



GENESIS
BY MRJ CONSULTANTS



How To Guide | Cash Refund

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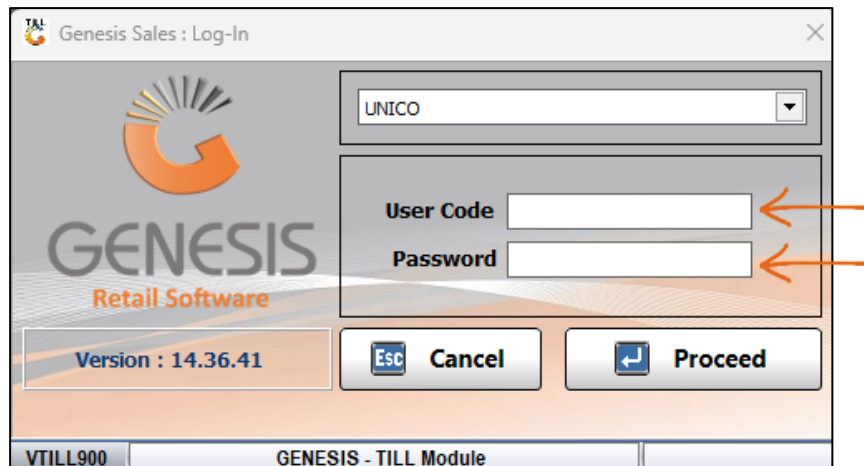
sales@mrj.co.za



1. Open the **Genesis Till**



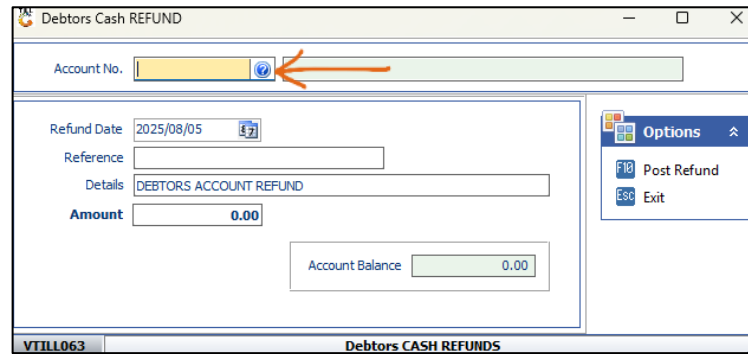
2. Type in your **User Code** and **Password**

A screenshot of the "Genesis Sales : Log-In" window. It features the Genesis logo and "Retail Software" text. A dropdown menu shows "UNICO". There are input fields for "User Code" and "Password", with orange arrows pointing to them. At the bottom are "Cancel" and "Proceed" buttons. The status bar at the bottom shows "VTILL900" and "GENESIS - TILL Module".

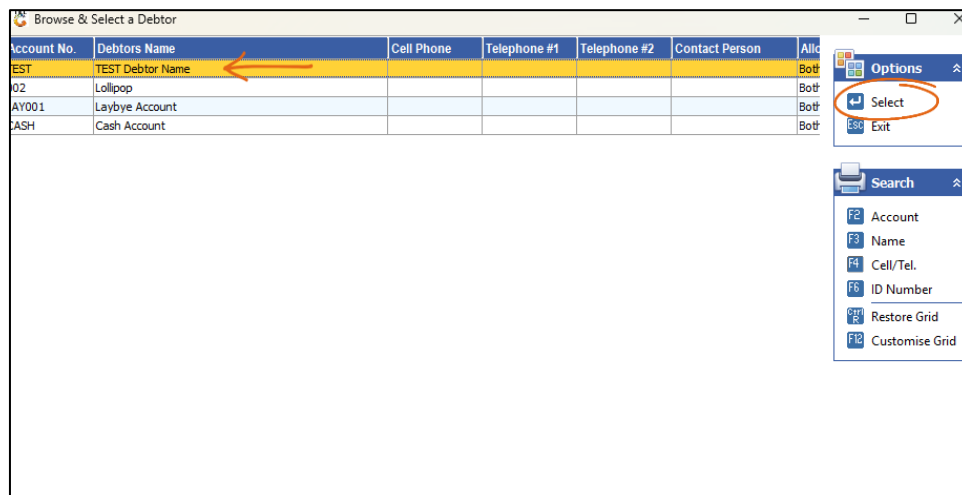
3. Once the till is open, you will be prompted to the Sales menu below.
Click on **Payments & Refunds** and select the **Cash Refunds** option on the Payments side menu.

Two screenshots of the software interface. The left screenshot shows the "MAIN MENU" with categories: SALES (F1 CASH SALES, F2 Debtors Cash Sales, F3 Account Sales), RETURNS (F4 Cash Returns, F5 Account Returns), Payments & Cashup (F6 Payments & Refunds, F7 Cashup & Reports), Orders/Quotes/Laybies (F8 Vouchers, F9 Laybies, F10 Orders/Quotes/Dispatch), Utilities (F11 Lock / Unlock TILL, F12 Document Reprints, Ctrl P Price Check), System Administration (Ctrl S TILL Administration), and an EXIT from TILL button (Esc). An orange arrow points from "Payments & Refunds" (F6) to the right. The right screenshot shows the "PAYMENTS" side menu with options: F2 Account Payments, F3 Payment Reversals, F4 Cash Refunds, F5 LOYALTY Members, F6 WALLETS Deposit/Withdraw, F9 Split Payments on Cash Sales, and an Exit Payments Menu button (Esc). An orange arrow points to "Cash Refunds" (F4).

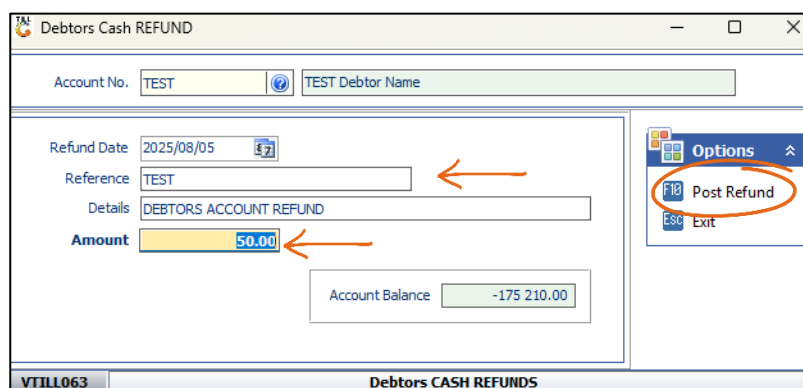
4. In **Cash Refunds** you can select the **Account no.** (number) by typing it in manually or clicking on the question mark (?) icon.



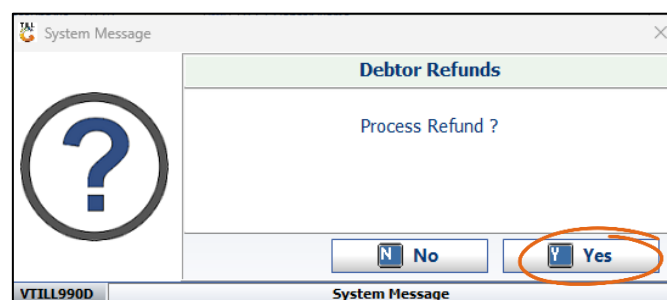
5. Select the relevant debtor and press **Enter** on your keyboard or click on the **Select** button.



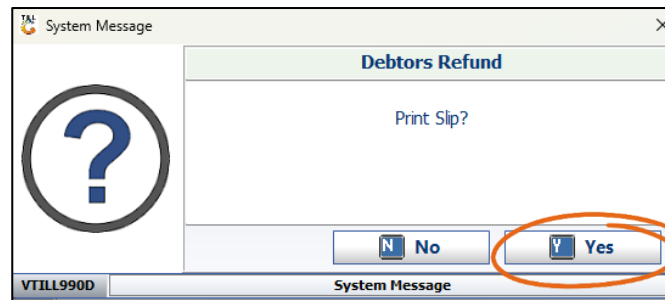
6. Type in the **Reference** and **Amount** and press **Enter** on your keyboard or click on **Post Refund** (F10 on your keyboard) to proceed.



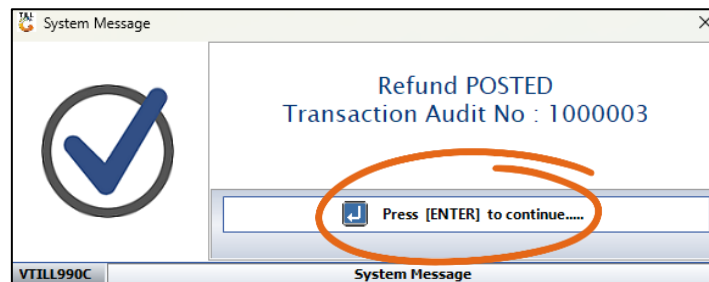
- a. Click **Yes (Y)** again at **Process Refund?**



- b. You will have the option to **Print Slip**. Select **Yes (Y)** or **No (N)**



7. Your Refund will be completed, and a Transaction Audit No. will be displayed for your reference



This concludes the How to Guide for Cash Refunds

VERSION:

1.8 - 2

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BY: Colleen

COMMENTS: