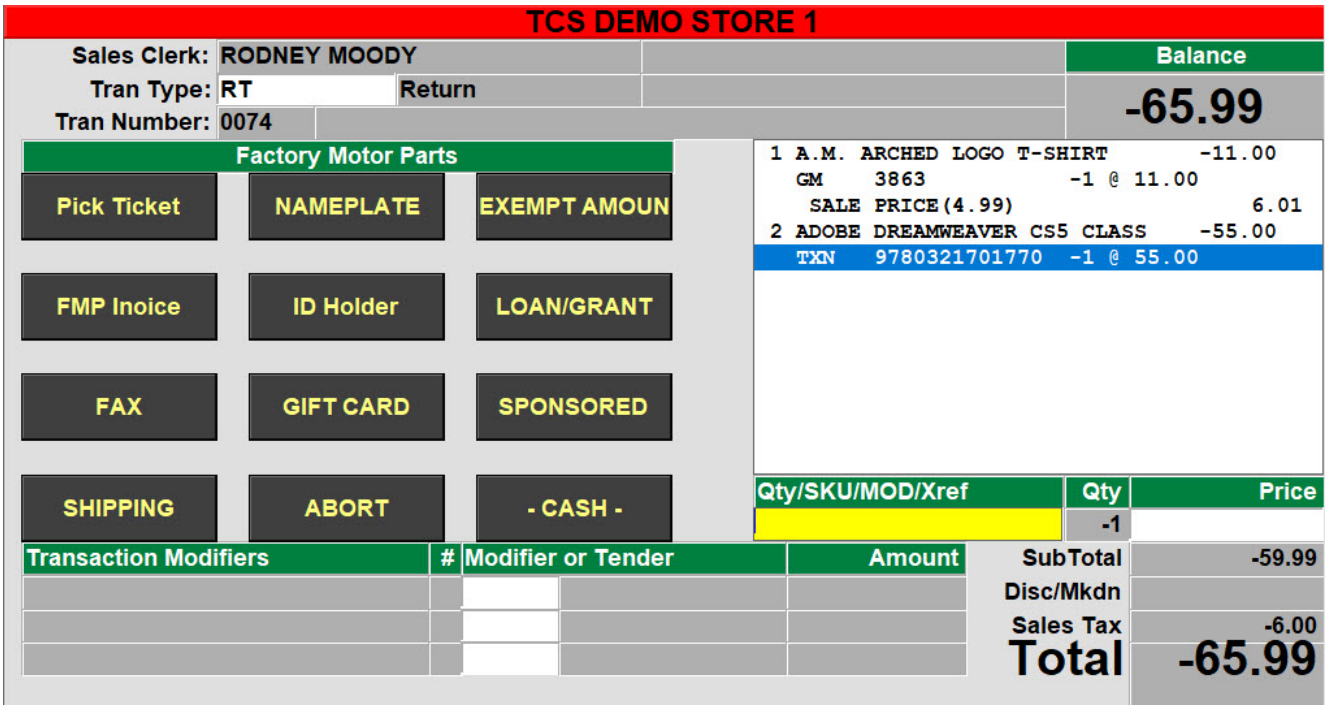
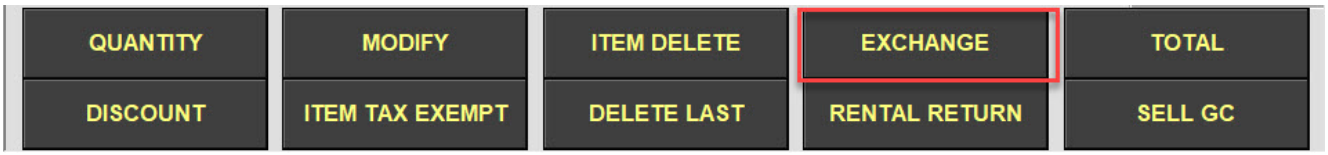
SmartSuite Transaction Refund to a Gift Card

SmartSuite Transaction Refund to a Gift Card



Login to the cash register and then start the Return Transaction and enter the item(s) to return.

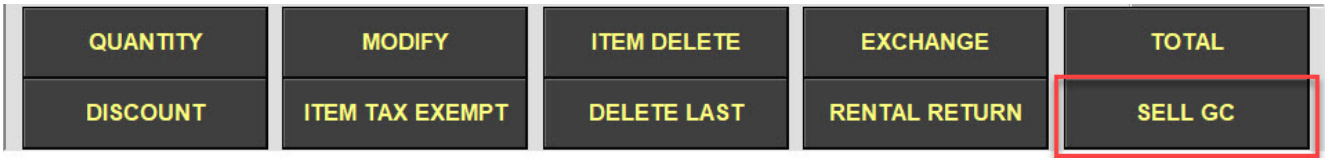
Select the button for ‘Item Exchange’, there should be a button on the keyboard or the screen for item exchange, if not you can enter “|IEX” in the SKU field. This will change the quantity from a negative 1 to a positive 1.



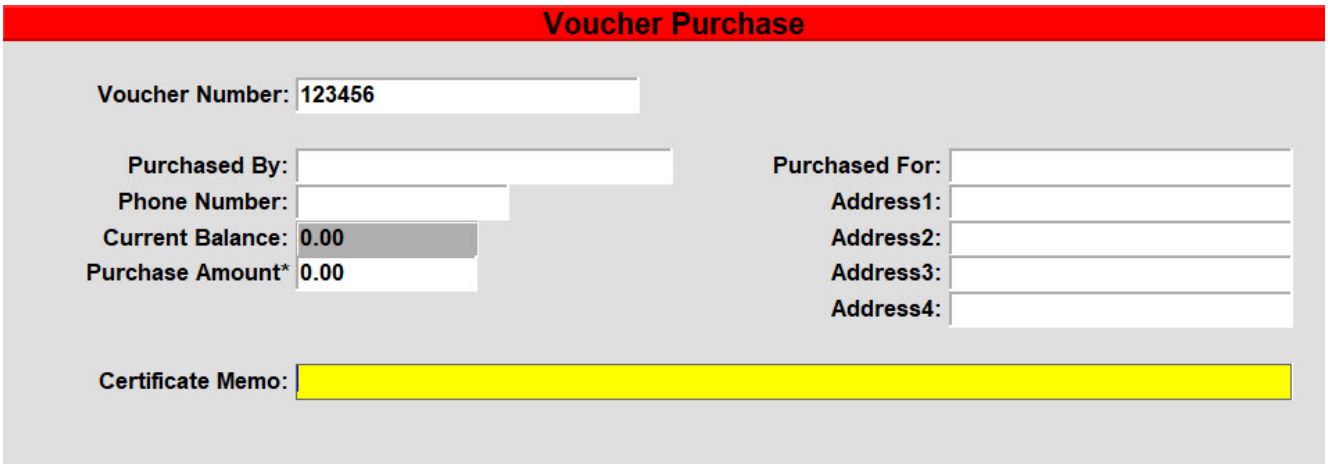
If the customer already has a Gift Card then you can skip the

next step.

Next, you will select the button to ‘Sell’ a Gift Car, there is usually a button on the keyboard or the screen to sell a gift card, if not then enter the fee code 8188.



The ‘Voucher Purchase’ screen should display, you will scan or type in the gift card number in to the ‘Voucher Number field, you will be prompted with “Add, Copy, Cancel”, select the ADD to create the new gift card number. Fill out the rest of the information as needed and in the “Purchase Amount” enter in 0.00.



Next, you will select the “TOTAL” button and then for the Tender type, select the “GIFT CARD”. At the prompt type/scan the gift card that you just activated and the refund will go on the Gift Card.