

# Payment Corrections In POS

## Correcting Chits Not Yet Closed:

### Changing An Incorrect Credit Card Payment To Another Credit Card or Cash:

Occasionally POS operators choose the incorrect settlement method when closing a chit. If the chit isn't closed get out of the Settlement screen by choosing Continue this Chit. This will bring up the Edit/Void button. Press Edit/Void, press on the incorrect settlement method in your chit summary (on the left side of the screen) then choose Done on the bottom right corner. (Note: Unlike other Edits, when you press on the settlement method you are editing it won't highlight in blue.) This will remove the incorrect payment. Now choose the proper settlement method then close the chit.

### Changing a Cash Payment to a Credit Card Payment:

If the operator accidentally chose Cash and it should have been a credit card, get to the settlement screen and press on the correct credit card settlement button. When the calculator comes up enter the amount of the bill, and then press "T" to transfer the amount. Then press the Cash settlement button. This will bring the balance to zero and reverse the original Cash transaction.

| Options   Mi       |   |
|--------------------|---|
| ZDIN Z Dining Room |   |
| 8oz Ribeye Stea #1 | ▲ |
| - Medium           |   |
| Cash Sale -18.40   |   |
| Remain.Bal: 0.00   |   |
|                    |   |
|                    |   |
|                    |   |
|                    |   |
|                    | ▼ |

| Options   Mi       |   |
|--------------------|---|
| ZDIN Z Dining Room |   |
| 8oz Ribeye Stea #1 | ▲ |
| - Medium           |   |
| Cash Sale -18.40   |   |
| VISA -18.40        |   |
| Change Due: -18.40 |   |
|                    |   |
|                    |   |
|                    |   |
|                    | ▼ |

| Options   Mi       |   |
|--------------------|---|
| ZDIN Z Dining Room |   |
| 8oz Ribeye Stea #1 | ▲ |
| - Medium           |   |
| Cash Sale -18.40   |   |
| VISA -18.40        |   |
| Cash Sale 18.40    |   |
| Remain.Bal: 0.00   |   |
|                    |   |
|                    |   |
|                    | ▼ |

## Correcting Closed Chits:

Closed chits cannot be re-opened in Five Star. To correct a faulty payment once the chit is closed, open a new chit, choose a new table number, and set the number of covers to 0. Choose Done to get to the settlement screen then follow the appropriate instructions below.

### Changing An Incorrect Credit Card Payment To Another Credit Card or Cash:

Get to the settlement screen. Choose the credit card payment button that you are trying to reverse and enter the correct amount when the calculator comes up, press the minus sign, then press "T" to transfer. (Note: This will show as a positive amount in the chit summary.) Then choose the correct settlement method and choose "T" to transfer the amount. This will reverse the original entry and leave a balance of zero. Close the chit.

| Options            |       | Mi |
|--------------------|-------|----|
| ZDIN Z Dining Room |       |    |
| VISA               | 18.40 | ▲  |
| Remain. Bal:       | 18.40 |    |
|                    |       |    |
|                    |       |    |

| Options            |        | Mi |
|--------------------|--------|----|
| ZDIN Z Dining Room |        |    |
| VISA               | 18.40  | ▲  |
| Amex               | -18.40 |    |
| Remain. Bal:       | 0.00   |    |
|                    |        |    |
|                    |        |    |

### Changing a Cash Payment to a Credit Card Payment:

Get to the settlement screen. Choose the settlement method that should have been chosen originally. When the calculator comes up enter the amount to be corrected then press "T" to transfer. Then press the Cash settlement button. This will bring the account to zero. Close the chit.

| Options            |        | Mi |
|--------------------|--------|----|
| ZDIN Z Dining Room |        |    |
| VISA               | -18.40 | ▲  |
| Change Due:        | -18.40 |    |
|                    |        |    |
|                    |        |    |

| Options            |        | Mi |
|--------------------|--------|----|
| ZDIN Z Dining Room |        |    |
| VISA               | -18.40 | ▲  |
| Cash Sale          | 18.40  |    |
| Remain. Bal:       | 0.00   |    |
|                    |        |    |
|                    |        |    |