

How to refund a humm purchase.

Version 1 | Aug 2020

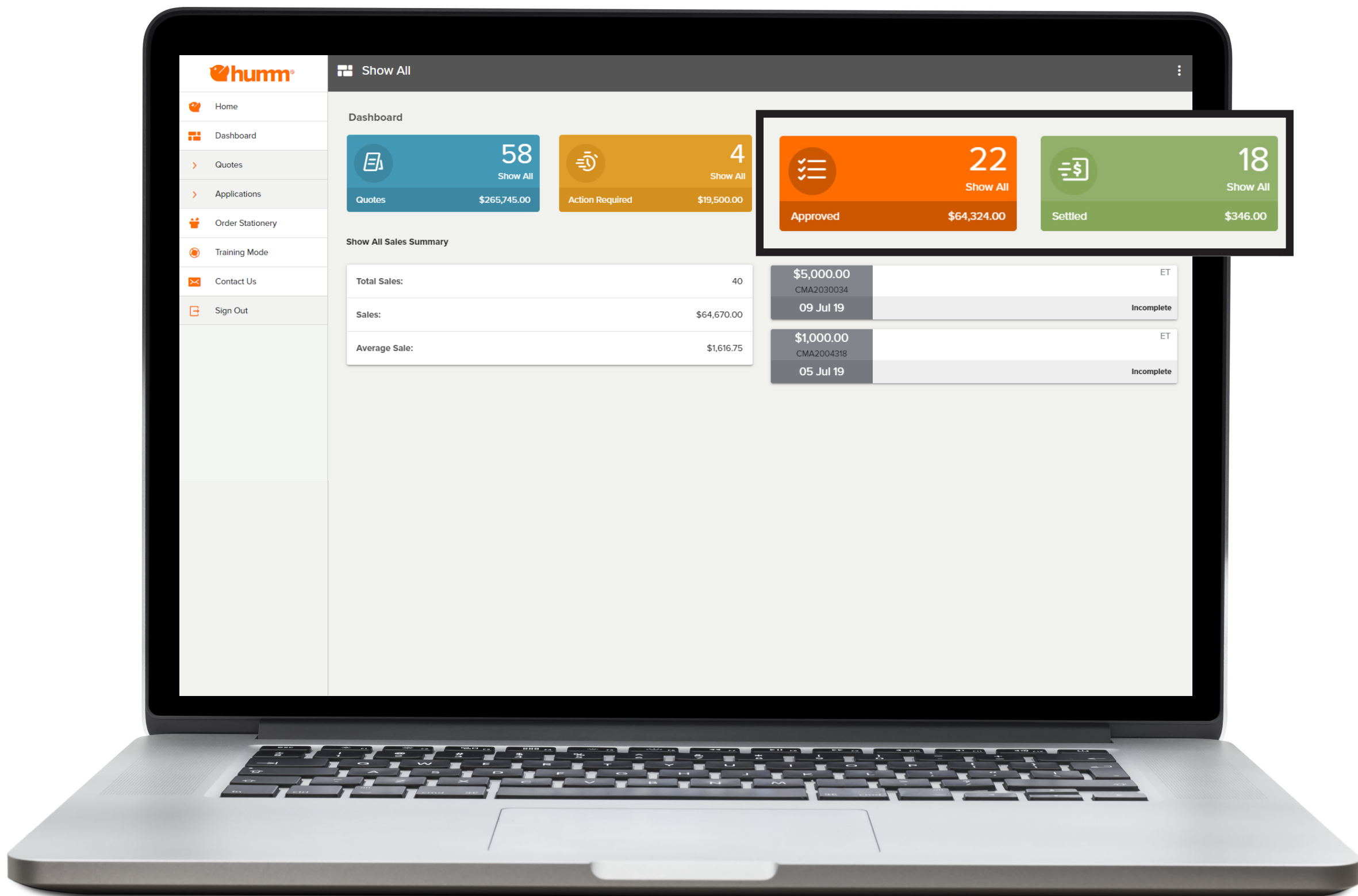
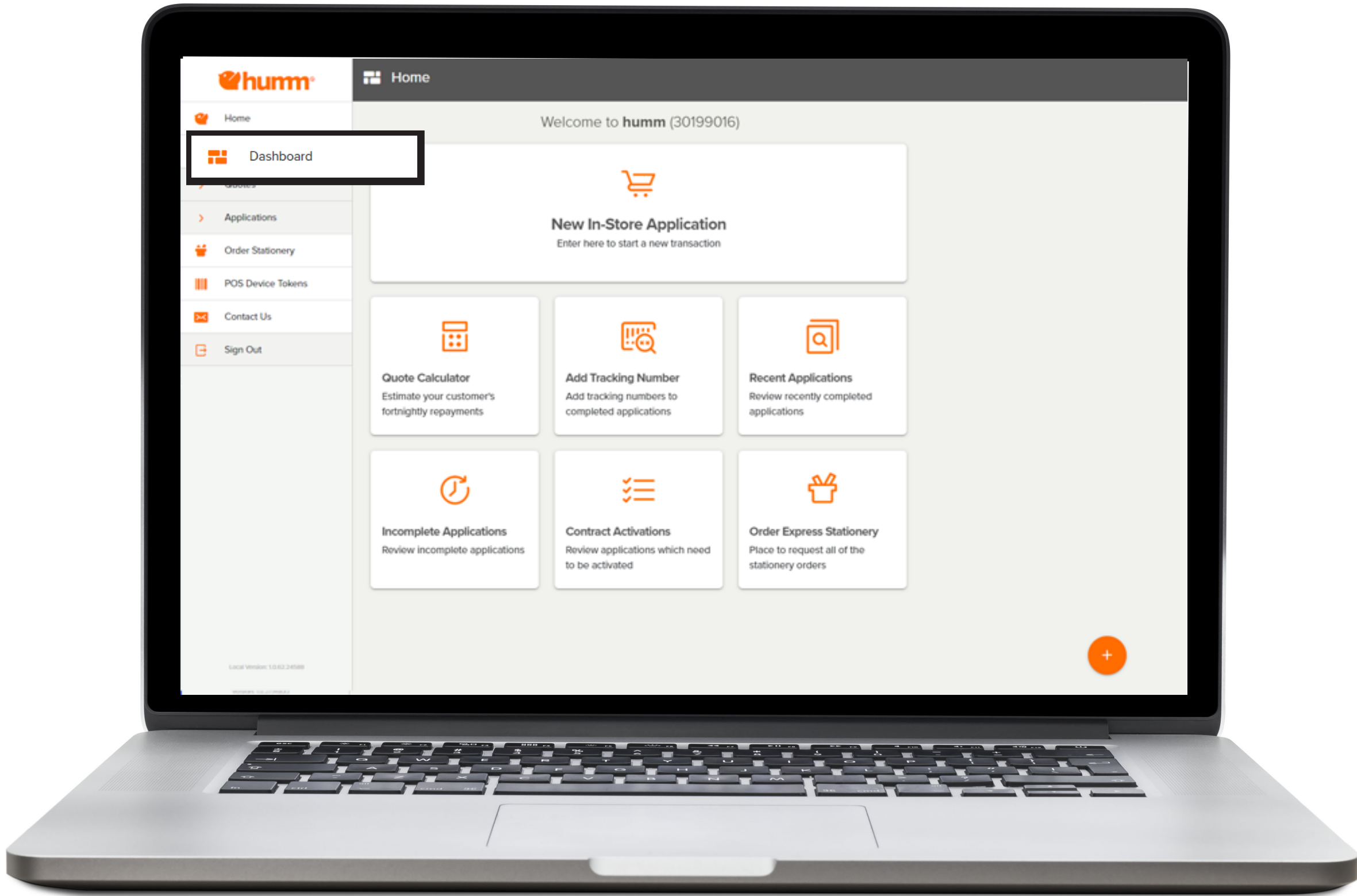


Step 1.

On the home screen click 'Dashboard'

Click 'Approved' if customer purchased today.

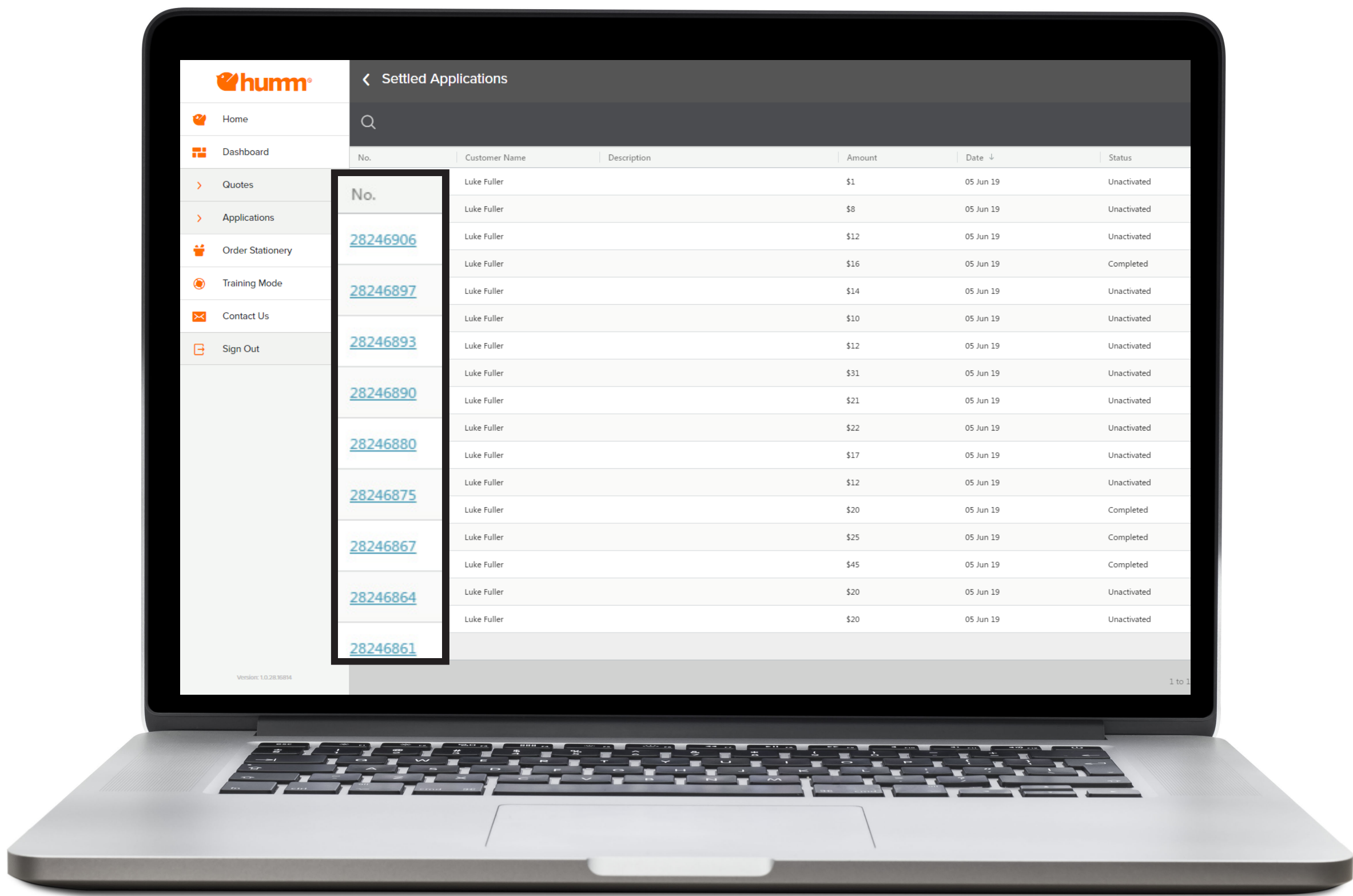
Click 'Settled' if customer purchased on a previous day.



Refunds are processed by the Returns Desk through the humm Seller Portal.
Seller.shophumm.co.nz/#/login Login details for each store will be supplied.

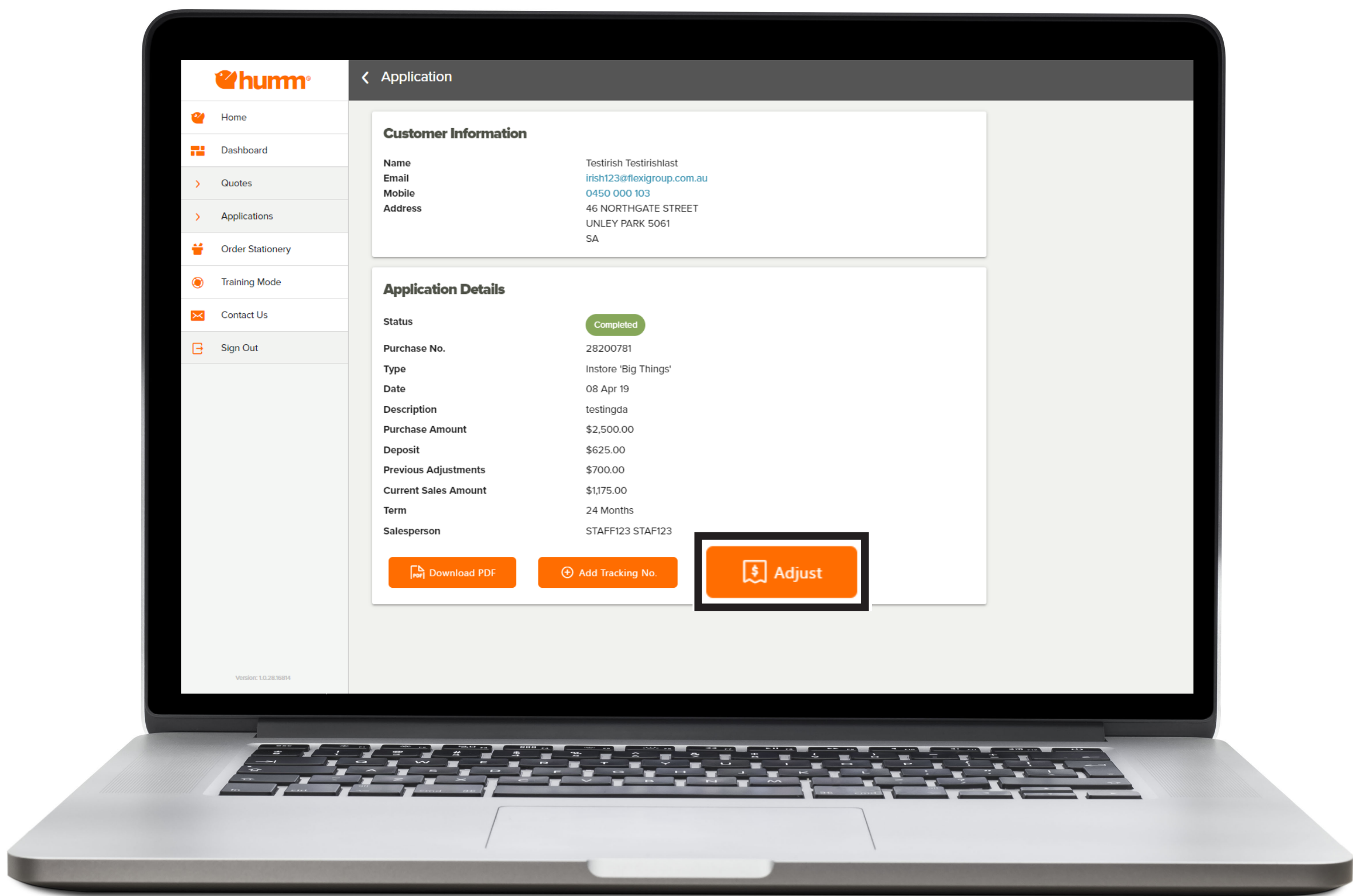
Step 2.

Find the customer purchase to be refunded.
Search by Customer Name or Description
and click the purchase number.



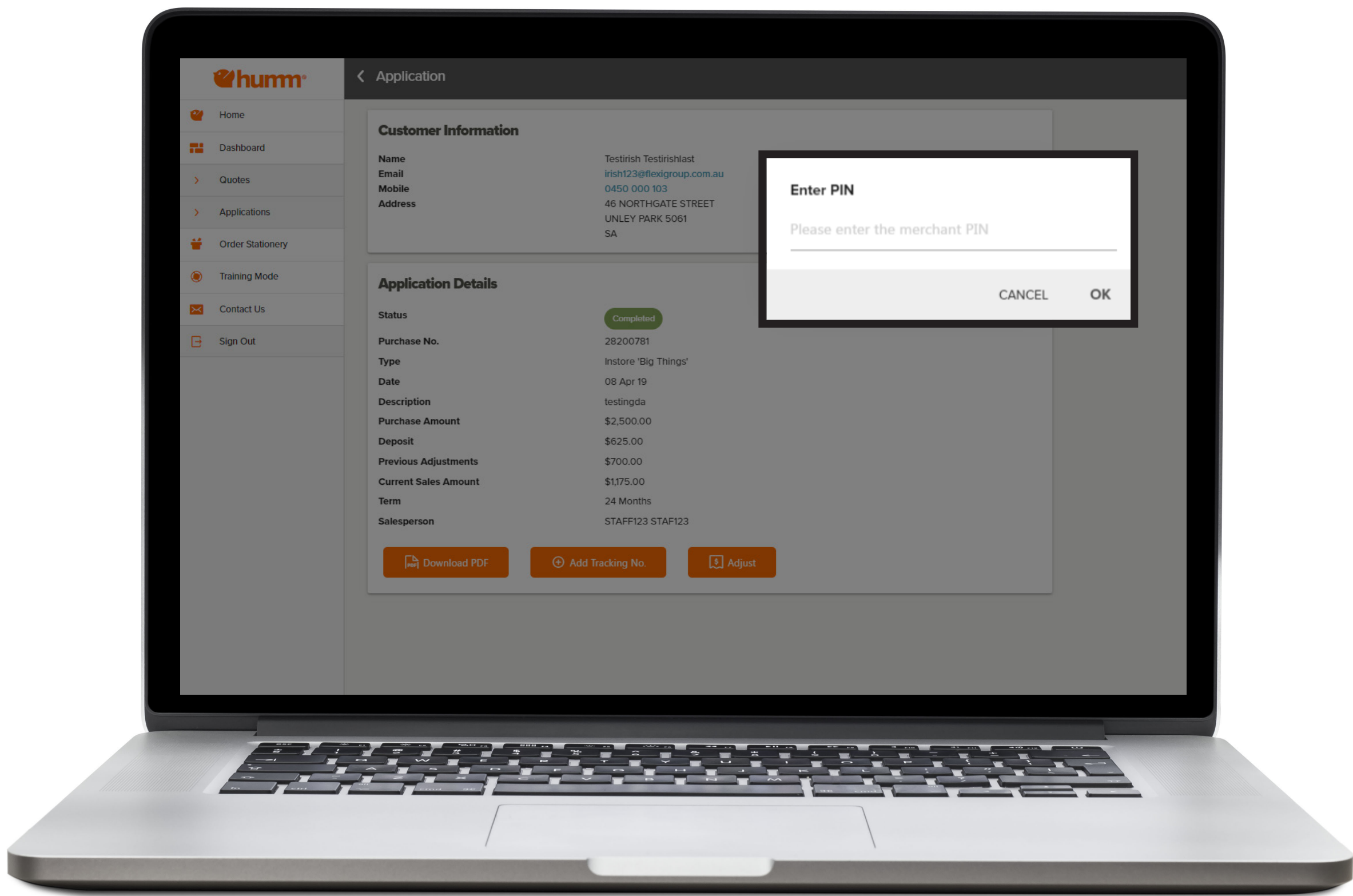
Step 3.

Click on Adjust.



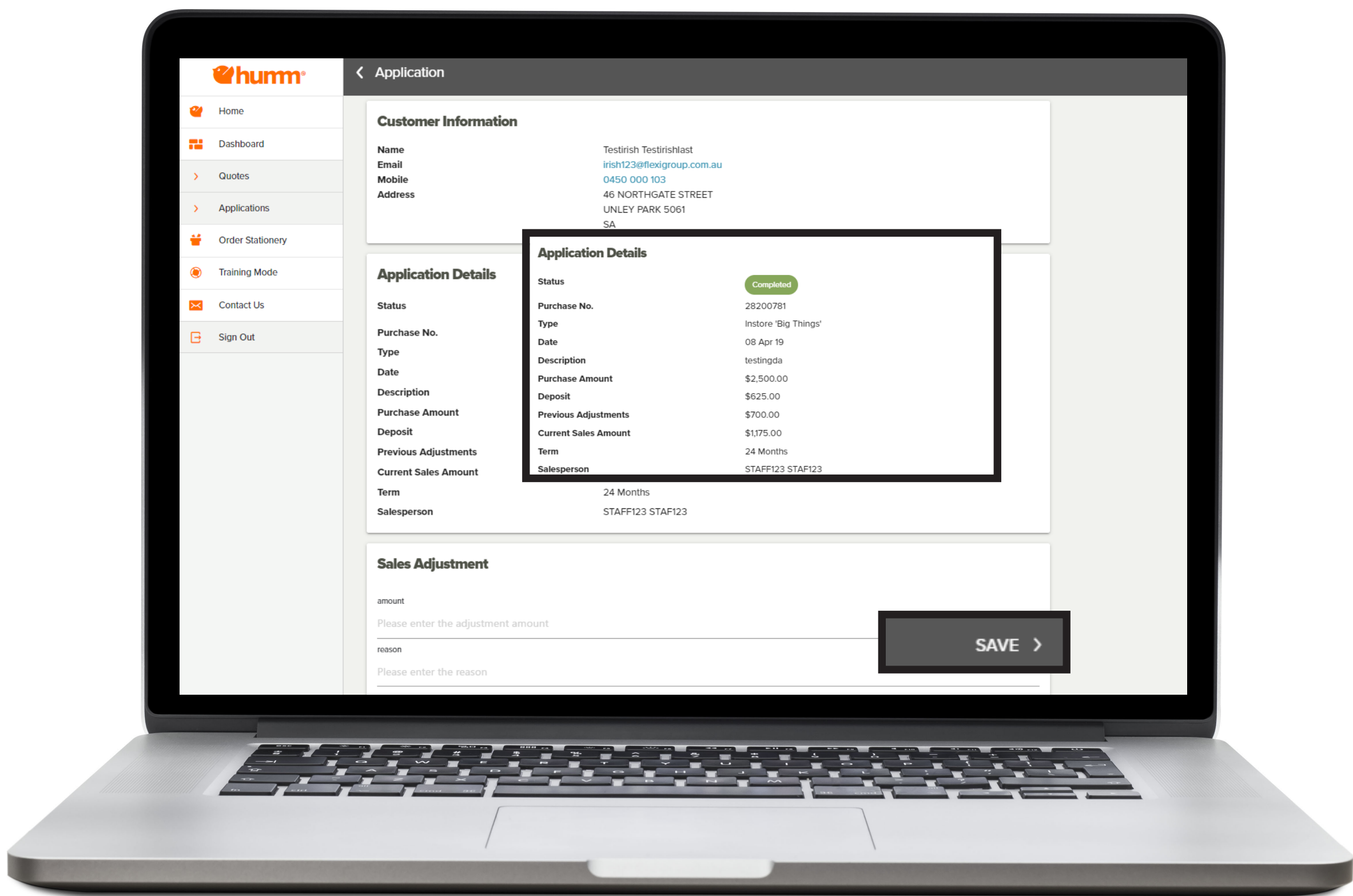
Step 4.

Enter the Refund PIN
(from your manager)



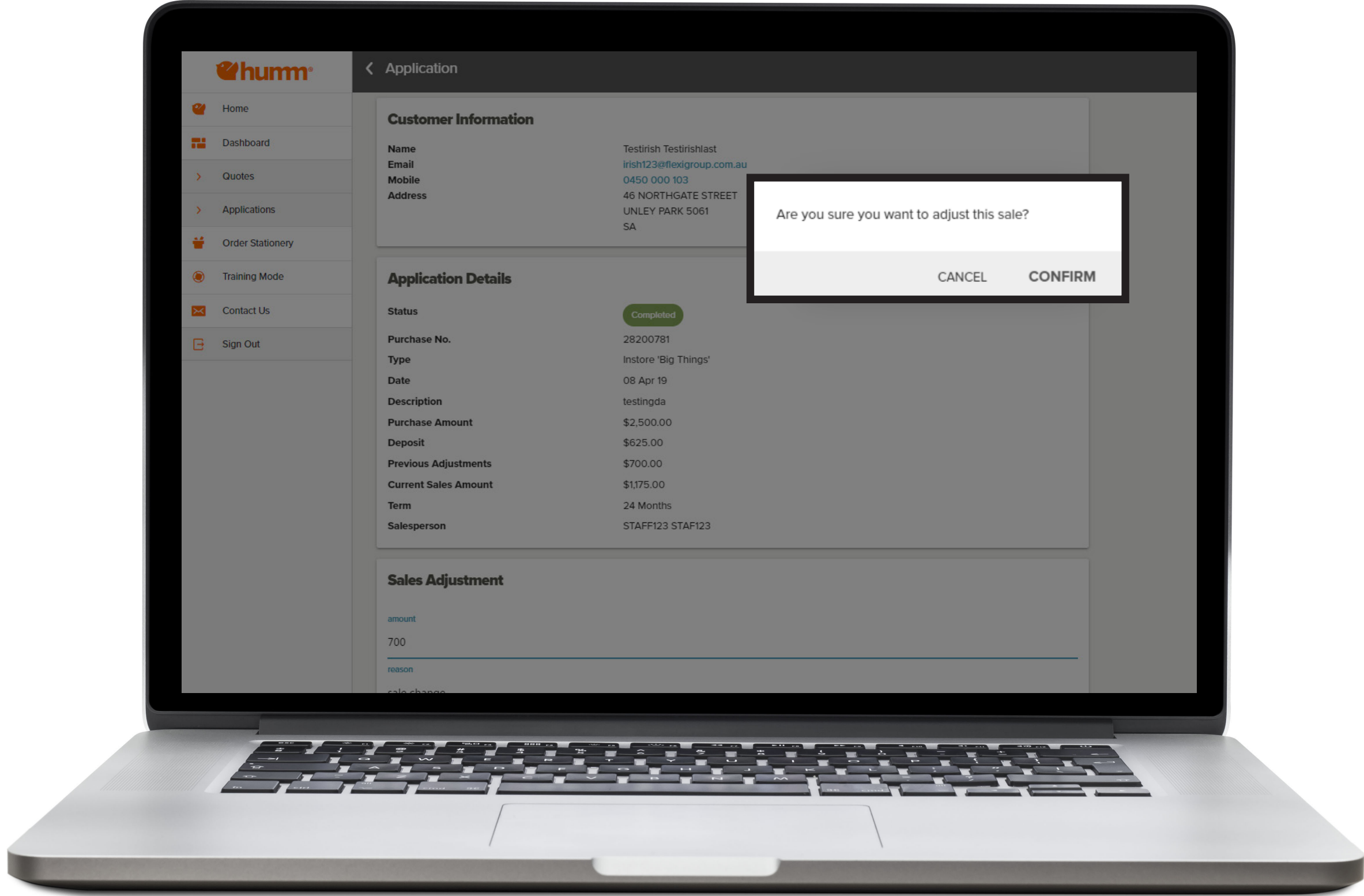
Step 5.

Enter the refund amount and reason
for the refund. Then tap 'Save'



Step 6.

Click ‘Confirm’



Step 7.

Click ‘OK’ then check customers adjusted sales amount is correct.

