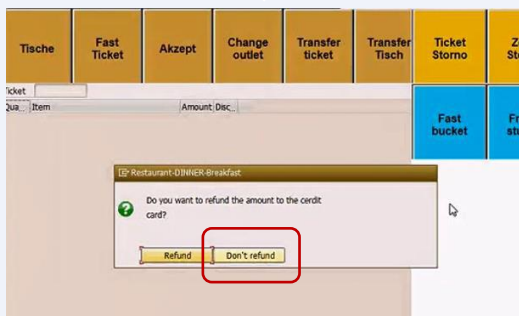


When recovering a POS ticket charges via the payment gateway, you'll have the option to either **REFUND** or **RETAIN** the amount.



CHOOSE "DON'T REFUND" WHEN:

- The customer paid through the payment gateway and wants to divide the ticket into multiple parts using the same card and transaction:
 - Manually divide the ticket and close each part using the "MANUAL CHARGE" option with the same card type.
- The ticket is closed (same day or another day) and the customer needs an invoice with a specific address:
 - Open a new *Day Guest Billing* where the ticket will be booked.
 - Front Office will close the invoice offline against the original POS payment card associated in TMS.
 - **IMPORTANT:** Manually balance the F&B till using the transaction */CCSHT/FC_CARG - Balance*.

CHOOSE "REFUND" WHEN:

- The customer complains about incorrect charges:
 - By selecting this option, you'll return the complete transaction to the guest's credit card.
 - Then, correct the ticket and charge the guest's credit card again.
- The ticket is already paid, and the customer asks to divide it and pay separately:
 - Choose this option to return the money.
 - Divide the ticket as requested.
 - Close each part using the corresponding payment method.