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# RECTRAC 3.1 How to Process a Refund

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# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Touch POS

For sales that were done in Touch POS and are NOT linked to a customers household account, the original items sold need to be reversed and then a refund can be processed.

Here is the example receipt we will use:

**!!! RecTrac TRAINING DATABASE !!!**

**El Patio**

Clerk: [REDACTED]

Date: 04/24/2024 @ 10:12

Description	Ext Price
Small Soda	2.30
<hr/>	
Total New Fees	2.30
<b>Total Due</b>	<b>2.30</b>
<hr/>	
Total Fees Paid	2.30
<b>Total Paid</b>	<b>2.30</b>

Payment of: 2.30 Made By: CREDIT CARD

Auth: 823605 Card#: xxxxxxxxxxxx [REDACTED]

**Receipt # 19154**

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Touch POS cont.

Step 1: From the Touch POS menu, add the item(s) to be refunded to the shopping cart. Then, select these item(s) and click the 'Reverse' button.

**Note:** In some cases the 'Reverse' button might be smaller and abbreviated like in the picture below.

Qty	Description	Total
1.00	Small Soda (EU8...)	\$ 2.30

Total \$ 2.30

Buttons: Remove, Change From Cart, **Rvrse**, Edit Mod, Add, Empty Cart, \$2.30 Payment, Credit Card

This will change the total to a negative number and the 'Payment' button will change to 'Refund'. Click 'Refund' to proceed.

Qty	Description	Total
-1.00	Small Soda (EU8...)	\$ -2.30

Total \$ -2.30

Buttons: Remove, Change From Cart, Empty Cart, **\$2.30 Refund**, Rvrse, Edit Mod, Credit Card

## RecTrac 3.1 How to Process a Refund



### How to Process a Refund in Touch POS cont.

Step 2: On the Refund screen, select payment code '03 – Credit Card'. A box will appear for 'Receipt Number'. Enter in the receipt number from the original sale and click the drop down box to select the card token that was linked to the original sale.

Then click process to finish the transaction.

A screenshot of the RecTrac refund screen. The screen displays several input fields and buttons. Red boxes highlight the following elements: the 'Pay Code' dropdown menu showing '03 - Credit Card'; the 'Refund Receipt' field containing '19154'; the 'Linked Credit Cards' dropdown menu showing 'Receipt Number: 19154 Amount: \$2.'; and the green 'Process' button. Other visible fields include 'Total Refund' and 'Total Paid' both set to '\$ 2.30', and 'Refund Option' set to 'Refund Now'. There are also empty fields for 'Payment Reference 1' and 'Payment Reference 2'. The 'Add Refund' button is also visible.

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Global Sales - Household

For sales that are linked to a customers household account, refunds are processed under Global Sales and the 'Purchase History' tab.

Step 1: Lookup the customers household account in Global Sales.

Global Sales Lookup

Global Sales Lookup

Lookup  Search

Options Templates (1) Refresh Family Member Datagrid 1 to 1 of 1 (Filtered from 1)

Last Name	First Name	Status	HH Address 1	HH Address 2	HH City	HH State	HH Zip	HH Email Address	HH Phone No
Lussier	Joel	(1) Active	123 Main Street		Atoka	TN	38004	joel.lussier@navy.mil	(901)874-2250

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

Step 2: Click on the 'Purchase History' Tab.

Global Sales for Lussier (1)

Global Sales

Inventory POS Ticket Rental Item Current Rental Locker Current Locker Trip Visit **Purchase History** League Waitlist

Options Templates (0) Refresh Purchases 1 to 10 of 101 (Filtered from 101)

Tran Date	Module	Description	First Name	Status	Total Due	Total Paid
04/26/2024	LK	Joe Dugger Men's Locker Ro...	Joel	Rented	0.00	35.0
04/26/2024	PSS	Hands On Assistance (SE73...	Joel	Sold	0.00	15.0
04/26/2024	PSS	Texas State Inspection (SE7...	Joel	Sold	0.00	7.0
04/26/2024	RN	Bay 03 from 04/26/2024 at ...	Joel	Complete	0.00	10.0
03/15/2024	PM	AD/Res E1- ES Walk 10 Punc...	Joel	Active	0.00	160.0
03/15/2024	PSS	Texas State Inspection (SE7...	Joel	Sold	0.00	7.0
03/15/2024	PSS	Unlimited Tool Rental (SE73...	Joel	Sold	0.00	4.0
03/15/2024	RN	Bay 04 from 03/15/2024 at ...	Joel	Complete	0.00	10.0
12/18/2023	AR	NOFFS Certification Course ...	Joel	Enrolled	0.00	0.0
12/18/2023	GP	Top Time at 10:10 12/18/20...	Joel	Record	0.00	0.0

Update Fees Change Cancel Pay Balance Process Reprint Notes

Enroll from Offer

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Global Sales - Household cont.

Step 3: Find the item that needs to be refunded and highlight it. Use the different data grid filters as needed depending on how many items are in this customers history.

The screenshot shows the 'Global Sales' interface with the 'Purchase History' tab selected. The table displays a list of purchases with columns for Tran Date, Module, Description, First Name, Status, Total Due, and Total Paid. The first row is highlighted in blue. Below the table are several action buttons: Update Fees, Change, Cancel, Pay Balance, Process, Reprint, Notes, and Enroll from Offer.

Tran Date	Module	Description	First Name	Status	Total Due	Total Paid
03/15/2024	PM	AD/Res E1- ES Walk 10 Punc...	Joel	Active	0.00	160.0
12/18/2023	PM	Contractor Monthly (56)	Joel	Active	0.00	25.0
12/18/2023	PM	DoD Civ Limited Membersh...	Joel	Future	0.00	0.0
09/13/2023	PM	Contractor Monthly (56)	Joel	Active	0.00	25.0
04/06/2023	PM	Contractor Monthly (56)	Joel	Expired	0.00	25.0
02/10/2023	PM	DoD Civ Limited Membersh...	Joel	Active	0.00	0.0
01/17/2023	PM	Civilian/Guest Walk 10 Punc...	Joel	Active	0.00	0.0
01/17/2023	PM	Contractor Monthly (56)	Joel	Expired	0.00	25.0
01/12/2022	PM	Civilian/Guest Walk 10 Punc...	Joel	Active	0.00	0.0
01/12/2022	PM	Civilian/Guest Walk 10 Punc...	Joel	Active	0.00	0.0

Use the buttons below depending on what needs to be done.

- Update Fees
- Reset Fees
- Deposit Refund
- Charge Pending Fees

Update Fees allows you to increase/decrease fees on a particular item.  
Deposit Refund allows you to refund a deposit (damage or cleaning fee for example).

- Cancel Selected Items
- Bulk Cancellation for D:

Cancel Selected Items will cancel the item and generate a refund.

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Global Sales - Household cont.

In this example, we are fully cancelling a pass membership. After clicking 'Cancel Selected Items', the item will be put into the shopping cart and the 'Refund' button will appear.

The screenshot shows the RecTrac interface. On the left, there is a 'Purchases' table with columns: First Name, Status, Total Due, and Total Paid. The table lists various items such as 'Men's Locker Ro...', 'ssistance (SE73...', 'Inspection (SE7...', '04/26/2024 at ...', 'Inspection (SE7...', 'ool Rental (SE73...', '03/15/2024 at ...', 'fication Course ...', '10:10, 12/18/20...', and '10:20, 12/18/20...'. Below the table are buttons for 'Pay Balance', 'Process', 'Reprint', and 'Notes'. On the right, there is a 'Shopping Cart' section with a table containing one item: 'AD/Res E1- E5 Walk 10 Punc...' with a 'Total Amount' of \$0.00 and a 'Previous Paid' amount of \$160.00. At the bottom right of the cart, there is a blue button labeled '\$160.00 Refund'.

The screenshot shows the refund processing screen. It includes the following fields and buttons:

- Total Refund: \$ 2.30
- Total Paid: \$ 2.30
- Pay Code: 03 - Credit Card (highlighted with a red box)
- Refund Option: Refund Now
- Refund Receipt #: 19154 (highlighted with a red box)
- Linked Credit Cards: Receipt Number: 19154 Amount: \$2. (highlighted with a red box)
- Payment Reference 1
- Payment Reference 2
- Buttons: Process (highlighted with a red box) and Add Refund

Step 4: Click 'Refund' in the bottom right to be taken to the refund screen. Select payment code '03 – Credit Card'. A box will appear for 'Receipt Number'. Enter in the receipt number from the original sale and click the drop down box to select the card token to process the refund back to.

**Note:** With a customer account, you might see multiple card tokens in this drop down. That is normal, select the one the customer is requesting a refund to.

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Global Sales – Guest Sale

For sales that are NOT linked to a customer's household account, refunds are processed under Global Sales and the 'Purchase History' tab in almost the same way as a normal customer account refund.

Step 1: Since there is no customer account to look up, click the 'Daily/Guest Household' Button.

Global Sales Lookup

Lookup  Search

Options Templates (1) Refresh Family Member Datagrid 1 to 10 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
		(1) Active				(0) Sel...			

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

Step 2: Click on the 'Purchase History' Tab. Scroll to the right a little ways and find the 'Current Receipt' field.

Global Sales - No Household

Global Sales

Ticket Rental Item Current Rental Locker Current Locker Trip Visit **Purchase History** League Waitlist Packages Permi

Options Templates (0) Refresh Processing...Purchases 1 to 0 of 0

First Name	Status	Total Due	Total Paid	Current Receipt	Begin Date	End Date
	(36) Activ...					

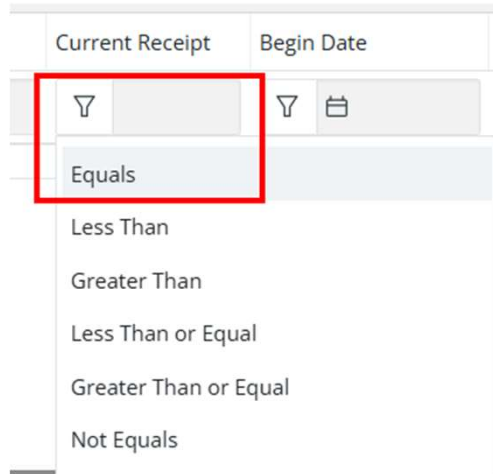
Update Fees Change Cancel Pay Balance Process Reprint Notes

# RecTrac 3.1 How to Process a Refund



## How to Process a Refund in Global Sales – Guest Sale cont.

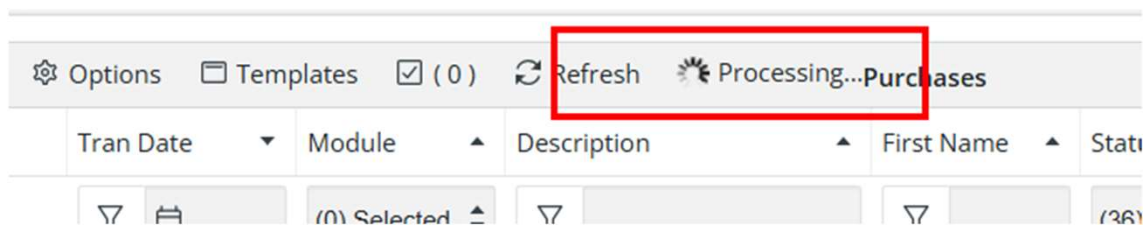
Step 3: Click the filter option button and choose 'Equals'.



Then input the customers receipt number tied to the original sale. Once you click out of that field, the transaction will display. From here, follow steps 3 and 4 from the previous section to Update Fees/Cancel and then process a refund back to the customers card.

Options		Templates		Refresh		Purchases		1 to 2 of 2 (Filtered from 2)	
Description	First Name	Status	Total Due	Total Paid	Current Receipt	Begin Date	End Date		
		(36) Activ...			7410053				
ecraft Movie MOVIE-0...		Sold	0.00	3.00	7410053	05/03/2025	05/03/2025		
ecraft Movie MOVIE-0...		Sold	0.00	3.00	7410053	05/03/2025	05/03/2025		

**Note:** When accessing Purchase History under the Guest/Daily Household, the data grid will NEVER populate anything until you search for a direct receipt match. You can ignore the "Processing" icon that spins and just follow step 3 above to search for the customers receipt.



## RecTrac 3.1 How to Process a Refund



### Credit Balance Refunds

If a customer's household account in RecTrac has a credit balance on it, you can refund this back to the customer with the following steps.

Credit balances in RecTrac happen when an item is cancelled and instead of refunding it directly back to the customer, they decided to keep the credit on their customer account to be used at a later date.

Step 1: Lookup the customer's household account in Global Sales. (see page 5 for an image of this). A message about the customer having a credit balance will appear. Click 'OK'.

#### Information

##### Household Balance Information:

The Lussier household has a credit balance of \$10.00.

OK

Step 2: Click the 'Payment' button in the bottom right to access the payment screen. Click 'Yes' to the following message.

#### Information



There are no items in your shopping cart.  
Are you sure you want to continue to the payment screen?

Do Not Show Me This Again ⓘ

Yes

No

## RecTrac 3.1 How to Process a Refund



### Credit Balance Refunds cont.

Step 3: On the right-hand side, click 'Use/Refund Credit'.

A screenshot of the 'Split Payment Detail' interface. It features a table with columns for 'PC', 'Description', 'Amt', 'Pay Ref 1', and 'Pay Ref 2'. The table is currently empty, displaying the message 'No records were found.' Below the table, there are three buttons: 'Delete Line Item', 'Apply Coupon', and 'Use/Refund Credit'. The 'Use/Refund Credit' button is highlighted with a red rectangular border. At the bottom of the screen, there are two dark blue bars with white text: 'Settings' and 'Receipt Options', each with a small square icon to its right.

Step 3: On the right-hand side, click 'Use/Refund Credit'. Select the credit(s) to refund and click 'Refund Selected Credit(s)'. OR, click 'Refund All Credits' if you want to include all credits on this customers household. You will be returned to the payment screen. Process the refund back to a customers credit card normally.

A screenshot of the 'Use Credit' screen. At the top, there is a purple header with the text 'Use Credit'. Below this is a toolbar with icons for 'Options', 'Templates', a checkmark indicating '(1)' selected item, and a 'Refresh' icon. The main area contains a table with columns for 'Available Amount', 'Used Amount', and 'Description'. The 'Available Amount' and 'Used Amount' columns have dropdown arrows and a '\$' symbol. The 'Description' column has a dropdown arrow. A single row is visible, with a checkmark in the first column, '\$ 10.00' in the second, '\$ 0.00' in the third, and 'All Modules (no restrictions)' in the fourth. Below the table is a scroll bar. At the bottom, there is an 'Amount' field with a help icon and the value '\$ 10.00'. Below the amount field are three buttons: 'Use Selected Credit', 'Refund Selected Credit(s)', and 'Refund All Credits'. The 'Refund Selected Credit(s)' button is highlighted with a red rectangular border.

## RecTrac 3.1 How to Process a Refund



### WebTrac Payment Refunds

If a customer made a payment over WebTrac and now they need a refund, there is a special User Group that gets assigned to managers who need to perform these refunds. Contact CNIC IT if your account needs this User Group.

To process the refund and have it go back to the card they originally paid with on WebTrac, log into RecTrac and select the 'Web Refund' User group for your region.

A screenshot of the RecTrac login interface. The title is 'Login Prompts'. There are two dropdown menus. The first is labeled 'Menu Group' and has 'Hawaii Web Refunds' selected. The second is labeled 'Site' and has 'Hickam Arts and Crafts' selected. A 'Continue' button is located below the dropdowns. A red rectangular box highlights the 'Menu Group' dropdown menu.

Once logged in under the 'Web Refund' user group, follow the steps outlined in the other sections of this document to process the refund through Global Sales, either under a customer household account OR as a guest.

### Special Credit Card Refund Codes

In some cases, the customer might need a refund back to a different card than what is linked to the original sale. There are two payment codes for that:

33 - Refund CC - Manual Card Entry

34 - Refund CC - Swipe Card Entry

#### Payment Code 33 – Refund CC – Manual Card Entry

Use payment code 33 if the customer needs a refund and you are manually entering in the card number/expiration/CVV/zip code.

#### Payment Code 34 – Refund CC – Swipe Card Entry

Use payment code 34 if the customer needs a refund and they are physically there and can tap/insert their card into the reader.