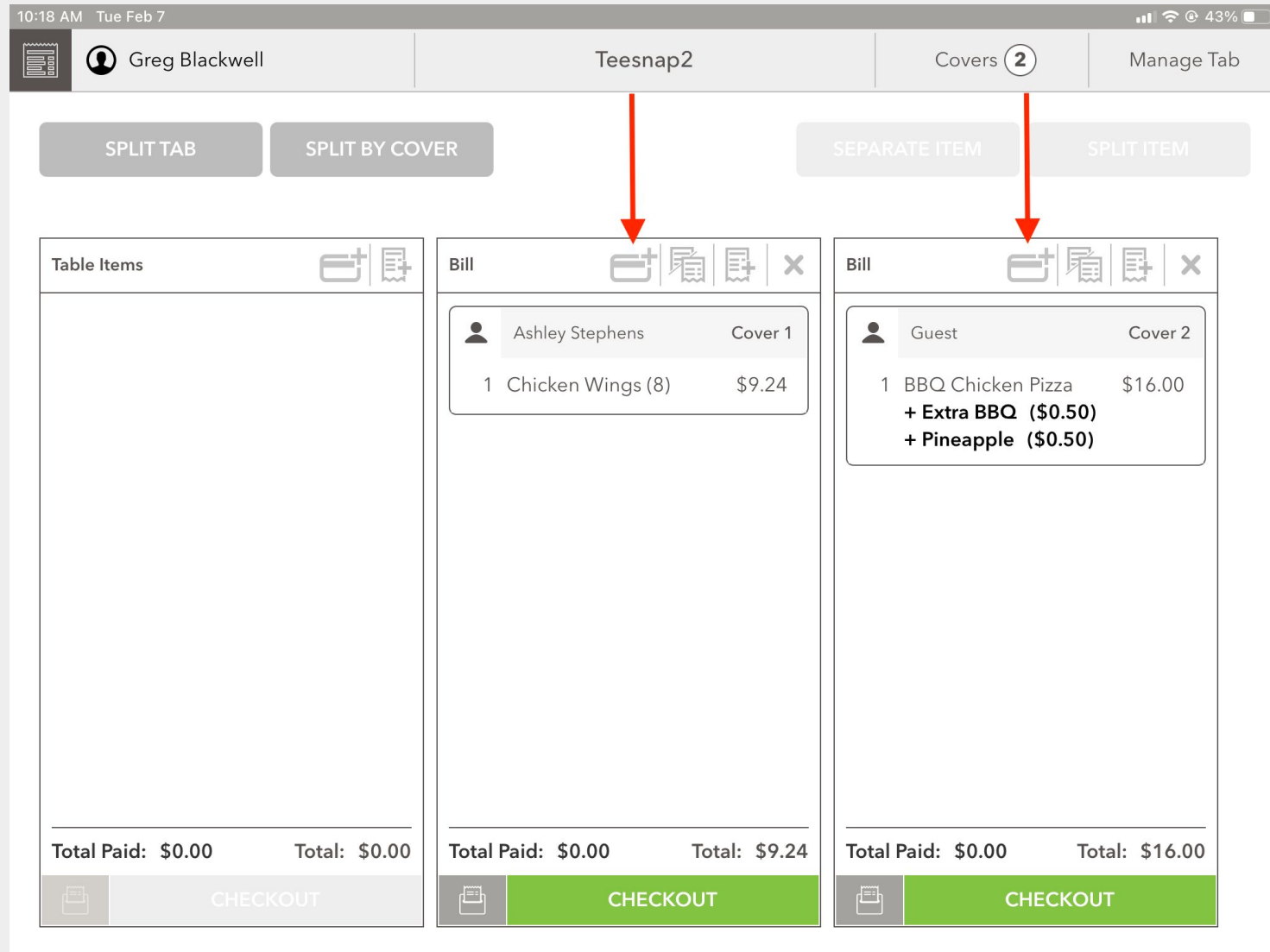
Total Paid: \$0.00 Total: \$25.24

CHECKOUT

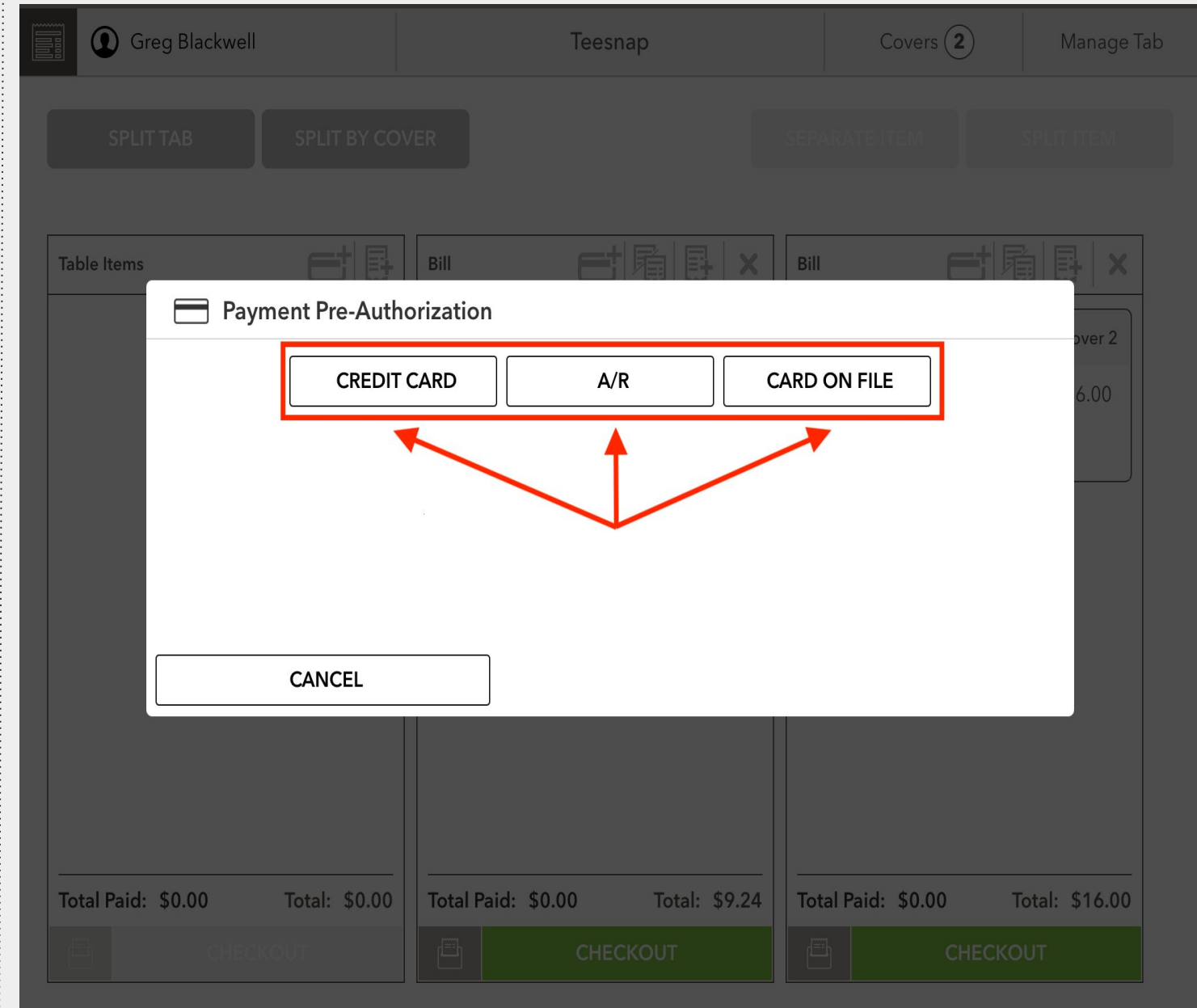


NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

Tap the Credit Card icon on the check you would like to Pre-Authorize.



Tap the form of Payment Pre-Authorization: CREDIT CARD or A/R or CARD ON FILE.





NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

First confirm the Tab Minimum Value is appropriate for this transaction or increase if necessary. Tap **SUBMIT PRE-AUTHORIZATION** to begin the payment process.

The screenshot shows the 'Credit Card Pre-Authorization' screen. At the top, there are three input fields: 'Tab Name', '#Cover', and 'Customer'. Below these is a modal window with a title bar containing a credit card icon, 'Credit Card Pre-Authorization', and 'Tab minimum value: \$1.00' with minus and plus buttons. The modal has two buttons: 'CARD PRESENT' (blue) and 'MANUAL ENTRY' (white). Below the buttons is the text 'Tap the Submit Pre-authorization button to begin the payment process'. At the bottom of the modal are two buttons: 'CANCEL' (white) and 'SUBMIT PRE-AUTHORIZATION' (green). A red box highlights the 'SUBMIT PRE-AUTHORIZATION' button, and a red arrow points to it from the text above.

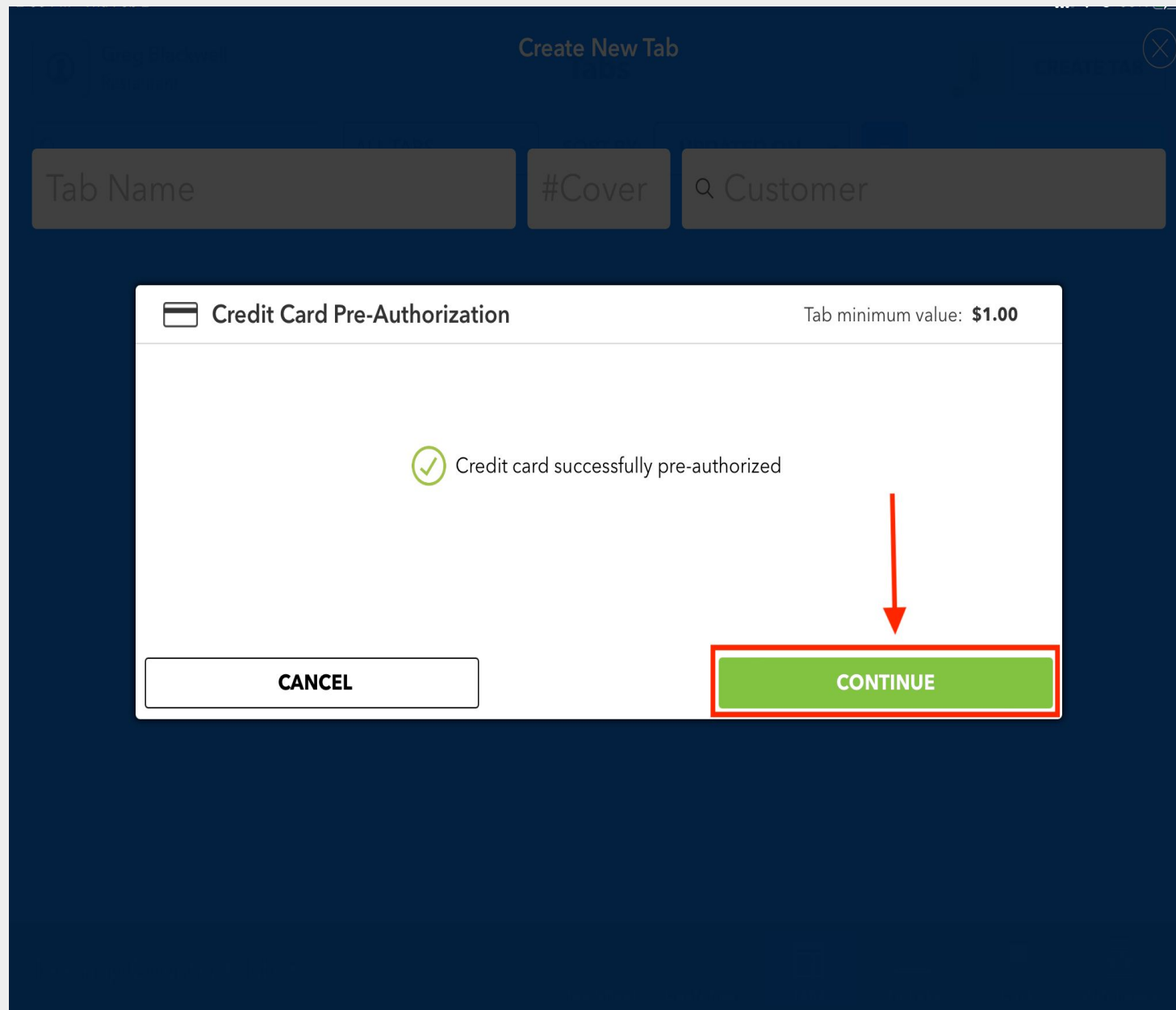
Once the credit card is either Tapped, Inserted or Swiped, the transaction will begin.

The screenshot shows the 'Credit Card Pre-Authorization' screen after the transaction has started. The modal window now displays a loading spinner and the text 'Your transaction has started'. The 'SUBMIT PRE-AUTHORIZATION' button is no longer visible, and the 'CANCEL' button is now greyed out.

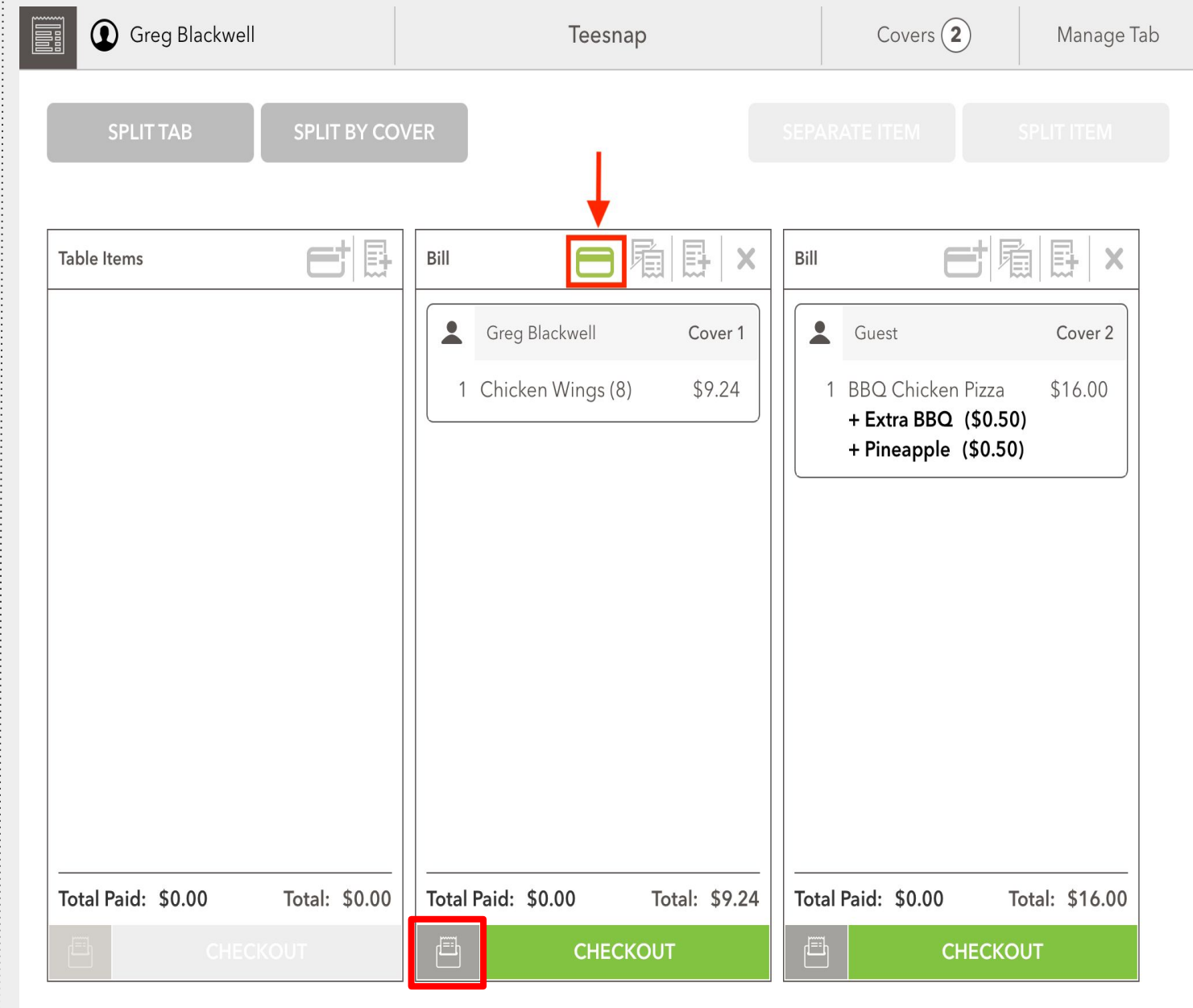


NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

After the credit card is successfully pre-authorized, Tap **CONTINUE** to open the tab.



The **Green Credit Card icon** confirms this tab has been pre-authorized. Tap the printer icon to print a receipt so the customer may include a tip and sign.





NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

Tap the User Menu dropdown. Then, tap Enter Tips.

The screenshot shows the 'Manage Bills' page for Greg Blackwell at a restaurant. The user menu dropdown is open, and the 'Enter Tips' option is highlighted with a red box and an arrow. The background shows a list of tabs with columns for time, card type, amount, and total.

Time	Card Type	Amount	Total
Feb 2 - 3:00 PM		\$25.24	
Feb 2 - 2:55 PM		\$11.00	

Enter the Tip amount for this transaction.

The screenshot shows the 'Enter Tips' modal with a list of transactions. The 'Tip' button for the first transaction is highlighted with a red box and an arrow. The bottom of the screen shows a summary of bills and a 'SUBMIT' button.

Time	Card Type	Amount	Tip	Total
02:59 PM	Visa****8076	\$9.24	Tip	\$10.00
02:55 PM	Visa****8076	\$11.00	Tip	\$11.00

2 My Bills 2 Outstanding SUBMIT



NEW credit card reader workflow - Pre Authorization at the Manage Bills Page

Once a Tip has been entered tap the **SUBMIT BILLS** button to finalize the transaction.

Enter Tips ⓧ

02:59 PM	Visa****8076	\$9.24 +	<input type="text" value="3.50"/>	\$13.50 ⋮
02:55 PM	Visa****8076	\$11.00 +	<input type="text" value="Tip"/>	\$11.00 ⋮

2 My Bills 2 Outstanding **SUBMIT 1 BILLS**



Checkout Experience with C2X credit card reader Single Payment Method

To process credit cards using the new C2X readers, add products to the Shopping Cart as normal. Note the Shopping Cart is now simply called “Cart” in the iPad.

The screenshot shows the iPad interface for the 'Shopping Cart'. At the top, there is a header with 'Teesnap Support Proshop' and the title 'Shopping Cart'. Below the header is a search bar and a list of categories: GIFT CARD, BUNDLES, F&B, INVENTORY, and PIZZA. The 'GIFT CARDS' section is expanded, showing a 'Gift Card' option with a price of '\$0.00' and a plus sign. At the bottom right, a summary box shows '0 Items', 'Subtotal \$0.00', and 'Total \$0.00'. Below the summary are buttons for 'CREATE TAB', 'DISCOUNT', and a prominent green 'CHECKOUT' button. The bottom navigation bar includes icons for 'Tee Sheet', 'Customers', 'Tabs', 'Tickets', 'Cart' (highlighted with a red box), and 'Purchases'.

After the products have been added to the Shopping Cart, tap CHECKOUT. This part of the process is unchanged.

The screenshot shows the iPad interface for the 'Shopping Cart' after items have been added. The header and search bar are the same. The category list is now expanded to 'F&B', showing 'BYO Pizza' for '\$13.95' and 'Strip Burger' for '\$9.95'. The summary box at the bottom right shows '1 Items', 'Subtotal \$14.95', 'Tax \$1.23', and 'Total \$16.18'. Below the summary are buttons for 'EMPTY CART', 'CREATE TAB', 'DISCOUNT', and a prominent green 'CHECKOUT' button (highlighted with a red box). A red arrow points to the 'CHECKOUT' button with the text: 'Once items have been selected; press the checkout button'. The bottom navigation bar is the same as in the previous screenshot, with the 'Cart' icon highlighted.



Checkout Experience with C2X credit card reader Single Payment Method

Next, if desired, add a guest to the transaction by searching your customer database. If no specific customer is desired, tap CHECKOUT AS GUEST. *This process IS different from previous versions. For greater security and compliance, you can no longer begin an automated search of the customer database simply by swiping the card. You MUST perform an actual customer search before moving on to the next step.*

If the customer is using a credit credit, simply tap the CREDIT payment button.

This is different from previous versions of Teesnap.

Reading (swipe, tap or chip) the card immediately, without first tapping the CREDIT button will no longer work.

Checkout

Teesnap Support Proshop

Customer Info | CHECKOUT AS GUEST | DONE

Existing Customer | Create Customer | Configure Guest

Q greg.bla

Greg Blackwell | greg.blackwell@teesnap.com

1 BYO Pizza \$14.95
+ Pepperoni (\$0.50)
+ Sausage (\$0.50)

1 Items	Subtotal	\$14.95
	Tax	\$1.23
	Total	\$16.18

TAX EXEMPT | Total Paid \$0.00

RETURN TO CART

CREDIT | CASH | CHECK | A/R | CLUB | OTHER

Teesnap Country Club

Tee Sheet | Customers | Tabs | Tickets | Cart | Purchases

Checkout

Greg Blackwell Proshop

Greg Blackwell | EDIT

Credit Card | 16.18 | TIP | X

Card Present | Manual Entry | Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. | Submit

1 BYO Pizza \$14.95
+ Pepperoni (\$0.50)
+ Sausage (\$0.50)

1 Items	Subtotal	\$14.95
	Tax	\$1.23
	Total	\$16.18

TAX EXEMPT | Total Paid \$0.00

RETURN TO CART

CREDIT | CASH | CHECK | A/R | CLUB | OTHER

Teesnap Country Club

Tee Sheet | Customers | Tabs | Tickets | Cart | Purchases



Checkout Experience with C2X credit card reader Single Payment Method

You have the option to allow the guest to add a tip to the transaction at this point in the workflow, by tapping the TIP Button.

Skip this step if a Tip is not necessary

The screenshot shows the checkout interface for Greg Blackwell at Proshop. The main screen displays a credit card payment screen with a total of 16.18. A red box highlights the 'TIP' button. Below the payment screen, there is a summary of the items: 1 BYO Pizza + Pepperoni (\$0.50) + Sausage (\$0.50) for a subtotal of \$14.95, tax of \$1.23, and a total of \$16.18. The 'Total Paid' is \$0.00. The interface includes a bottom navigation bar with icons for CREDIT, CASH, CHECK, A/R, CLUB, and OTHER, and a top navigation bar with icons for Tee Sheet, Customers, Tabs, Tickets, Cart, and Purchases.

If a TIP is desired pass the iPad to the customer for them to enter their tip amount and sign. If the customer does not tap FINALIZE, the employee must complete this step.

Skip this step if a Tip is not necessary

The screenshot shows the 'Tip Confirmation' screen. On the left, a 'YOUR BILL' summary lists the items: 1 BYO Pizza + Pepperoni (\$0.50) + Sausage (\$0.50) for a subtotal of \$14.95, tax of \$1.23, and a payment of \$16.18. A tip of \$3.24 is added, resulting in a total payment of \$19.42. On the right, there are three steps: Step 1: 'PLEASE SELECT A TIP AMOUNT' with buttons for 18%, 20% (highlighted with a red box), and 25%. Step 2: 'SIGN HERE' with a signature field containing a handwritten signature. Step 3: 'FINALIZE' (highlighted with a red box). A 'Clear Signature' link is located below the signature field.



Checkout Experience with C2X credit card reader Single Payment Method

Once a Tip has been entered the server will then enter their Employee ID to complete the transaction.

Skip this step if a Tip is not necessary

Thank you, please return this iPad to your server.

Enter your employee ID

1	2	3
4	5	6
7	8	9
«	0	GO

If a Tip was not necessary you will begin here.

When you tap CREDIT, the system will default to Card Present. If this is not the case you can tap Manual Entry or Card On File.

New - You will be prompted to swipe, tap or insert the card once the SUBMIT button is tapped.

Greg Blackwell
Proshop

Checkout

Greg Blackwell

EDIT

1 BYO Pizza \$14.95

+ Pepperoni (\$0.50)

+ Sausage (\$0.50)

Credit Card

19.42

TIP

X

Card Present

Manual Entry

Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped.

Submit

1 Items	Subtotal	\$14.95
	Tax	\$1.23
	Total	\$16.18
TAX EXEMPT		Total Paid
		\$0.00

CREDIT

CASH

CHECK

A/R

CLUB

OTHER

Teesnap Country Club ▾

Tee Sheet

Customers

Tabs

Tickets

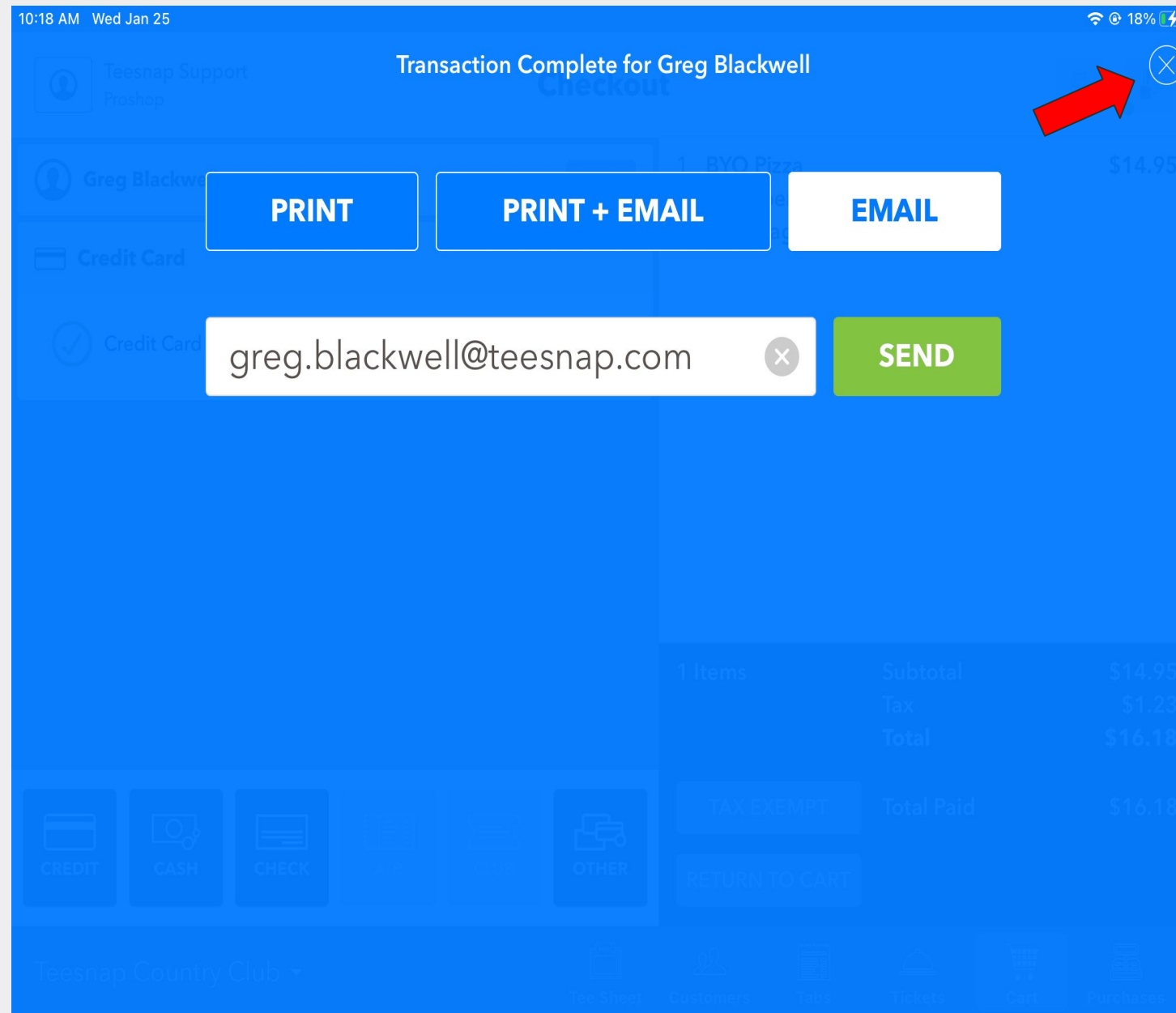
Cart

Purchases



Checkout Experience with C2X credit card reader Single Payment Method

The transaction is complete. Tap how the customer would like their receipt delivered. If a receipt is not necessary tap the “X” in the top right corner.





Checkout Experience with C2X credit card reader

Split Credit Card Transactions

To process credit cards using the new C2X readers, add products to the Shopping Cart as normal. Note the Shopping Cart is now simply called “Cart” in the iPad.

After the products have been added to the Shopping Cart, tap CHECKOUT. This part of the process is unchanged.

The screenshot shows the iPad interface for a user named Greg Blackwell at Proshop. The page is titled "Shopping Cart". On the left, there is a search bar and a category menu with options: GIFT CARD, BUNDLES, F&B, INVENTORY, and PIZZA. The "Gift Cards" section is active, showing a "Gift Card" item for \$0.00 with a plus sign. The bottom right of the screen displays a summary: "0 Items", "Subtotal \$0.00", and "Total \$0.00". Below this are buttons for "CREATE TAB", "DISCOUNT", and a prominent green "CHECKOUT" button. At the very bottom, a navigation bar includes icons for "Teesnap Country Club", "Tee Sheet", "Customers", "Tabs", "Tickets", "Cart" (highlighted with a red box), and "Purchases".

This screenshot shows the same iPad interface but with items added to the cart. The category menu is now set to "F&B". The cart contains three items: "Strip Burger" for \$12.95, "BYO Pizza" for \$13.95, and "Strip Burger" for \$9.95. The summary at the bottom right shows "1 Items", "Subtotal \$12.95", "Tax \$1.07", and a "Total" of \$14.02. The "CHECKOUT" button is now highlighted with a red box, and a red arrow points to it from the text "Once items have been selected; press the checkout button". The bottom navigation bar is identical to the previous screenshot, with the "Cart" icon highlighted.



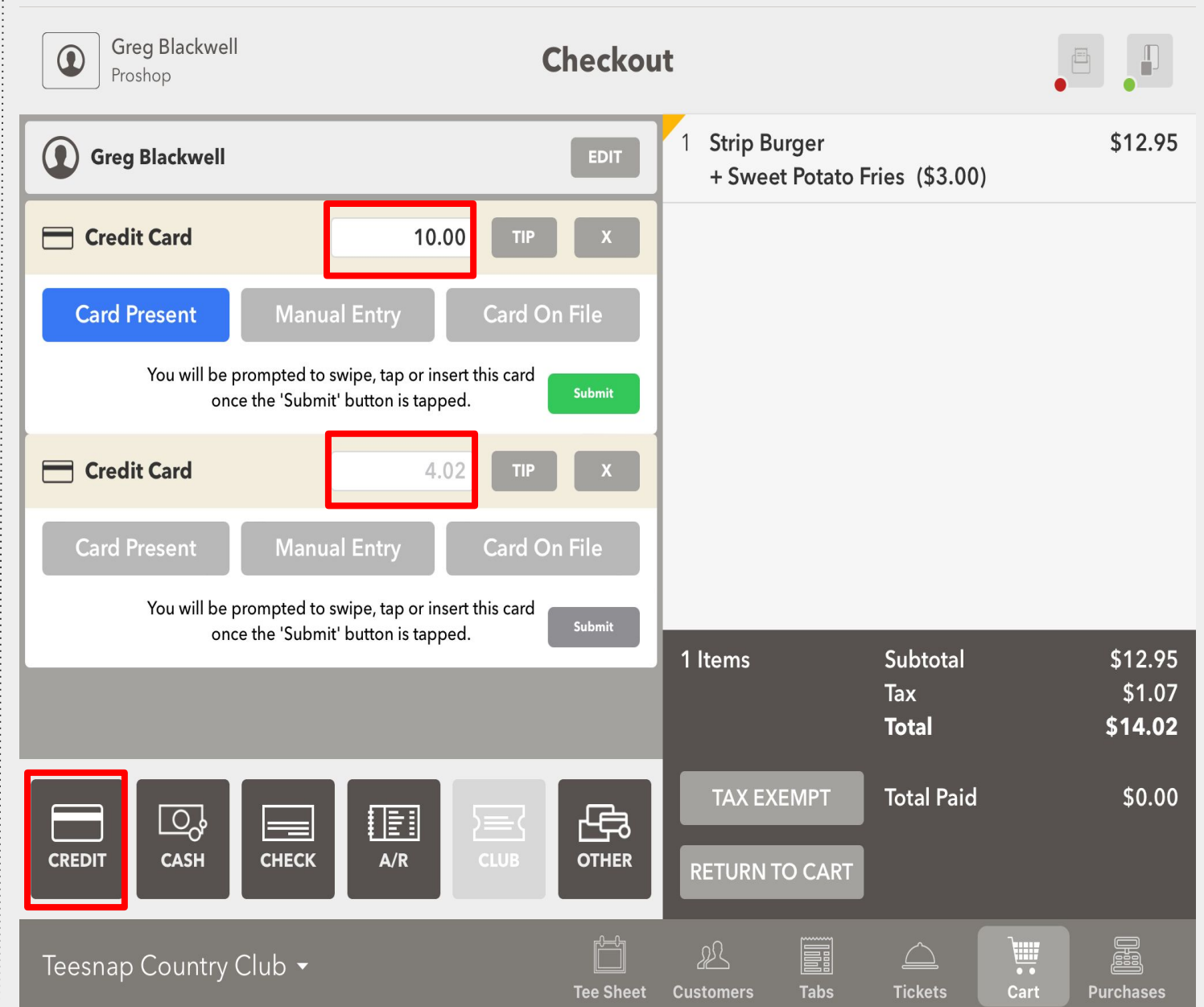
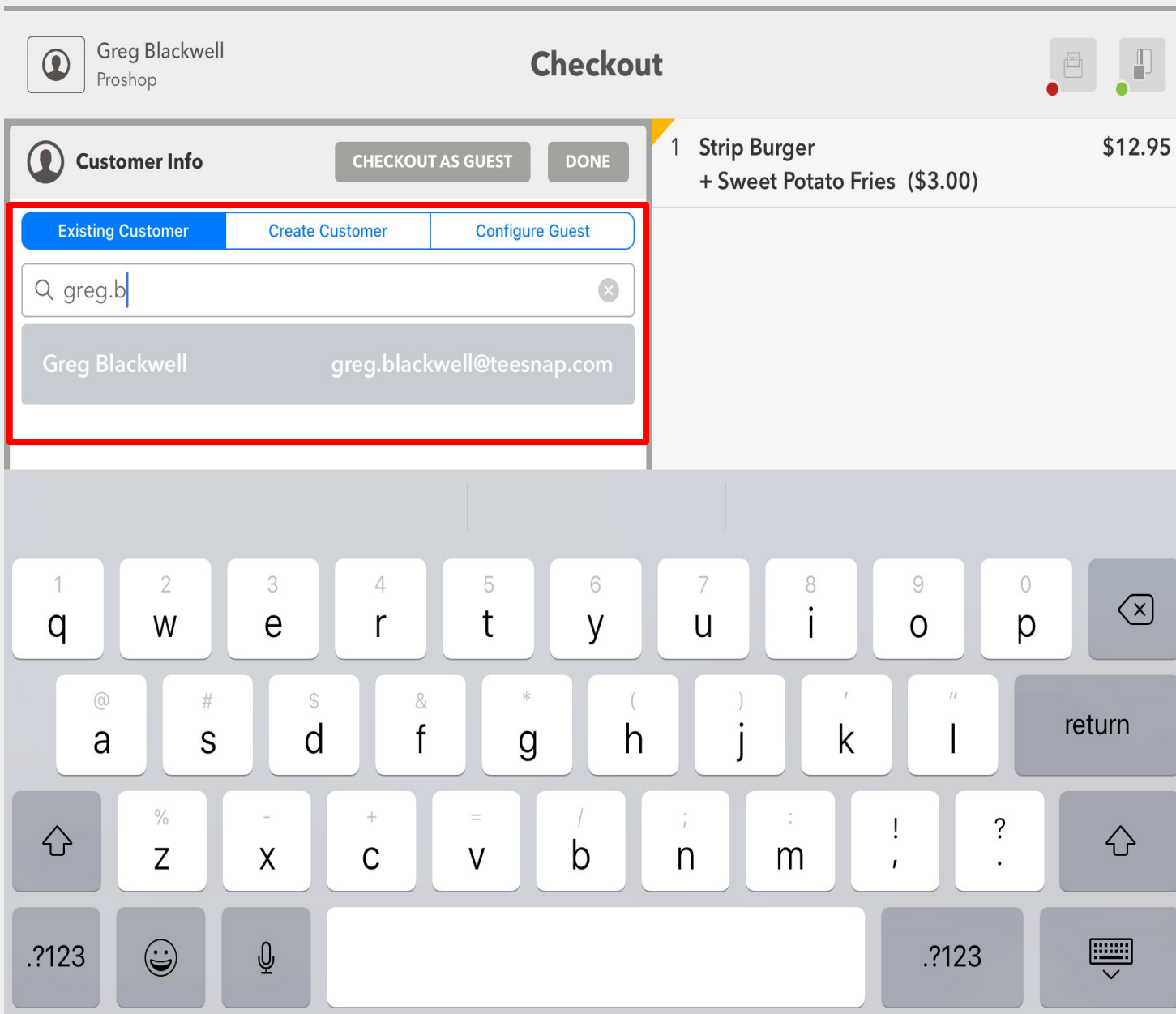
Checkout Experience with C2X credit card reader

Split Credit Card Transactions

Next, if desired, add a guest to the transaction by searching your customer database. If no specific customer is desired, tap CHECKOUT AS GUEST. *This process IS different from previous versions. For greater security and compliance, you can no longer begin an automated search of the customer database simply by swiping the card. You MUST perform an actual customer search before moving on to the next step.*

Tap the CREDIT button (bottom left of screen) TWO TIMES for a split transaction, when both transactions will use credit as a form of payment. It will first split the transaction into two equal amounts.

As shown below, we have customized the first card with a value of \$10. It will then automatically adjust the second transaction amount.





Checkout Experience with C2X credit card reader

Split Credit Card Transactions

You have the option to allow the guest to add a tip to the transaction at this point in the workflow, by tapping the TIP Button.

Skip this step if a Tip is not necessary

Checkout

Greg Blackwell Proshop

Greg Blackwell EDIT

Credit Card 10.00 **TIP** X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

Credit Card 4.02 TIP X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

1 Strip Burger \$12.95
+ Sweet Potato Fries (\$3.00)

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
	TAX EXEMPT	
	Total Paid	\$0.00

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club

Tee Sheet Customers Tabs Tickets Cart Purchases

If using the TIP option, pass the iPad to the customer for them to enter their tip amount and sign. If the customer does not tap FINALIZE, the employee must complete this step.

Skip this step if a Tip is not necessary

Tip Confirmation

PLEASE SELECT A TIP AMOUNT

18% 20% 25%

CUSTOM TIP

NO TIP

SIGN HERE

Subtotal \$12.95
Tax \$1.07
Payment \$10.00
Tip \$2.00

PAYMENT + TIP \$12.00

agree to pay the stated amount per the cardholder and/or merchant agreement.

FINALIZE

Clear Signature



Checkout Experience with C2X credit card reader

Split Credit Card Transactions

If a tip has been entered and the FINALIZE button pressed, the server will then enter their Employee ID to complete the transaction.

Skip this step if a tip is not necessary

Thank you, please return this iPad to your server.

Enter your employee ID

1	2	3
4	5	6
7	8	9
«	0	GO

If a Tip was not necessary you will begin here.

When you tap Credit, the system will default to Card Present. If this is not the case, you can tap Manual Entry or Card On File.

New - You will be prompted to swipe, tap or insert the card once the Submit button is tapped.

Greg Blackwell
Proshop

Checkout

Greg Blackwell Tip has been added EDIT

Credit Card 12.00 TIP X

Card Present
Manual Entry
Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped.

Submit

Credit Card 4.02 TIP X

Card Present
Manual Entry
Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped.

Submit

1 Strip Burger \$12.95
 + Sweet Potato Fries (\$3.00)

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
	TAX EXEMPT	
	Total Paid	\$0.00

RETURN TO CART

CREDIT

CASH

CHECK

A/R

CLUB

OTHER

Teesnap Country Club ▾

Tee Sheet

Customers

Tabs

Tickets

Cart

Purchases



Checkout Experience with C2X credit card reader

Split Credit Card Transactions

Here you will see the first Credit Card has been successfully processed. Now you can move on to the next card transaction.

Also notice the **NEW Total Paid** amount. Remember in this example we added a \$2 tip on the \$10 charge. The remaining balance is \$4.02.

With with first credit card now processed, repeat the steps and tap the **SUBMIT** button for the second credit card transaction.

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card TIP X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾

Tee Sheet Customers Tabs Tickets **Cart** Purchases

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card TIP X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾

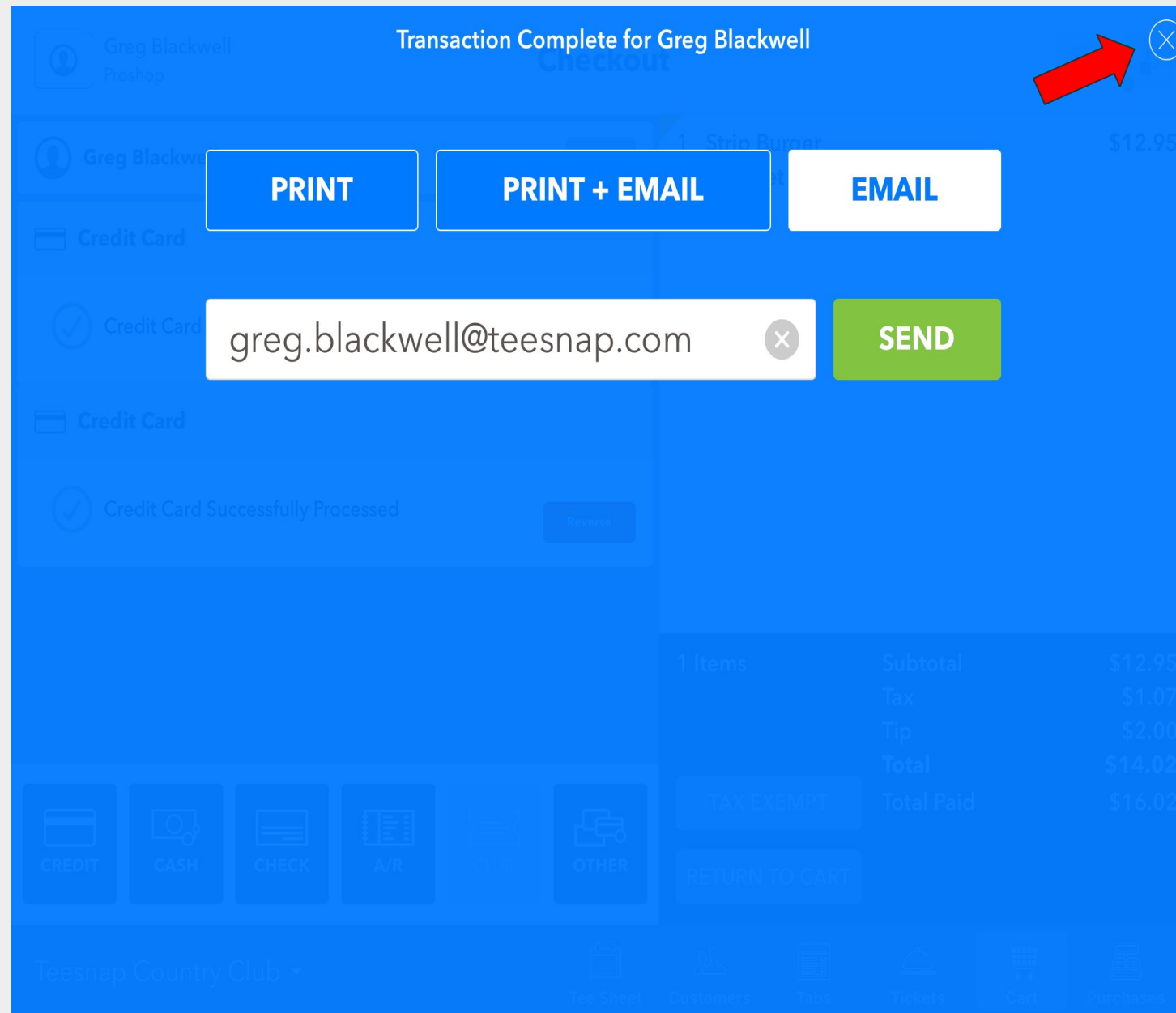
Tee Sheet Customers Tabs Tickets **Cart** Purchases



Checkout Experience with C2X credit card reader

Split Credit Card Transactions

The transaction is complete. Tap how the customer would like their receipt delivered. If a receipt is not necessary tap the “X” in the top right corner.





Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

To process credit cards using the new C2X readers, add products to the Shopping Cart as normal. Note the Shopping Cart is now simply called “Cart” in the iPad.

After the products have been added to the Shopping Cart, tap CHECKOUT. This part of the process is unchanged.

The screenshot shows the iPad interface for a user named 'Teesnap Support Proshop'. The page is titled 'Shopping Cart'. A search bar at the top allows searching by item name, SKU, or barcode. On the left, there are menu options for 'GIFT CARD', 'BUNDLES', 'F&B', 'INVENTORY', and 'PIZZA'. The 'GIFT CARDS' section is active, showing a 'Gift Card' for '\$0.00'. The bottom right of the screen displays a summary: '0 Items', 'Subtotal \$0.00', and 'Total \$0.00'. Below this are buttons for 'CREATE TAB', 'DISCOUNT', and a green 'CHECKOUT' button. At the bottom, a navigation bar includes 'Teesnap Country Club' and icons for 'Tee Sheet', 'Customers', 'Tabs', 'Tickets', 'Cart' (highlighted with a red box), and 'Purchases'.

The screenshot shows the iPad interface for a user named 'Greg Blackwell Proshop'. The page is titled 'Shopping Cart'. The search bar is the same. The left menu is the same. The 'F&B' section is active, showing 'BYO Pizza' for '\$13.95' and 'Strip Burger' for '\$9.95'. The bottom right summary shows '1 Items', 'Subtotal \$12.95', 'Tax \$1.07', and 'Total \$14.02'. Below this are buttons for 'EMPTY CART', 'CREATE TAB', 'DISCOUNT', and a green 'CHECKOUT' button (highlighted with a red box). A red arrow points from the text 'Once items have been selected; press the checkout button' to the 'CHECKOUT' button. At the bottom, the navigation bar is the same, with the 'Cart' icon highlighted by a red box.



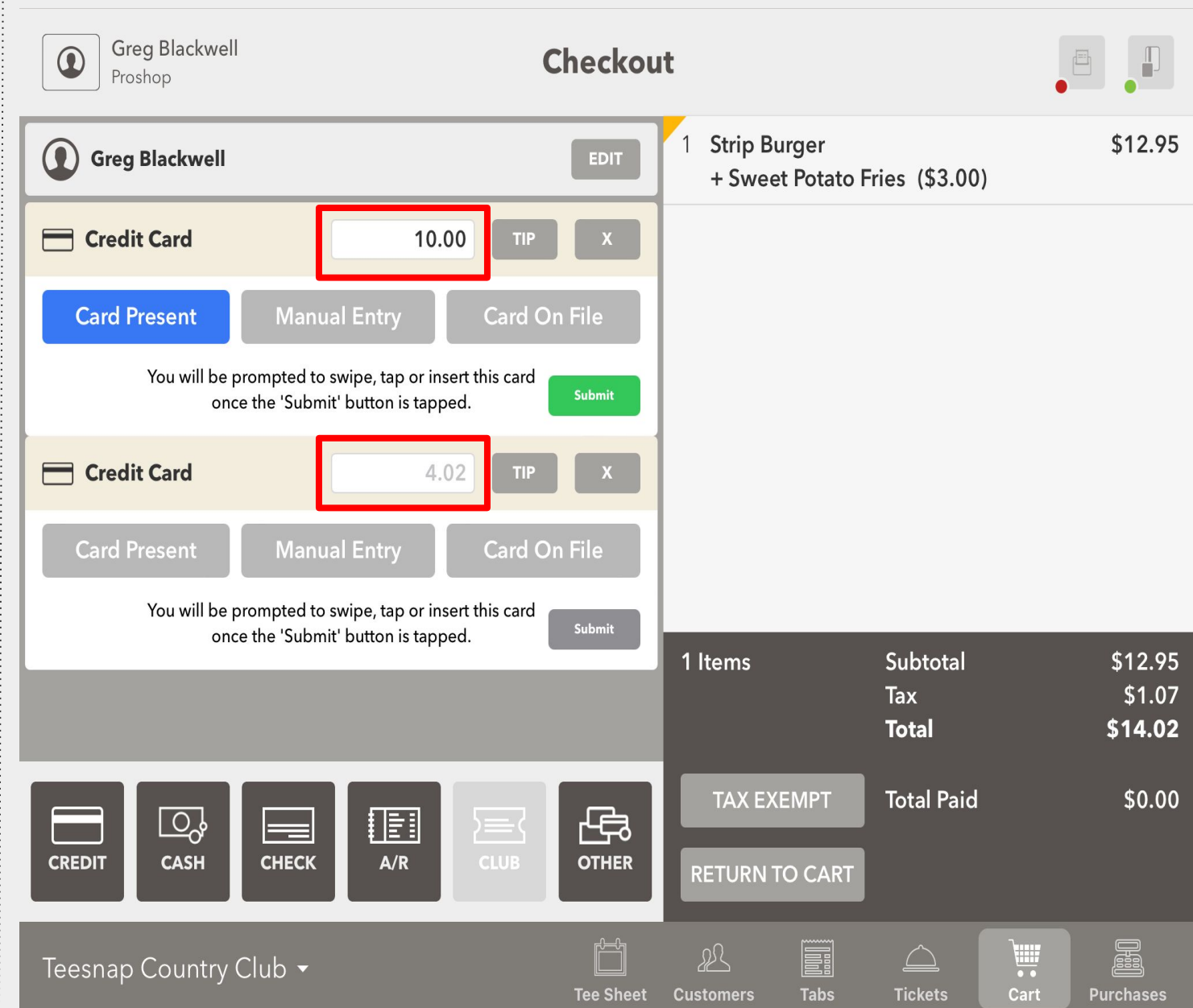
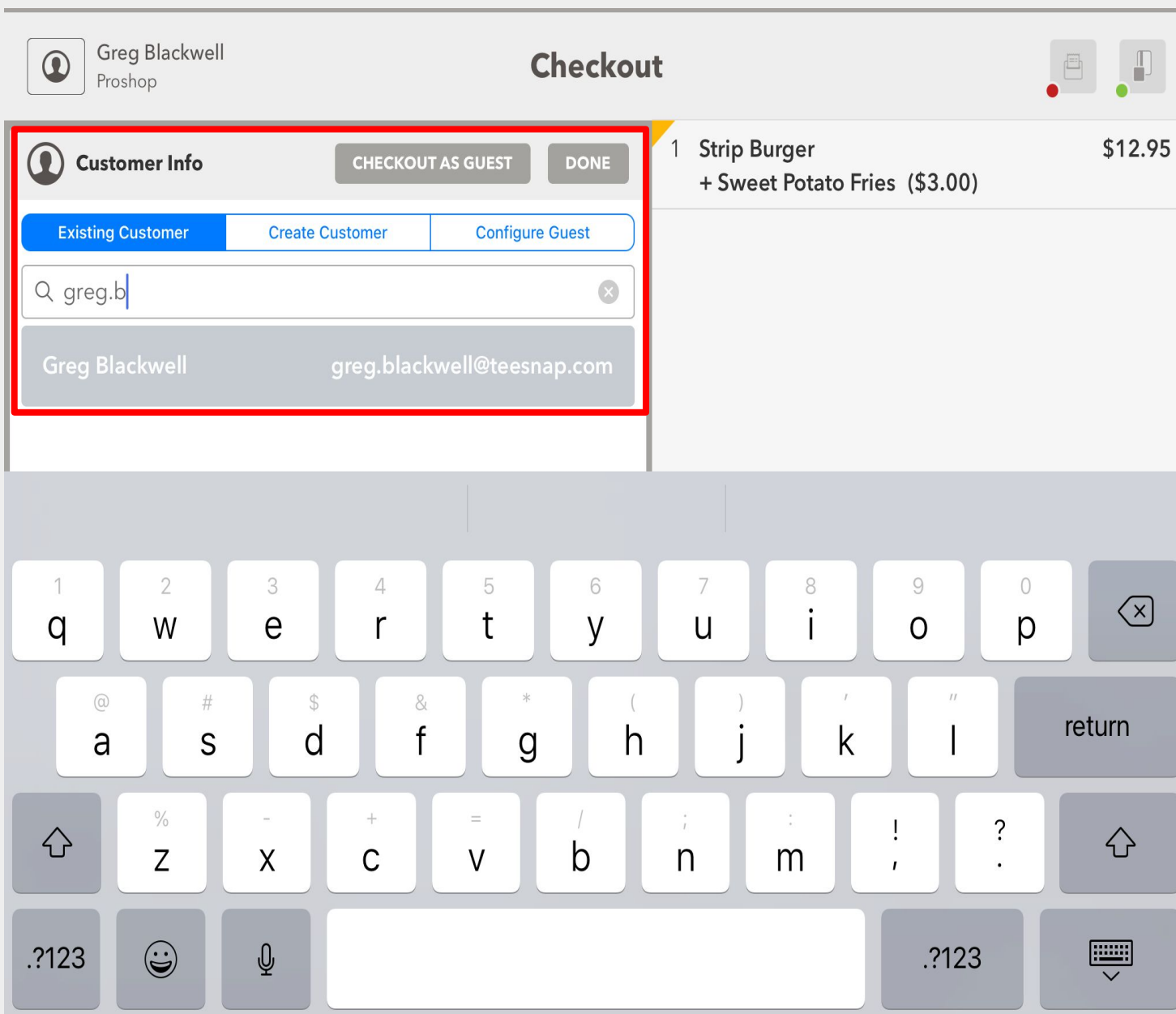
Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

Next, if desired, add a guest to the transaction by searching your customer database. If no specific customer is desired, tap CHECKOUT AS GUEST. This process IS different from previous versions. For greater security and compliance, you can no longer begin an automated search of the customer database simply by swiping the card. You MUST perform an actual customer search before moving on to the next step.

Tap the CREDIT CARD payment type 2 times for a split transaction. It will first split the transaction into two equal amounts.

As shown below we have customized the first card for a value of \$10. It will then automatically adjust the second transaction amount.





Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

You have the option to allow the guest to add a tip to the transaction at this point in the workflow, by tapping the TIP Button.

Skip this step if a Tip is not necessary

Checkout

Greg Blackwell Proshop

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card 10.00 **TIP** X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. **Submit**

Credit Card 4.02 **TIP** X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. **Submit**

1 Items Subtotal \$12.95
Tax \$1.07
Total \$14.02

TAX EXEMPT Total Paid \$0.00

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club

Tee Sheet Customers Tabs Tickets Cart Purchases

If using the TIP option, pass the iPad to the customer for them to enter their tip amount and sign. If the customer does not tap FINALIZE, the employee must complete this step.

Skip this step if a Tip is not necessary

Tip Confirmation

PLEASE SELECT A TIP AMOUNT

18% 20% 25%

CUSTOM TIP

NO TIP

SIGN HERE

agree to pay the stated amount per the cardholder and/or merchant agreement.

FINALIZE

Clear Signature

YOUR BILL

1 Strip Burger \$12.95
+ Sweet Potato Fries (\$3.00)

Subtotal \$12.95
Tax \$1.07
Payment \$10.00
Tip \$2.00

PAYMENT + TIP \$12.00



Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

If a tip has been entered and the FINALIZE button pressed, the server will then enter their Employee ID to complete the transaction.

Skip this step if a Tip is not necessary

Thank you, please return this iPad to your server.

Enter your employee ID

1	2	3
4	5	6
7	8	9
«	0	GO

If a Tip was not necessary you will begin here.

When you tap Credit, the system will default to Card Present. If this is not the case, you can tap Manual Entry or Card On File.

New - You will be prompted to swipe, tap or insert the card once the SUBMIT button is tapped.

Greg Blackwell
Proshop

Checkout

Greg Blackwell Tip has been added EDIT

Credit Card TIP X

Card Present
Manual Entry
Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped.

Submit

Credit Card TIP X

Card Present
Manual Entry
Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped.

Submit

1 Strip Burger \$12.95
+ Sweet Potato Fries (\$3.00)

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
TAX EXEMPT		Total Paid \$0.00

RETURN TO CART

CREDIT

CASH

CHECK

A/R

CLUB

OTHER

Teesnap Country Club ▾

Tee Sheet

Customers

Tabs

Tickets

Cart

Purchases



Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

Here you will see the first Credit Card has been successfully processed. Now you can move on to the next card transaction.

Also notice the **NEW Total Paid** amount. Remember in this example we added a \$2 tip on the \$10 charge. The remaining balance is \$4.02.

Greg Blackwell Proshop

Checkout

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card TIP X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases

With with first credit card now processed, repeat the steps and tap the **SUBMIT** button for the second credit card transaction.

Greg Blackwell Proshop

Checkout

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card TIP X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases



Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

Here you will see the second credit card transaction was declined

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card

✗ There was an error processing the credit card. Please try again.

Order Error
Credit card payment was declined.
OK

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases

If the second card is declined and you don't have a way to complete the transaction. You can reverse the first payment by clicking on the reverse button.

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

✓ Credit Card Successfully Processed Reverse

Credit Card

✗ There was an error processing the credit card. Please try again.

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases



Checkout Experience with C2X credit card reader

Split Credit Card Transaction with Partial Payment and Failure

Tap Continue to finalize the credit card reversal

Greg Blackwell Proshop

Checkout

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

We are about to reverse this Credit Card payment. Would you like to continue?

Cancel Continue

Credit Card

There was an error processing the credit card. Please try again.

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

TAX EXEMPT

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club

Tee Sheet Customers Tabs Tickets Cart Purchases

Once you have been successful with the reversal. You can return to cart and empty the cart if the transaction is not being attempted with other form of payment.

Greg Blackwell Proshop

Checkout

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Credit Card

Credit Card Reversal Successfully Processed

Credit Card

There was an error processing the credit card. Please try again.

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
	Total Paid	\$0.00

TAX EXEMPT

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club

Tee Sheet Customers Tabs Tickets Cart Purchases



Checkout Experience with C2X credit card reader

Multiple Payment Types - Credit Credit and Other Form

To process credit cards using the new C2X readers, add products to the Shopping Cart as normal. Note that the Shopping Cart is now simply called “Cart” in the iPad.

After the tap products have been added to the Shopping Cart, tap CHECKOUT. This part of the process is unchanged.

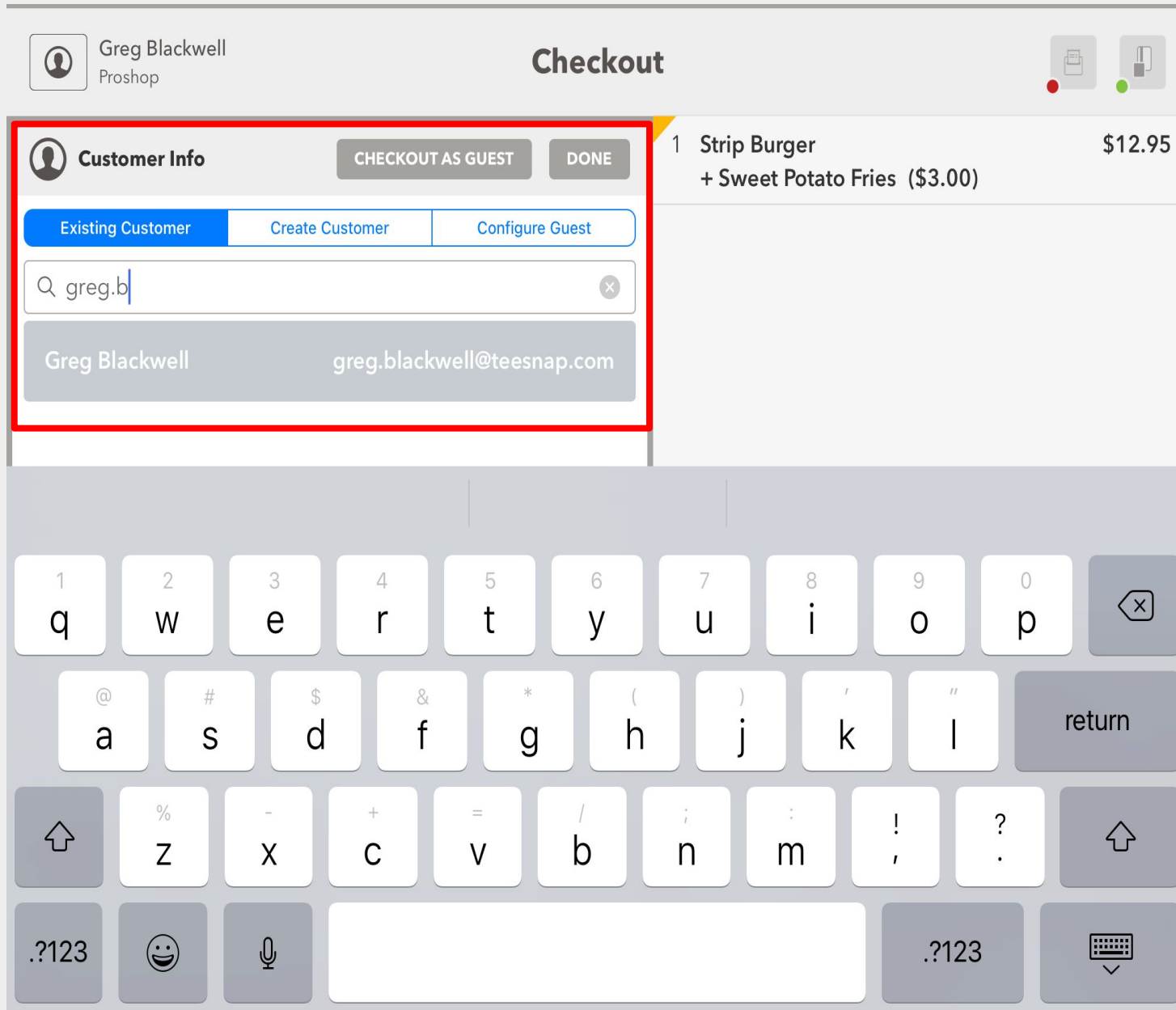
The screenshot shows the iPad interface for a user named Greg Blackwell at Proshop. The page is titled "Shopping Cart". On the left, there is a search bar and a category menu with options: GIFT CARD, BUNDLES, F&B, INVENTORY, and PIZZA. The "GIFT CARDS" section is active, showing a "Gift Card" option with a price of \$0.00 and a plus sign. The bottom right of the screen displays a summary: "0 Items", "Subtotal \$0.00", and "Total \$0.00". Below this are buttons for "CREATE TAB", "DISCOUNT", and a prominent green "CHECKOUT" button. At the very bottom, a navigation bar includes icons for "Teesnap Country Club", "Tee Sheet", "Customers", "Tabs", "Tickets", "Cart" (highlighted with a red box), and "Purchases".

This screenshot shows the same iPad interface but with items added to the cart. The category menu is now set to "F&B". The cart contains one item: "Strip Burger + Sweet Potato Fries (\$3.00)" priced at \$12.95. Below the item list, the summary shows "1 Items", "Subtotal \$12.95", "Tax \$1.07", and a "Total" of \$14.02. The "CHECKOUT" button is now highlighted with a red box, and a red arrow points to it from the text "Once items have been selected; press the checkout button". The bottom navigation bar remains the same, with the "Cart" icon highlighted.

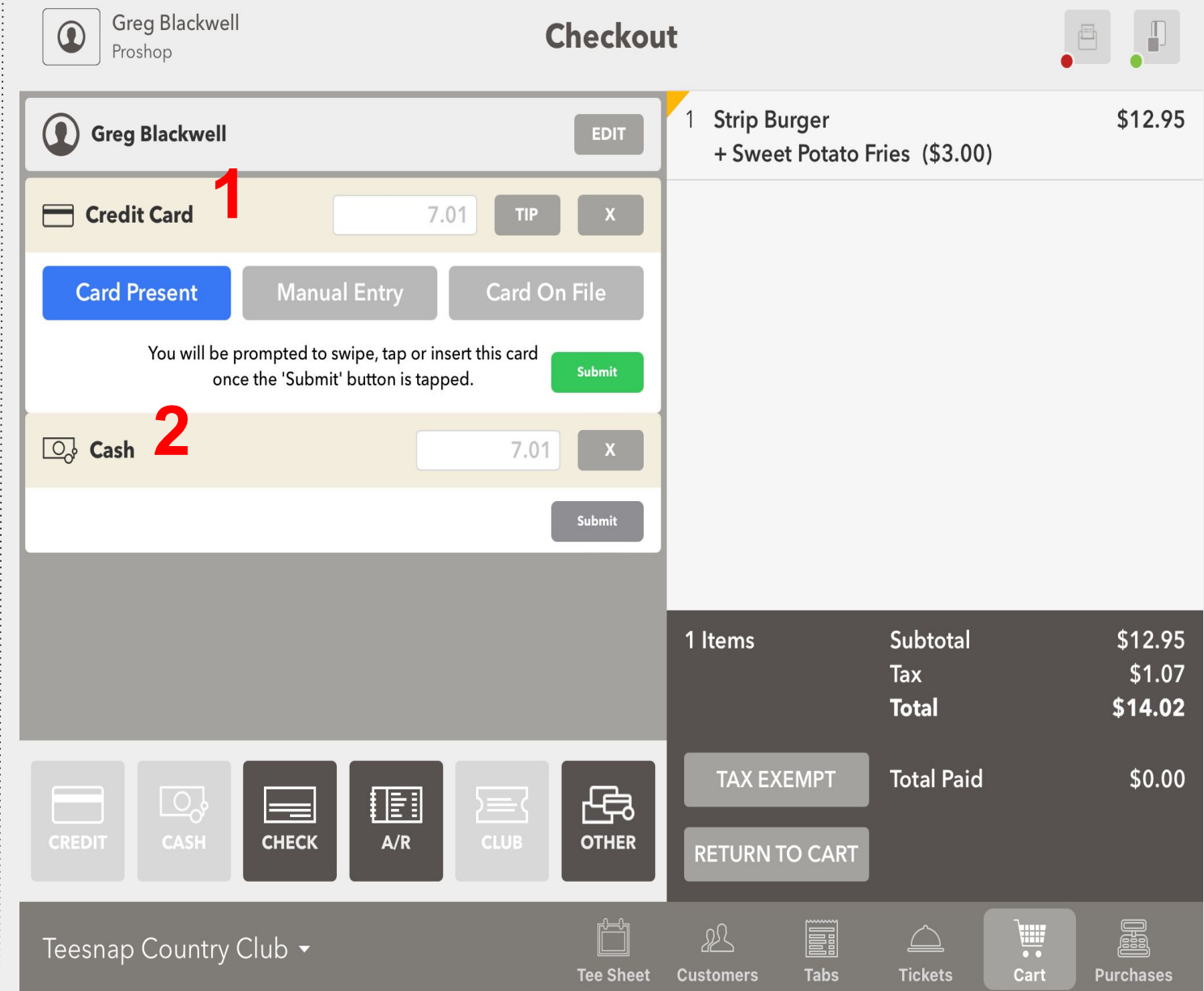


Checkout Experience with C2X credit card reader Multiple Payment Types - Credit Credit and Other

Next, if desired, add a guest to the transaction by searching your customer database. If no specific customer is desired, tap CHECKOUT AS GUEST. This process IS different from previous versions. For greater security and compliance, you can no longer begin an automated search of the customer database simply by swiping the card. You MUST perform an actual customer search before moving on to the next step.



When you are processing a split payment type and a CREDIT CARD will be involved with another form of payment. You must process the credit card FIRST as it will have the possibility of a denial or failure. If you press Cash first the Credit button will go grey and is not able to be tapped.





Checkout Experience with C2X credit card reader

Multiple Payment Types - Credit Credit and Other

You have the option to allow the guest to add a tip to the transaction at this point in the workflow, by tapping the TIP Button.

Skip this step if a Tip is not necessary

Checkout

Greg Blackwell Proshop

Greg Blackwell EDIT

Credit Card 10.00 **TIP** X

Card Present Manual Entry Card On File

You will be prompted to swipe, tap or insert this card once the 'Submit' button is tapped. Submit

Cash 4.02 X

Submit

1 Strip Burger \$12.95
+ Sweet Potato Fries (\$3.00)

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
	TAX EXEMPT	
	Total Paid	\$0.00

RETURN TO CART

Teesnap Country Club

Tee Sheet Customers Tabs Tickets Cart Purchases

If using the TIP option, pass the iPad to the customer for them to enter their tip amount and sign. If the customer does not tap FINALIZE, the employee must complete this step.

Skip this step if a Tip is not necessary

Tip Confirmation

PLEASE SELECT A TIP AMOUNT

18% 20% 25%

CUSTOM TIP

NO TIP

SIGN HERE

agree to pay the stated amount per the cardholder and/or merchant agreement.

FINALIZE

Clear Signature

YOUR BILL

1 Strip Burger \$12.95
+ Sweet Potato Fries (\$3.00)

Subtotal	\$12.95
Tax	\$1.07
Payment	\$10.00
Tip	\$2.00
PAYMENT + TIP	\$12.00



Checkout Experience with C2X credit card reader

Multiple Payment Types - Credit Credit and Other

If a tip has been entered and the FINALIZE button pressed, the server will then enter their Employee ID to complete the transaction.

Skip this step if a Tip is not necessary

Thank you, please return this iPad to your server.

Enter your employee ID

1	2	3
4	5	6
7	8	9
«	0	GO

If a Tip was not necessary you will begin here.

When you tap Credit the system will default to Card Present. If this is not the case, you can tap Manual Entry or Card On File.

New - You will be prompted to swipe, tap or insert the card once the SUBMIT button is tapped.

The screenshot shows a checkout interface for Greg Blackwell at Proshop. The screen displays a list of items: 1 Strip Burger (\$12.95) and + Sweet Potato Fries (\$3.00). The total is \$14.02. The payment method is set to Credit Card with a tip of 12.00. The 'Card Present' option is selected. A 'Submit' button is highlighted in red. Below the payment options, there is a 'Cash' section with a value of 4.02 and a 'Submit' button. At the bottom, there are icons for CREDIT, CASH, CHECK, A/R, CLUB, and OTHER. The bottom navigation bar includes Tee Sheet, Customers, Tabs, Tickets, Cart, and Purchases.

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02
TAX EXEMPT	Total Paid	\$0.00



Checkout Experience with C2X credit card reader

Multiple Payment Types - Credit Credit and Other

With the Credit Card successfully processed now tap Submit on the Cash portion of the sale.

Remember you can always enter the Cash amount received for the system to provide the change due.

The screenshot shows the checkout interface for Greg Blackwell at Proshop. The main screen is titled "Checkout". On the left, there's a customer profile for Greg Blackwell. Below that, the payment method is set to "Credit Card", which is marked as "Credit Card Successfully Processed". A "Cash" payment method is also selected, with a value of 4.02 entered in a text field. A red box highlights the "Cash" section and the "Submit" button. At the bottom, there's a summary table and a navigation bar.

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Tip	\$2.00
	Total	\$14.02
	Total Paid	\$12.00

Navigation bar: CREDIT, CASH, CHECK, A/R, CLUB, OTHER, TAX EXEMPT, RETURN TO CART

Bottom bar: Tee Sheet, Customers, Tabs, Tickets, Cart, Purchases

The transaction is complete. Tap how the customer would like their receipt delivered. If a receipt is not necessary tap the "X" in the top right corner.

The screenshot shows the "Transaction Complete for Greg Blackwell" screen. It features three buttons: "PRINT", "PRINT + EMAIL", and "EMAIL". Below these is an email input field containing "greg.blackwell@teesnap.com" and a "SEND" button. A red arrow points to a close button (an "X" in a circle) in the top right corner. The background is a semi-transparent view of the checkout screen.



Checkout Experience with C2X credit card reader

Split Payment Types - Non Credit Card

To process a split payment, first add products to the Shopping Cart as normal. Note that the Shopping Cart is now simply called “Cart” in the iPad.

After the products have been added to the Shopping Cart, tap CHECKOUT. This part of the process is unchanged.

The screenshot shows the iPad interface for a user named 'Teesnap Support Proshop'. The page is titled 'Shopping Cart'. On the left, there is a sidebar menu with categories: GIFT CARD, BUNDLES, F&B, INVENTORY, and PIZZA. The 'GIFT CARDS' section is active, showing a 'Gift Card' with a value of '\$0.00' and a green plus sign. The main area is empty. At the bottom right, a summary box shows '0 Items', 'Subtotal \$0.00', and 'Total \$0.00'. Below this are buttons for 'CREATE TAB', 'DISCOUNT', and a green 'CHECKOUT' button. The bottom navigation bar includes 'Teesnap Country Club' and icons for 'Tee Sheet', 'Customers', 'Tabs', 'Tickets', 'Cart' (highlighted with a red box), and 'Purchases'.

The screenshot shows the iPad interface for a user named 'Greg Blackwell Proshop'. The page is titled 'Shopping Cart'. The sidebar menu is the same as in the previous screenshot. The main area shows two items: 'BYO Pizza' for \$13.95 and 'Strip Burger' for \$9.95. A red arrow points to the 'CHECKOUT' button in the summary box, which is also highlighted with a red box. The summary box shows '1 Items', 'Subtotal \$12.95', 'Tax \$1.07', and 'Total \$14.02'. A red text annotation says 'Once items have been selected; press the checkout button'. The bottom navigation bar is the same as in the previous screenshot, with the 'Cart' icon highlighted.

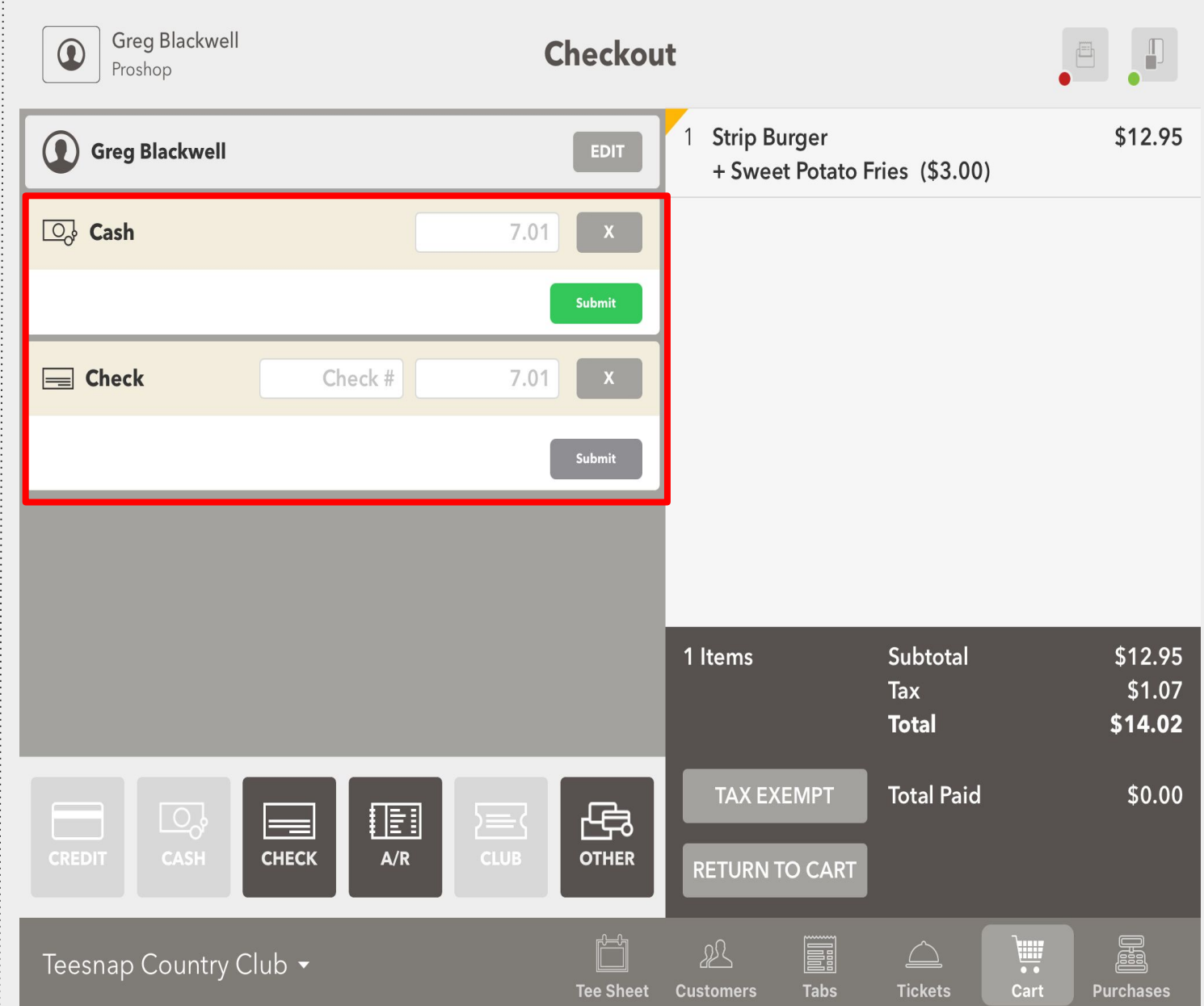
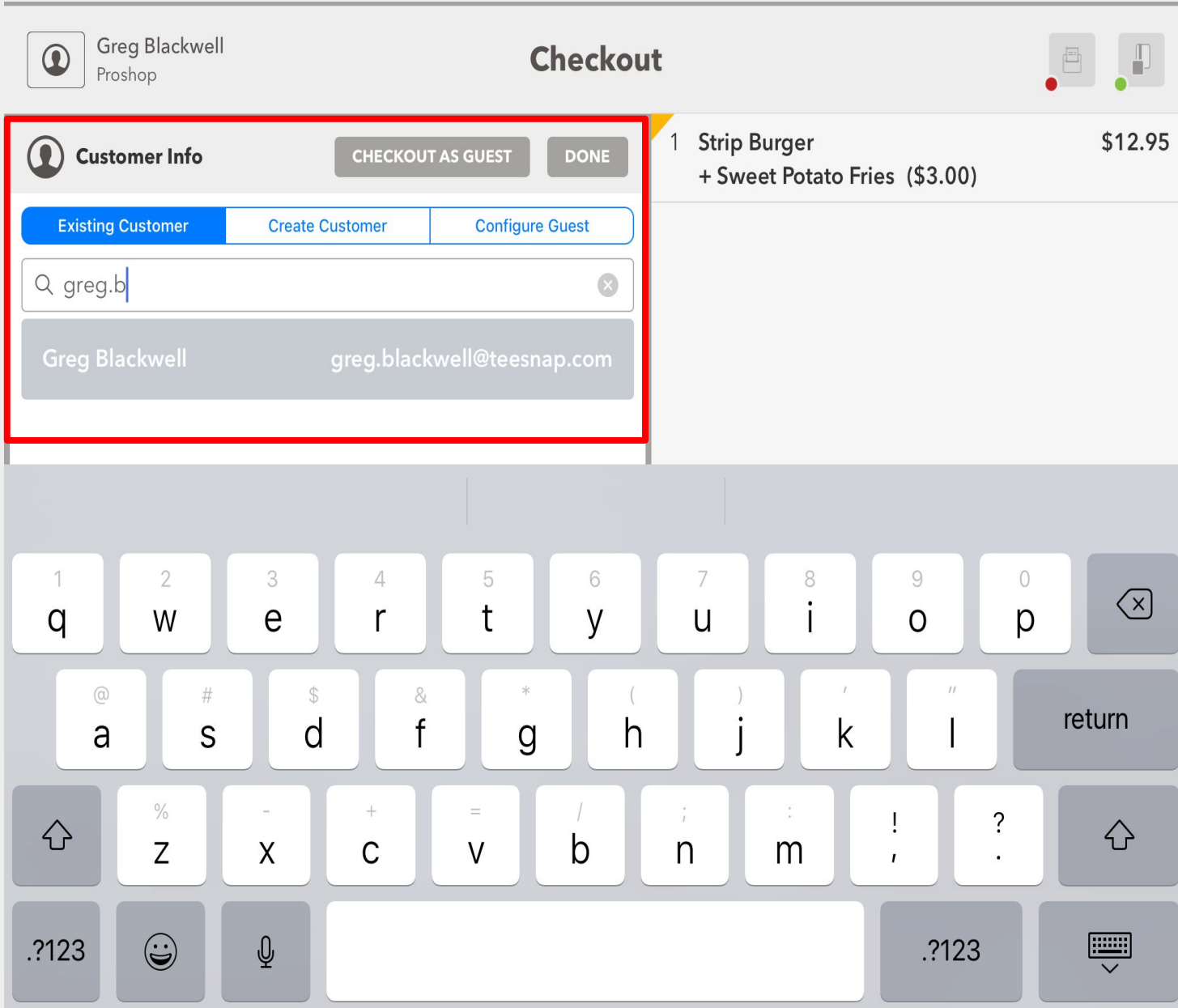


Checkout Experience with C2X credit card reader

Split Payment Types - Non Credit Card

Next, if desired, add a guest to the transaction by searching your customer database. If no specific customer is desired, tap **CHECKOUT AS GUEST**. This process IS different from previous versions. For greater security and compliance, you can no longer begin an automated search of the customer database simply by swiping the card. You **MUST** perform an actual customer search before moving on to the next step.

Tap the 2 forms of payment method the customer will be using.





Checkout Experience with C2X credit card reader

Split Payment Types - Non Credit Card

If the payment is being split equally, tap **SUBMIT** on the first payment method.

The Cash Payment is now Processed.

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Cash X Submit

Check X Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02

TAX EXEMPT Total Paid \$0.00

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases

Greg Blackwell Proshop

Checkout

Greg Blackwell EDIT

1 Strip Burger + Sweet Potato Fries (\$3.00) \$12.95

Cash X ✓ Cash Payment Processed

Check X Submit

1 Items	Subtotal	\$12.95
	Tax	\$1.07
	Total	\$14.02

TAX EXEMPT Total Paid \$7.01

RETURN TO CART

CREDIT CASH CHECK A/R CLUB OTHER

Teesnap Country Club ▾ Tee Sheet Customers Tabs Tickets Cart Purchases



Checkout Experience with C2X credit card reader

Split Payment Types - Non Credit Card

Finally tap **Submit** on the second payment method.

In this example we also entered a check number for best practice.

The screenshot shows the checkout interface for Greg Blackwell at Proshop. The order consists of 1 Strip Burger + Sweet Potato Fries for \$12.95. The payment is split into Cash and Check. The Cash section shows 'Cash Payment Processed'. The Check section shows a check number of 432 and a tip of 7.01. A green 'Submit' button is highlighted with a red box. A keyboard is visible at the bottom of the screen.

The transaction is complete. Tap how the customer would like their receipt delivered. If a receipt is not necessary tap the “X” in the top right corner.

The screenshot shows the 'Transaction Complete for Greg Blackwell' screen. It features three buttons: 'PRINT', 'PRINT + EMAIL', and 'EMAIL'. Below these is a text input field containing 'greg.blackwell@teesnap.com' and a green 'SEND' button. A red arrow points to a close button (X) in the top right corner. At the bottom, there is a receipt summary and navigation options.

Item	Amount
1 Items	\$12.95
Subtotal	\$12.95
Tax	\$1.07
Tip	\$2.00
Total	\$16.02
TAX EXEMPT	
Total Paid	\$16.02



How to Refund a Single Credit Card Transaction

From the PURCHASES TAB find and tap the ticket that needs to be refunded.

Remember you can always search by date, name, email and the last 4 digits of the credit card.

Purchase History

Teesnap Support Proshop

Date Search by name or email Last 4 card digits

06/02/23 - 3:22pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$105.00
06/02/23 - 3:21pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$88.50
06/02/23 - 3:20pm	Guest	Order	\$23.61
06/02/23 - 3:19pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$37.18
06/02/23 - 3:18pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$24.60
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:16pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$27.00

Teesnap Country Club ▾

Tee Sheet Customers Tabs Tickets Cart **Purchases**

Tap ISSUE REFUND

Transaction Details Close

Total Bill - Paid with Credit **0133**

Chicken Wings (8)	\$9.24
Hummus & Pitas	\$12.00
Tip	\$5.00

Sub Total: \$21.24
Tax: \$0.76
Tip: \$5.00
Total: \$27.00

PRINT/EMAIL RECEIPT **ISSUE REFUND**

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:16:58 PM

PURCHASE NUMBER
714c95ac-cebd-49fe-84f6-a704cfb0a5b4

EMPLOYEE NAME
Teesnap Support



How to Refund a Single Credit Card Transaction

Now select the items that need to be refunded.

If the full amount of the product is not being returned you can customize the amount to be less but not more than the original product amount.

You are also able to refund this transaction to a Gift Card or Credit Book if you choose by selecting the 'Refund To:' drop down.

Select **PROCESS REFUND**.

When processing a refund to a credit card you will now no longer need the credit card present or have the card details to process the refund. The refund will go back to the credit card that was used in the original transaction. The only exception to this will be if the original credit card was manually entered then a manual entry refund must be performed.

Transaction Details Close

Select Items to Refund Refund To: Credit Card ****0133 Cancel

- Chicken Wings (8) \$9.24
- Hummus & Pitas → \$
- Tip \$5.00

Return Eligible Items to Inventory / Tee Sheet

PROCESS REFUND

Refund Sub Total: \$12.00
Refund Tax: \$0.00
Refund Tip: \$0.00
Refund Total: \$12.00

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:16:58 PM

PURCHASE NUMBER
714c95ac-cebd-49fe-84f6-a704cfb0a5b4

EMPLOYEE NAME
Teesnap Support

Transaction Details Close

Select Items to Refund Refund To: Credit Card ****0133 Cancel

- Chicken Wings (8) \$9.24
- Hummus & Pitas \$
- Tip \$5.00

Return Eligible Items to Inventory / Tee Sheet

PROCESS REFUND

Refund Sub Total: \$12.00
Refund Tax: \$0.00
Refund Tip: \$0.00
Refund Total: \$12.00

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:16:58 PM

PURCHASE NUMBER
714c95ac-cebd-49fe-84f6-a704cfb0a5b4

EMPLOYEE NAME
Teesnap Support



How to Refund a Single Credit Card Transaction

Enter your Employee ID to approve the refund.

You will need to have the Process Refund permission turned on for your Role to proceed. If not, you will need to contact a manager for approval.

In RED are the items that have been refunded and the last 4 digits of the credit card that it was refunded to.

If a customer receipt is needed select PRINT/EMAIL RECEIPT.

Approval Required

Enter approver ID to continue

1	2	3
4	5	6
7	8	9
«	0	GO

Transaction Details

Close

Total Bill - Paid with Credit ****0133

Chicken Wings (8) \$9.24

Hummus & Pitas **\$12.00**
Item refunded to Credit Card ****0133

Tip \$5.00

PRINT/EMAIL RECEIPT

ISSUE REFUND

Original Sub Total: \$21.24
Original Tax: \$0.76
Tip: \$5.00
Original Total: \$27.00
Refund Sub Total: **\$12.00**
Refund Total: **\$12.00**

CUSTOMER

Greg Blackwell

EMAIL

greg.blackwell@teesnap.com

PURCHASE DATE

June 2, 2023 at 3:16:58 PM

PURCHASE NUMBER

714c95ac-cebd-49fe-84f6-a704cfb0a5b4

EMPLOYEE NAME

Teesnap Support



How to Refund a Transaction with Multiple Credit Cards

From the PURCHASES TAB find and tap the ticket that needs to be refunded.

Remember you can always search by date, name, email and the last 4 digits of the credit card.

Use the drop down arrow to open the Transaction Details of the first credit card that needs to be refunded. Confirm the card details using the last 4 digits shown.

Teesnap Support Proshop

Purchase History

Date Search by name or email Last 4 card digits

06/02/23 - 3:22pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$105.00
06/02/23 - 3:21pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$88.50
06/02/23 - 3:20pm	Guest	Order	\$23.61
06/02/23 - 3:19pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$37.18
06/02/23 - 3:18pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$24.60
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:16pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$27.00

Teesnap Country Club ▾

Tee Sheet Customers Tabs Tickets Cart **Purchases**

Transaction Details Close

Total Bill - Split Between 2 Transactions

BYO Pizza \$14.95
+ Sausage (\$0.50)
+ Pepperoni (\$0.50)

Margherita Pizza \$15.00

Tip \$6.00

Sub Total: \$29.95
Tax: \$1.23
Tip: \$6.00
Total: \$37.18

Transaction 1 - Credit Card ****0133

Transaction 2 - **Credit Card ****4111**

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support



How to Refund a Transaction with Multiple Credit Cards

Tap ISSUE REFUND

Now select the items that need to be refunded.

If the full amount of the product is not being returned you can customize the amount to be less but not more than the original product amount.

Transaction Details Close

Total Bill - Split Between 2 Transactions

Transaction 1 - Credit Card ****4111

- BYO Pizza \$7.48
 - + Sausage (\$0.50)
 - + Pepperoni (\$0.50)
- Margherita Pizza \$7.50
- Tip \$3.00

PRINT/EMAIL RECEIPT

ISSUE REFUND

Sub Total: \$14.98
Tax: \$0.62
Tip: \$3.00
Total: \$18.59

Transaction 2 - Credit Card ****0133

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support

Transaction Details Close

Total Bill - Split Between 2 Transactions

Select Items to Refund Refund To: Credit Card ****0133 Cancel

- BYO Pizza \$ 7.48
 - + Sausage (\$0.50)
 - + Pepperoni (\$0.50)
- Margherita Pizza \$ 7.5
- Tip \$ 3.00

PROCESS REFUND

Refund Sub Total: \$14.98
Refund Tax: \$0.62
Refund Tip: \$3.00
Refund Total: \$18.59

Transaction 2 - Credit Card ****4111

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support



How to Refund a Transaction with Multiple Credit Cards

Select PROCESS REFUND.

NEW - When processing a refund to a credit card you will now no longer need the credit card present or have the card details to process the refund. The refund will go back to the credit card that was used in the original transaction.

Enter your Employee ID to approve the refund.

You will need to have the Process Refund permission turned on for your Role to proceed. If not, you will need to contact a manager for approval.

Transaction Details Close

Total Bill - Split Between 2 Transactions

Select Items to Refund Refund To: Credit Card ****0133 Cancel

- BYO Pizza** \$ 7.48
+ Sausage (\$0.50)
+ Pepperoni (\$0.50)
- Margherita Pizza** \$ 7.5
- Tip** \$ 3.00

Refund Sub Total: \$14.98
Refund Tax: \$0.62
Refund Tip: \$3.00
Refund Total: \$18.59

Transaction 2 - Credit Card ****4111

PROCESS REFUND

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support

Approval Required Process Refund Close

Enter approver ID to continue

1 2 3
4 5 6
7 8 9
« 0 **GO**



How to Refund a Split Transaction with Multiple Credit Cards

Under the transaction details you will find in RED the items that have been refunded and the last 4 digits of the credit card that it was refunded to.

If a customer receipt is needed select PRINT/EMAIL RECEIPT.

Repeat these steps on the second credit card transaction. Once complete under the Total Bill it will show you in Red the complete refund.

Transaction Details Close

Total Bill - Split Between 2 Transactions ▼

Transaction 1 - Credit Card ****0133 ▼

Transaction 2 - Credit Card ****4111 ▲

BYO Pizza **\$7.48**
Item refunded to Credit Card ****4111
 + Sausage (\$0.50)
 + Pepperoni (\$0.50)

Margherita Pizza **\$7.50**
Item refunded to Credit Card ****4111

Original Sub Total:	\$14.98
Original Tax:	\$0.62
Tip:	\$3.00
Original Total:	\$18.59
Refund Sub Total:	\$14.98
Refund Tax:	\$0.62
Refund Tip:	\$3.00
Refund Total:	\$18.59

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support

Transaction Details Close

Total Bill - Split Between 2 Transactions ▲

BYO Pizza **\$14.95**
 + Sausage (\$0.50)
 + Pepperoni (\$0.50)

Margherita Pizza **\$15.00**

Original Sub Total:	\$29.95
Original Tax:	\$1.23
Tip:	\$6.00
Original Total:	\$37.18
Refund Sub Total:	\$29.95
Refund Tax:	\$1.23
Refund Tip:	\$6.00
Refund Total:	\$37.18

Transaction 1 - Credit Card ****0133 ▼

Transaction 2 - Credit Card ****4111 ▼

CUSTOMER
Greg Blackwell

EMAIL
greg.blackwell@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:19:51 PM

PURCHASE NUMBER
6547ea7a-bd79-4544-8149-dfba96502a58

EMPLOYEE NAME
Teesnap Support



How to Refund the Full Amount of a Multiple Payment Type Transaction to a Gift Card or Club Credit

From the PURCHASES TAB find and tap the ticket that needs to be refunded.

Remember you can always search by date, name, email and the last 4 digits of the credit card.

Tap ISSUE REFUND under the TOTAL BILL.

Teesnap Support Proshop

Purchase History

Date Search by name or email Last 4 card digits

06/02/23 - 2:49pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$31.30
06/02/23 - 2:47pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$32.42
06/02/23 - 2:46pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$20.00
06/02/23 - 2:45pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$20.00
06/02/23 - 2:43pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$400.00
06/02/23 - 2:41pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$55.00
06/02/23 - 2:40pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$55.00
06/02/23 - 2:39pm	Greg Blackwell - greg.blackwell@teesnap...	Order	\$26.25

Teesnap Country Club ▾

Tee Sheet Customers Tabs Tickets Cart **Purchases**

Transaction Details

Close

Total Bill - Split Between 2 Transactions

BYO Pizza \$14.95
+ Extra BBQ (\$0.50)
+ Pepperoni (\$0.50)

Bud Light \$5.00

Bud Light \$5.00

Tip \$6.24

Sub Total: \$24.95
Tax: \$1.23
Tip: \$6.24
Total: \$32.42

PRINT/EMAIL RECEIPT

ISSUE REFUND

Transaction 1 - Credit Card ****4111

Transaction 2 - Credit Card ****0133

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 2:47:29 PM

PURCHASE NUMBER
91db3360-1d61-4fa9-a445-f3a33fcd1ab3

EMPLOYEE NAME
Teesnap Support



How to Refund the Full Amount of a Multiple Payment Type Transaction to a Gift Card or Club Credit

Select the refund method of Gift Card or Credit Book. Then select the items that need to be refunded.

Credit Book will not be an option as a refund type if the original transaction does not have a customer name and was processed as a GUEST. Proceed using the Gift Card refund option and enter the customers email address.

Select PROCESS REFUND.

Transaction Details Close

Select Items to Refund Refund To: Gift Card Cancel

- BYO Pizza + Extra BBQ (\$0.50) + Pepperoni (\$0.50) \$14.95
- Bud Light \$5.00
- Bud Light \$5.00
- Tip \$6.24

ashley.stephens@teesnap.com

Return Eligible Items to Inventory / Tee Sheet

Refund Sub Total:	\$0.00
Refund Tax:	\$0.00
Refund Tip:	\$0.00
Refund Total:	\$0.00

PROCESS REFUND

Transaction 1 - Credit Card ****4111

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 2:47:29 PM

PURCHASE NUMBER
91db3360-1d61-4fa9-a445-f3a33fcd1ab3

EMPLOYEE NAME
Teesnap Support

Transaction Details Close

Select Items to Refund Refund To: Gift Card Cancel

- BYO Pizza + Extra BBQ (\$0.50) + Pepperoni (\$0.50) \$14.95
- Bud Light \$5.00
- Bud Light \$5.00
- Tip \$6.24

ashley.stephens@teesnap.com

Return Eligible Items to Inventory / Tee Sheet

Refund Sub Total:	\$24.95
Refund Tax:	\$1.23
Refund Tip:	\$6.24
Refund Total:	\$32.42

PROCESS REFUND

Transaction 1 - Credit Card ****4111

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 2:47:29 PM

PURCHASE NUMBER
91db3360-1d61-4fa9-a445-f3a33fcd1ab3

EMPLOYEE NAME
Teesnap Support



How to Refund the Full Amount of a Multiple Payment Type Transaction to a Gift Card or Club Credit

Enter your Employee ID to approve the refund.

You will need to have the Process Refund permission turned on for your Role to proceed. If not, you will need to contact a manager for approval.

Under the Total Bill in RED are the items that have been refunded to a gift card, as well as the Gift Card code that it was refunded to.

If a customer receipt is needed select PRINT/EMAIL RECEIPT.

Approval Required Process Refund ✕

Enter approver ID to continue

1	2	3
4	5	6
7	8	9
«	0	GO

Transaction Details Close

Total Bill - Split Between 2 Transactions

BYO Pizza \$14.95
Item refunded to Gift Card (YGGRFT) ←

+ Extra BBQ (\$0.50)
+ Pepperoni (\$0.50)

Bud Light \$5.00
Item refunded to Gift Card (YGGRFT)

Bud Light \$5.00
Item refunded to Gift Card (YGGRFT)

PRINT/EMAIL RECEIPT

Original Sub Total:	\$24.95
Original Tax:	\$1.23
Tip:	\$6.24
Original Total:	\$32.42
Refund Sub Total:	\$24.95
Refund Tax:	\$1.23
Refund Tip:	\$6.24
Refund Total:	\$32.42

Transaction 1 - Credit Card ****0133

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 2:47:29 PM

PURCHASE NUMBER
91db3360-1d61-4fa9-a445-f3a33fcd1ab3

EMPLOYEE NAME
Teesnap Support



How to Refund a Single Credit Card Transaction to Club Credit

From the PURCHASES TAB find and tap the ticket that needs to be refunded.

Remember you can always search by date, name, email and the last 4 digits of the credit card.

Teesnap Support Proshop

Purchase History

Date Search by name or email Last 4 card digits

06/02/23 - 3:22pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$105.00
06/02/23 - 3:21pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$88.50
06/02/23 - 3:20pm	Guest	Order	\$23.61
06/02/23 - 3:19pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$37.18
06/02/23 - 3:18pm	Ashley Stephens - ashley.stephens@teesna...	Order	\$24.60
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:17pm	Guest	Order	\$20.00
06/02/23 - 3:16pm	Greg Blackwell - greg.blackwell@teesnap....	Order	\$27.00

Teesnap Country Club ▾

Tee Sheet Customers Tabs Tickets Cart **Purchases**

Tap ISSUE REFUND

Transaction Details

Close

Total Bill - Paid with Credit **4111**

Bloody Mary	\$8.00
Breakfast Burrito	\$12.01
Tip	\$3.60

Sub Total: \$20.01
Tax: \$0.99
Tip: \$3.60
Total: \$24.60

PRINT/EMAIL RECEIPT

ISSUE REFUND

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:18:57 PM

PURCHASE NUMBER
9d720e26-e700-4b89-88bd-1edafbf361b9

EMPLOYEE NAME
Teesnap Support



How to Refund a Single Credit Card Transaction to Club Credit

Use the Drop Down to change the refund method to Credit Book.

Credit Book will not be an option as a refund type if the original transaction does not have a customer name and was processed as a GUEST. Proceed using the Gift Card refund option and enter the customers email address.

Select the Items that are being refunded. When complete select **PROCESS REFUND**.

If the full amount of the product is not being returned you can customize the amount to be less but not more than the original product amount.

Transaction Details Close

Select Items to Refund Refund To: Credit Card ****4111 Cancel

<input type="checkbox"/>	Bloody Mary	\$8.00
<input type="checkbox"/>	Breakfast Burrito	\$12.01
<input type="checkbox"/>	Tip	\$3.60

Return Eligible Items to Inventory / Tee Sheet

PROCESS REFUND

Refund Sub Total: \$0.00
Refund Tax: \$0.00
Refund Tip: \$0.00
Refund Total: \$0.00

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:18:57 PM

PURCHASE NUMBER
9d720e26-e700-4b89-88bd-1edafbf361b9

EMPLOYEE NAME
Teesnap Support

Transaction Details Close

Select Items to Refund Refund To: Club Credit Cancel

<input checked="" type="checkbox"/>	Bloody Mary	8
<input checked="" type="checkbox"/>	Breakfast Burrito	12.01
<input checked="" type="checkbox"/>	Tip	\$ 3.60

Return Eligible Items to Inventory / Tee Sheet

PROCESS REFUND

Refund Sub Total: \$20.01
Refund Tax: \$0.99
Refund Tip: \$3.60
Refund Total: \$24.60

CUSTOMER
Ashley Stephens

EMAIL
ashley.stephens@teesnap.com

PURCHASE DATE
June 2, 2023 at 3:18:57 PM

PURCHASE NUMBER
9d720e26-e700-4b89-88bd-1edafbf361b9

EMPLOYEE NAME
Teesnap Support



How to Refund a Single Credit Card Transaction to Club Credit

Enter your Employee ID to approve the refund.

You will need to have the Process Refund permission turned on for your Role to proceed. If not, you will need to contact a manager for approval.

Under the Total Bill in RED are the items that have been refunded to the customers Credit Book account.

If a customer receipt is needed select PRINT/EMAIL RECEIPT.

Approval Required Process Refund Close

Enter approver ID to continue

1	2	3
4	5	6
7	8	9
«	0	GO

Transaction Details Close

Total Bill - Paid with Credit ****4111

Bloody Mary \$8.00
Item refunded to Club Credit

Breakfast Burrito \$12.01
Item refunded to Club Credit

PRINT/EMAIL RECEIPT

Original Sub Total:	\$20.01
Original Tax:	\$0.99
Tip:	\$3.60
Original Total:	\$24.60
Refund Sub Total:	\$20.01
Refund Tax:	\$0.99
Refund Tip:	\$3.60
Refund Total:	\$24.60

CUSTOMER

Ashley Stephens

EMAIL

ashley.stephens@teesnap.com

PURCHASE DATE

June 2, 2023 at 3:18:57 PM

PURCHASE NUMBER

9d720e26-e700-4b89-88bd-1edafbf361b9

EMPLOYEE NAME

Teesnap Support



Refund an A/R Payment Made by a Gift Card

From the CUSTOMERS TAB, search the customers account and then select the TRANSACTIONS tab. Find and select the transaction that needs to be refunded.

Teesnap Support Proshop

ACTIVE ONLY

Greg Blackwell

NOTES (0)

Information Accounts Receivable Club Credit Credit Cards Programs Reservations **Transactions**

Date FILTER PURCHASES

06/02/23 - 3:44pm	A/R	Gift Card	\$100.00
06/02/23 - 3:43pm	Order	Billed to A/R	\$300.00
06/02/23 - 3:21pm	Order	Multiple Payments	\$88.50
06/02/23 - 3:19pm	Order	Multiple Payments	\$37.18
06/02/23 - 3:16pm	Order	Credit Card	\$27.00
06/02/23 - 2:49pm	Order	Multiple Payments	\$31.30

Teesnap Country Club

Tee Sheet **Customers** Tabs Tickets Cart Purchases

Tap PROCESS REFUND

Transaction Details Close

A/R Credit

A/R Credit \$100.00
Greg Blackwell

greg.blackwell@teesnap.com

EMAIL RECEIPT **Total: \$100.00**

PROCESS REFUND ←

CUSTOMER
Greg Blackwell

PAYMENT DATE
June 2, 2023 at 3:44:37 PM

EMPLOYEE NAME
Teesnap Support



Refund an A/R Payment Made by a Gift Card

The A/R payment has been refunded to a Gift Card and the new gift card code is shown.

Transaction Details Close

A/R Credit	
A/R Credit	\$100.00
Greg Blackwell	
EMAIL RECEIPT	Total: \$100.00
Refunded	06/02/23 at 3:44pm
To Gift Card (XJBPRN) ←	\$100.00

CUSTOMER
Greg Blackwell

PAYMENT DATE
June 2, 2023 at 3:44:37 PM

EMPLOYEE NAME
Teesnap Support



teesnap

For more assistance

Call: (844) 458-1032

Email: support@teesnap.com

Read: [Knowledge Center](#)

