

iQ PROCESS GUIDE

Processing a Long Term Finance Cancellation

THIS PROCESS GUIDE IS FOR CANCELLING LONG TERM FINANCE PURCHASES NOT STANDARD PURCHASES MADE THROUGH YOUR EFTPOS MACHINE

CANCELLING AN ORIGINATING AND DELAYED DELIVERY MASTERCARD LONG TERM FINANCE PURCHASE

1. PRINT A MANUAL CANCELLATION REQUEST FORM

- Complete a manual 'Cancellation Request Form' – This can be found on the iQ Help page
- Scan and email to retailer.enquiries@flexicards.co.nz

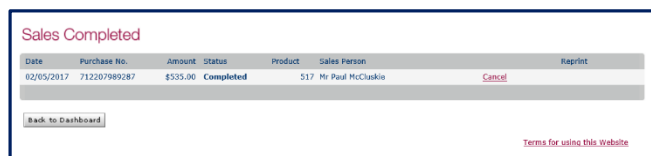
NOTE: A cancellation requested within 30 days will not incur a fee. If you process a cancellation after 30 days you will be automatically charged a cancellation fee of \$32.50. **DO NOT** cancel a sale unless the customer is in-store - once the sale is cancelled the sale cannot be re-instated. If a replacement sales voucher is required you will need to process a new sale in iQ under '**Repeat Purchase**'.

CANCELLING A REPEAT MASTERCARD LONG TERM FINANCE PURCHASE

LOG INTO iQ & SELECT 'DASHBOARD'

1. 'DASHBOARD'

- 'Search' for the customer by entering their **name, customer ID, purchase number** or **date** of the original transaction
- Click 'Cancel'
- There are 2 options – **Partial Cancellation** OR a **Full Cancellation** (enter the '**New Purchase Amount**')



Date	Purchase No.	Amount	Status	Product	Sales Person	Reprint
02/05/2017	712207989287	\$535.00	Completed		517 Mr Paul McCluskie	Cancel

Back to Dashboard

Terms for using this Website

NOTE: If the 'Cancel' button is not available, follow the 'Manual Cancellation Process' – see above.

2. 'SALES CANCELLATION'

Full Cancellation

- Tick the '**Full Cancellation**' box.
- Click '**Submit**'

A '**Full Cancellation**' requested within 30 days will not incur a fee. If you process a cancellation after **30 days**, you will be automatically charged a **cancellation fee** of **\$32.50**.

Partial Cancellation

- Enter the '**NEW Amount of Credit**' (the new purchase price) that the customer is to be charged.
- Click '**Submit**'

A "**Partial Refund**" will not incur a fee.



Sales Cancellation

Please confirm this is the transaction that you wish to cancel, a fee may be associated with the cancellation which is chargeable to the Merchant.

* Field must be entered

Date Purchased: 02/05/2017
 Transaction ID: 712207989287
 Plan: 517 12 MTH PMT HOL INT FREE

Description	Amount
travel	\$250.00
cash card	\$250.00

Original Amount of Credit: \$535.00
 Amount of Credit: \$500.00
 NEW Amount of Credit: Full Cancellation

Cancel Submit

Cancellations can only be done during the interest free period

Standard EFTPOS purchases need to be refunded through your EFTPOS terminal by using your merchant refund card.

CANCELLING A Q CARD LONG TERM FINANCE PURCHASE

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