Elavon DCC Refund and Void guide

Elavon
DCC Refund guide

by CASTLES™ TECHNOLOGY

DCC refund and void

REFUND PROCESS

- Starting from the 'Enter Amount' screen press the 'Main Menu' button

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DCC refund and void

REFUND PROCESS

- Press '1' on the terminal keypad for 'New trans'

- Press '2' on the terminal keypad for 'Refund'

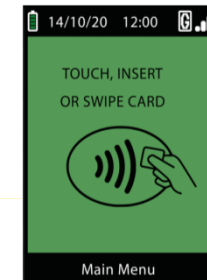## DCC refund and void

REFUND PROCESS

Type in the 4 digit 'Refund' password and press the green 'Enter' button on the terminal keypad

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DCC refund and void

REFUND PROCESS

- Insert, swipe or touch the card as prompted on the screen

DCC refund and void

REFUND PROCESS

- Local and International currency will be displayed.

- The customer will be offered the choice to complete the transaction in a Local or International Currency by selecting:
  '1' for Local currency
  '2' for International currency
  '3' to print the exchange rate

The exchange rate will be clearly displayed on the terminal screen

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DCC refund and void

REFUND PROCESS

Approval

- The host has approved transaction request

- The terminal will now print the merchant copy

- Press the green 'Enter' button on the terminal keypad to print the customer copy

Elavon
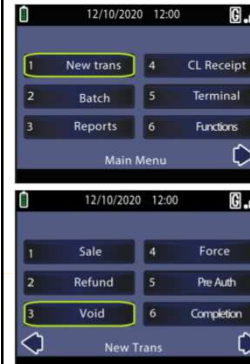# DCC Void guide

DCC refund and void

VOID PROCESS

- Starting from the 'Enter Amount' screen press the 'Main Menu' button

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DCC refund and void

VOID PROCESS

- Press '1' on the terminal keypad for 'New trans'

- Select '3' on the terminal keypad for 'Void'

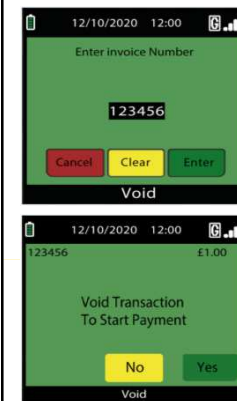---

DCC refund and void

VOID PROCESS

Type in the 4 digit 'Void' password and press the green 'Enter' button on the terminal keypad

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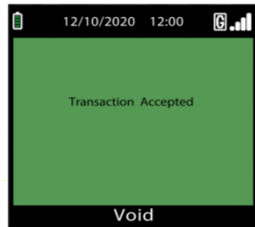## DCC refund and void

VOID PROCESS

- Type in the invoice number* and press the green 'Enter' button to continue

- On the next screen, press the green 'Enter' button to confirm

*This is found on the original sales receipt

DCC refund and void

VOID PROCESS

- **Void Successful**

- **The host has approved the transaction request**

- **The terminal will now print the merchant copy**

- **Press the green 'Enter' button on the terminal keypad to print the customer copy**

12/10/2020 12:00

Transaction Accepted

Void