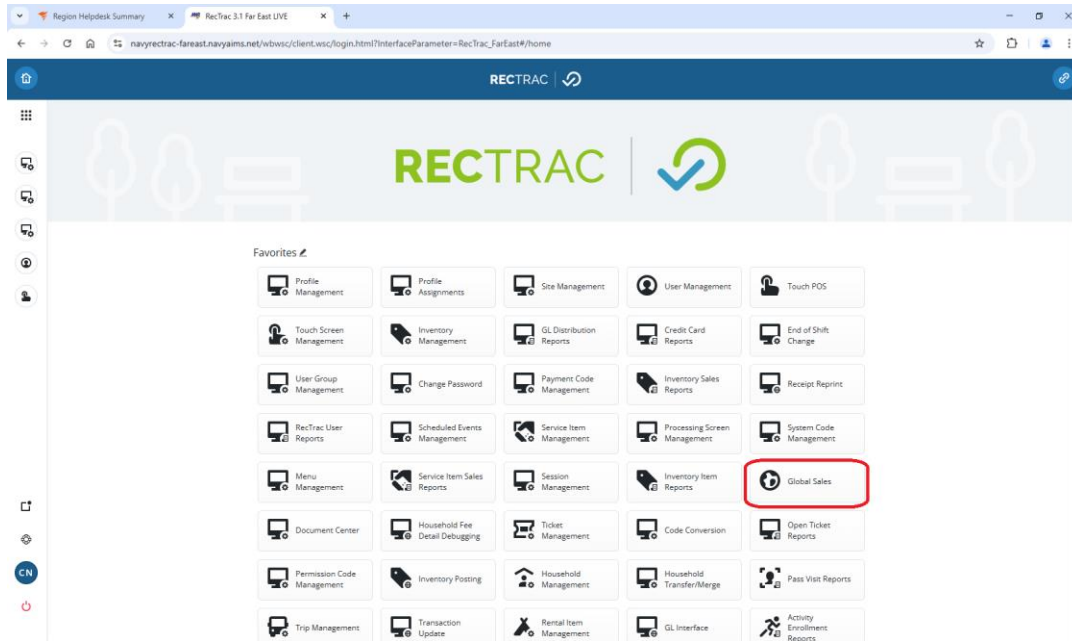


RecTrac 3.1: Refunding a Credit Balance

Open Global Sales:



Enter the household's name:

Region Helpdesk Summary | RecTrac 3.1 For East LIVE

navyrectrac-fareast.navy.mil/vbwsz/client.wscz/login.html?InterfaceParameter=RecTrac_FarEast#/pane/c68847f-53c2-4c07-8439-19b092f5f3b0/legacy

RECTRAC

Global Sales Lookup

Lookup: you

Options | Templates | Refresh

Family Member Datagrid

1 to 15 of 50 (Limited to 50)

Last Name	First Name	Status	HH Address 1	HH Address 2	HH City	HH State	HH Zip	HH Email Address	HH Phone No	HH Phone Type	HH ID
AMBRIG	CALEB	Active	6187C Camp Leaver		FPO	AP	96315	caleb.a.ambrig.mil@navy.mil	509205207	Home	
AALGAARD	CASSIDY	Active	AMERICA (SAS RT 10.3 HH# 336...		FPO	AP	96322	CASSIDYANN1322@H4HDO.COM	7515403024	Cell	
AARON	COURTNEY	Active	CF70		FPO	AP	96349	COURTNEYAARON06@GMAIL.COM	08070231912	Home	
AARON	ELIZABETH	Active	PWD (RT 10.3 HH# 93748)		FPO	AP	96349	MALWMITCH06@GMAIL.COM	903908823	Cell	
AARON	KENYETTE	Active	AMERICA (SAS RT 10.3 HH# 365...		FPO	AP	96322	AARONKENYETTE3@GMAIL.COM	0	Home	
AARON	KENYETTE	Active	USS AMERICA		FPO	AP	96322	AARONKENYETTE@GMAIL.COM	0	Home	
AARON	KENYETTE	Active	AMERICA (SAS RT 10.3 HH# 365...		FPO	AP	96322	AARONKENYETTE3@GMAIL.COM	0	Home	
AARON	MARSHELLA	Active	USS ADKLAND (SAS RT 10.3 HH#...		FPO	AP	96322	marshella2@gmail.com	7015297542	Cell	
AARON	PATTERSON	Active	USS ADKLAND (SAS RT 10.3 HH#...		FPO	AP	96322	marshella3@gmail.com	7015297542	Cell	
AARON	PRUE	Active	128 BIRNACH/JANICE MARTIN		DEDEDO	GU	96929		671685623		
AARON	TAYLOR	Active	USS GREENBAY		FPO	AP	96322	jamesaron1980@gmail.com	8433230720	Home	
AARON	TYLER CRAIG	Active	DDG 89 MUSTIN (RT 10.3 HH# 8...		FPO	AP	96349	TYLERAARON154@AOL.COM	9406317003	Cell	
AARON	WILLIAM	Active	PWD (RT 10.3 HH# 93748)		FPO	AP	96349	MALWMITCH06@GMAIL.COM	903908823	Cell	
ABAD	AUSTIN	Active	FASTAC		FPO	AP	96349	AUSTINABAD1@GMAIL.COM	08073432493	Home	
ABAD	CHESTER	Active	CYN76 (RT 10.3 HH# 47022)	PSC473 8706669		AP	96349	chesterianabad@gmail.com	9017898976	Cell	

Add | Change Household | Daily/Guest Household | Transaction History | Select

Highlight the household and select it:

Region Helpdesk Summary | RecTrac 3.1 For East LIVE

navyrectrac-fareast.navy.mil/vbwsz/client.wscz/login.html?InterfaceParameter=RecTrac_FarEast#/pane/c68847f-53c2-4c07-8439-19b092f5f3b0/legacy

RECTRAC

Global Sales Lookup

Lookup: you

Options | Templates | Refresh

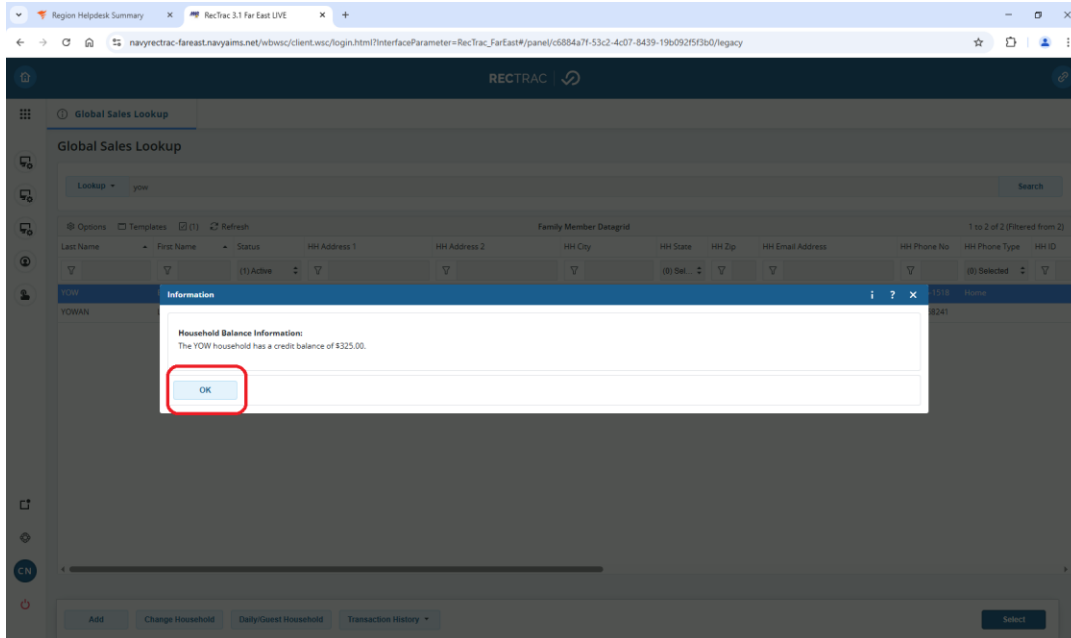
Family Member Datagrid

1 to 2 of 2 (Filtered from 2)

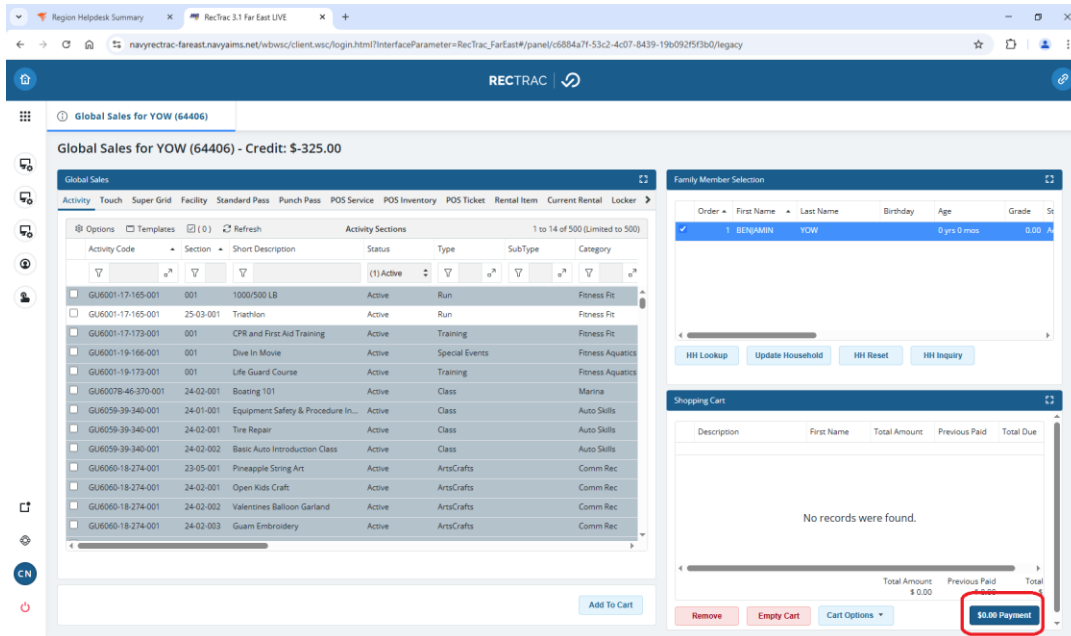
Last Name	First Name	Status	HH Address 1	HH Address 2	HH City	HH State	HH Zip	HH Email Address	HH Phone No	HH Phone Type	HH ID
YOM	BENJAMIN	Active	CFM		FPO	AP	96349	BENJAMINYOM@GMAIL.COM	753-756-1118	Home	
YOMAN	LUNE	Active	HQM-77 (ATS RT 10.3 HH# 43989)		FPO	AP	96306	lukeyward@icloud.com	0803478241		

Add | Change Household | Daily/Guest Household | Transaction History | Select

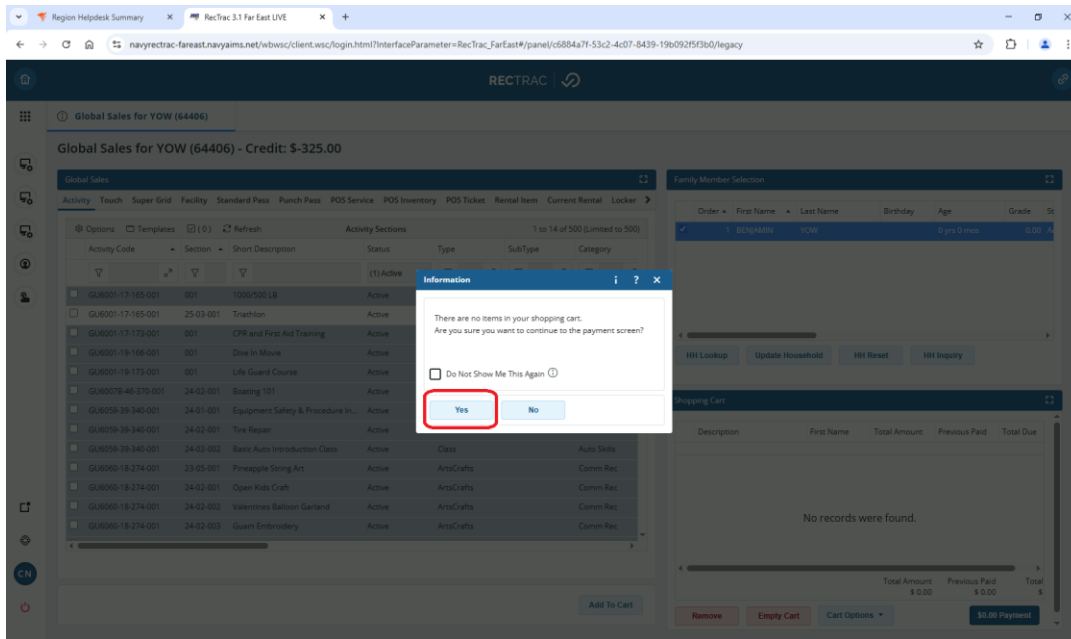
Answer OK:



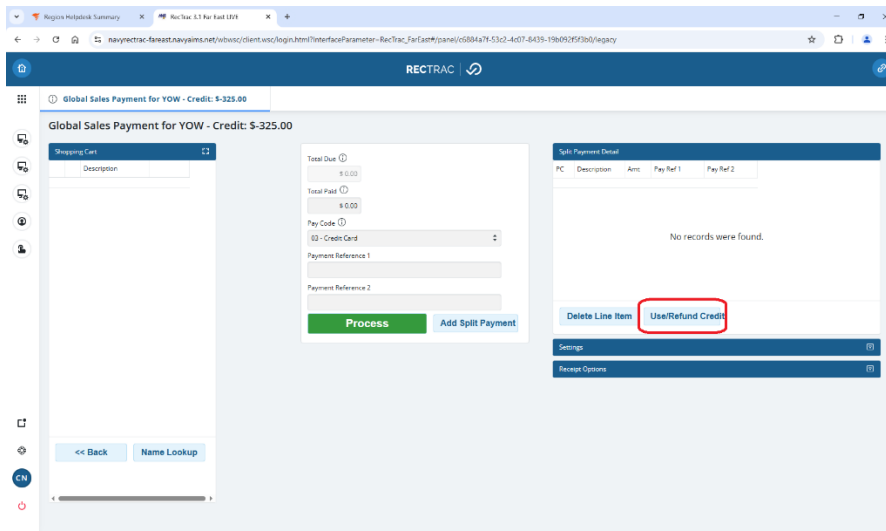
Select the \$0.00 Payment button:



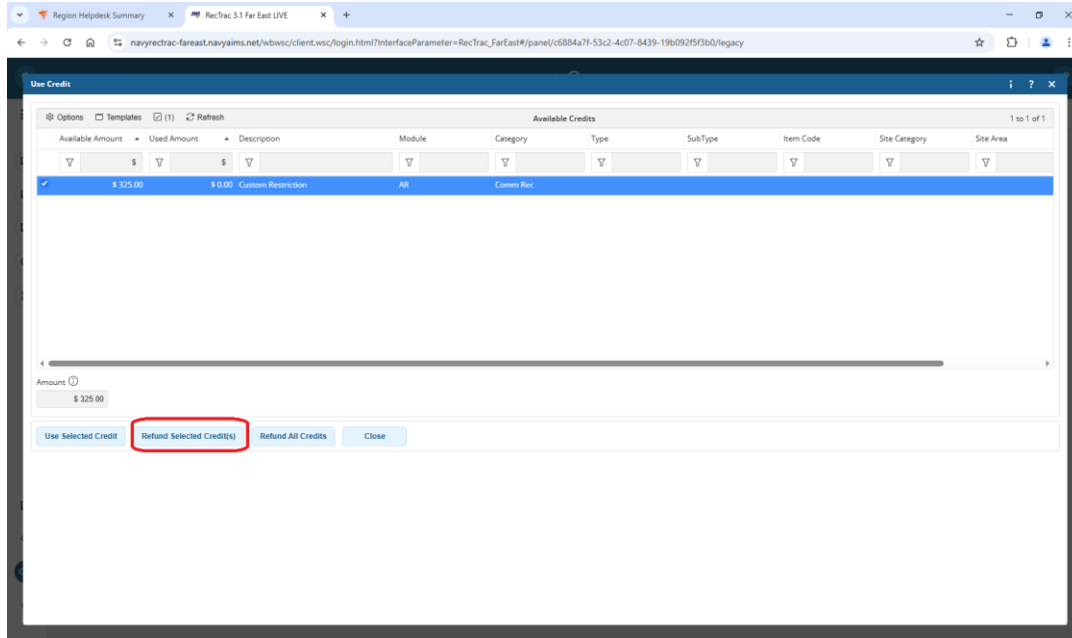
Answer Yes:



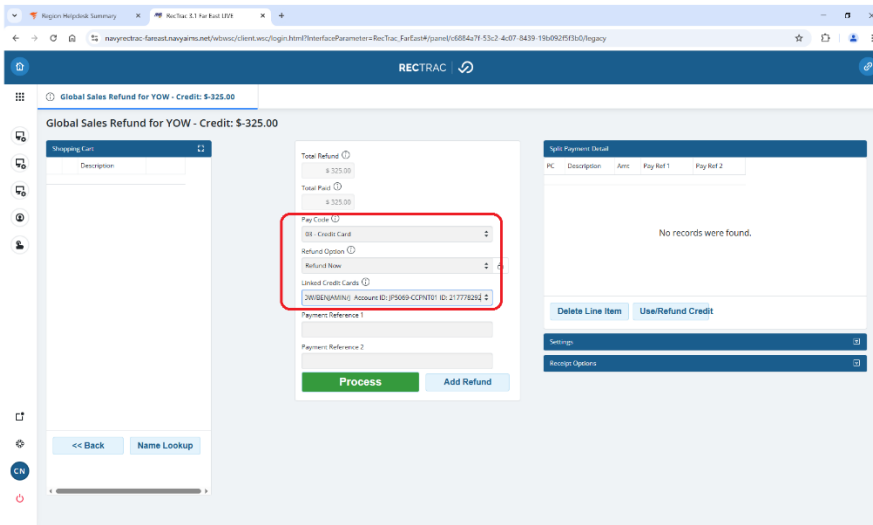
Select Use/Refund Credit:



Highlight the correct credit and select Refund Selected Credit(s):



Change the Pay code to 03 – Credit Card, make sure that the Refund Option is Refund Now, and select the correct Linked Credit Card:



Select Process:

