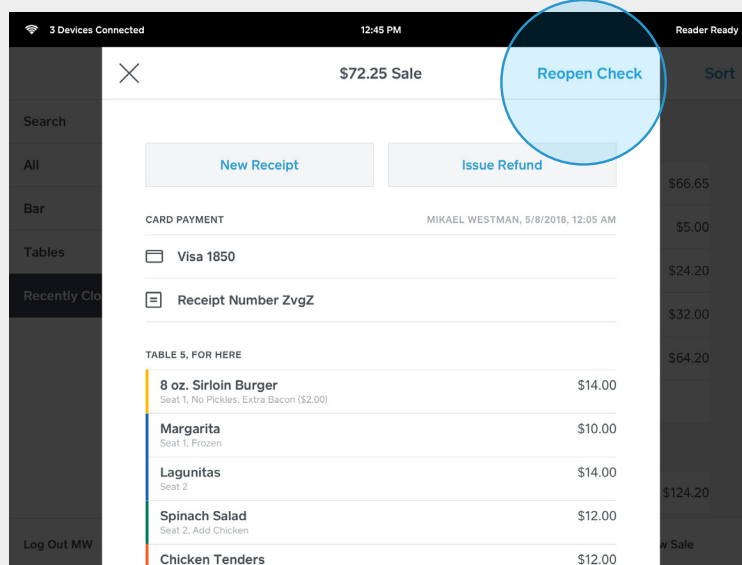


# Refund and Reopen



## Can I Reopen a Closed Check?

Totally. Mistakes happen! If you've already run the cards for a check, but something went wrong, then there are a few easy steps for you to take in order to remedy it.

**Caution:** Make sure the guest is still in the restaurant before you reopen the check, because doing so will refund the payment and there's no way to recover it without the credit card information on hand.

### Walkthrough

- 1 Tap on **Transactions** (at the bottom of your Floor Plan or Check List screen)
- 2 Find the transaction in question and tap on it.  
It will probably be at the top of your list of Transactions, but if it isn't, you can search by card number or Receipt Tracking Number (e.g. #a1B2)
- 3 Tap on **Reopen Check**.  
You'll see a button that says "Refund" but don't tap this because it won't give you an option to reopen the check.
- 4 **Confirm the Refund** (if you're sure) and you will be taken back to the Check screen.
- 5 **Re-process** the payment(s).

## Are "Reopen" and "Refund" the same thing?

No, but they're connected. You can refund a check without reopening it but you cannot reopen a check without refunding. (Refunding is designed primarily for returnable merchandise, so it's not likely that you would often want to use this in a restaurant context, but it's there just in case).

**Caution:** if you reopen a check, you will also refund the payment and lose the authorization, so make sure that you only do this if you still have the customer's credit card or card information on hand.