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RECTRAC 3.1 MOVIE TICKET REFUND PROCESSING

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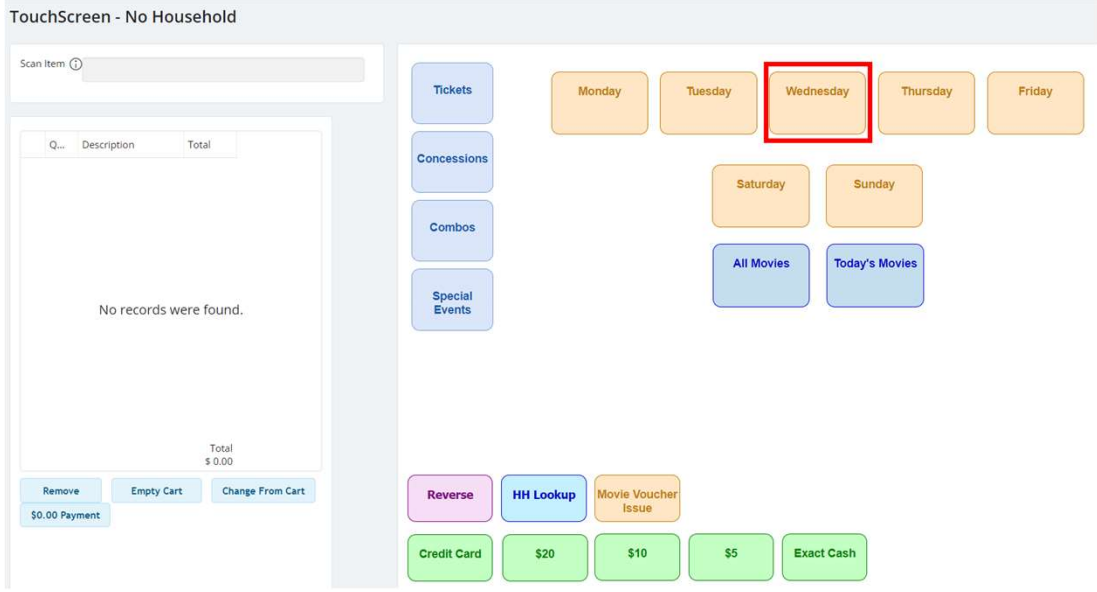
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RecTrac 3.1 Movie Ticket Refund Processing

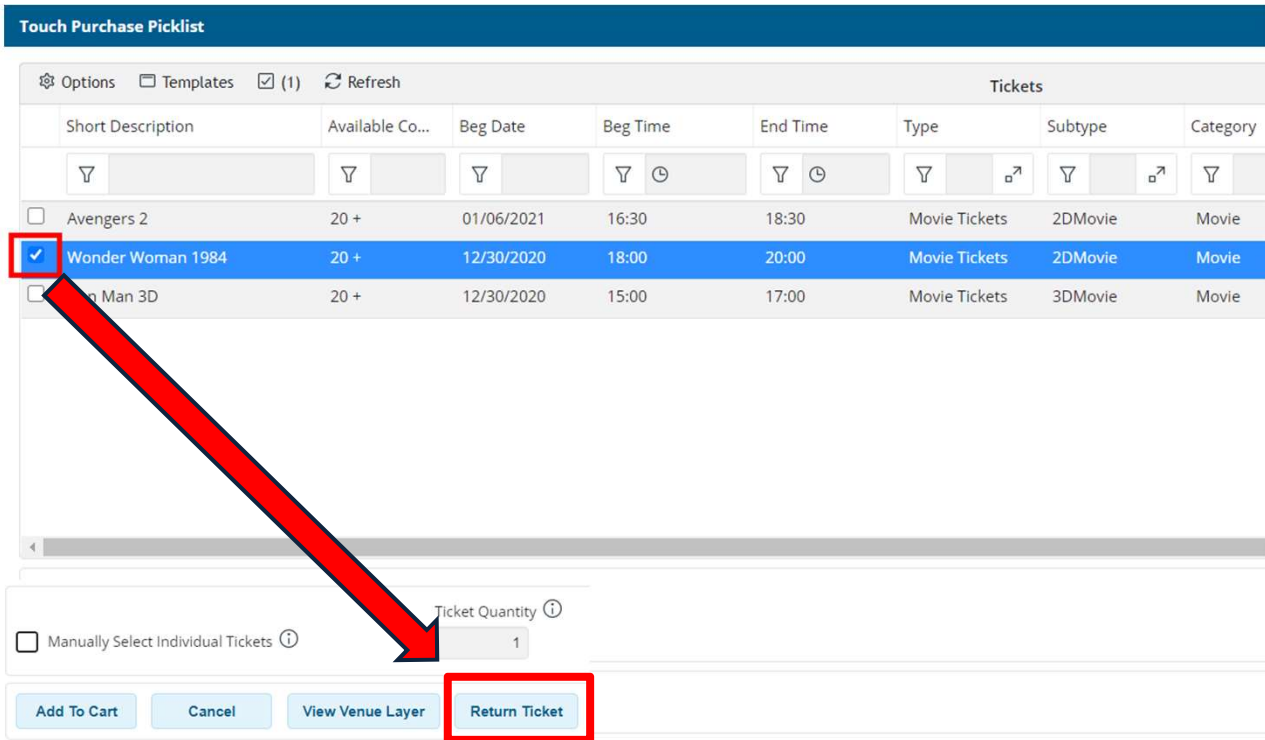


How to refund a movie ticket in RecTrac 3.1.

Step 1: Touch the day of the week button for the movie that you want to refund. In this example, we will choose Wednesday.



Step 2: Select the movie you wish to refund tickets for. In this example we are using 'Wonder Woman 1984'. Then select 'Return Ticket' button.



RecTrac 3.1 Movie Ticket Refund Processing



How to refund a movie tickets in RecTrac 3.1 cont.

Step 3: Use the data grid to filter by the customers receipt number (if needed). Then select the ticket(s) to return using the check boxes on the left hand side. Then select 'Single Ticket Return' in the bottom left.

Ticket Selection for Wonder Woman 1984 on 12/30/2020 at 18:00

Options Templates (0) Refresh Individual Ticket Selection

Serial Number	Area	Seat	Section	Row	HH ID	Date Lost	Member Lin...	Receipt No	Sale Date	Sale Time
<input type="checkbox"/> 1-TAKE1	TAKE 1	1		A	999999999		29934	883435	11/16/2023	17:24
<input type="checkbox"/> 2-TAKE1	TAKE 1	2		A	999999999		29934	883435	11/16/2023	17:24
<input type="checkbox"/> 3-TAKE1	TAKE 1	3		A	999999999		29934	883435	11/16/2023	17:24
<input type="checkbox"/> 4-TAKE1	TAKE 1	4		A	999999999		29934	883435	11/16/2023	17:24
<input type="checkbox"/> 5-TAKE1	TAKE 1	5		A	999999999		29934	883435	11/16/2023	17:24

Serial Number

RecTrac 3.1 Movie Ticket Refund Processing



How to refund a movie tickets in RecTrac 3.1 cont.

Step 4: The tickets being refunded will show in the shopping cart as a negative sale.

If there are other parts of this receipt that need to be refunded (concessions for example) add those normally.

When finished, click the refund button below the shopping cart to proceed to the refund screen and complete the process.

TouchScreen - No Household

Scan Item ⓘ

Q...	Description	Total
<input type="checkbox"/> 1.00	Wonder Woman 19...	\$ -3.00
<input type="checkbox"/> 1.00	Wonder Woman 19...	\$ -5.00
<input type="checkbox"/> 1.00	Wonder Woman 19...	\$ -3.00

Total
\$ -11.00

Update Empty Cart

Change From Cart

\$11.00 Refund

Tickets Monday

Concessions

Combos

Special Events

Reverse HH Lookup Movie Voucher Issue

Credit Card \$20 \$10