

Split payment with EBT / CASH issuing change due / Refund owed to customer for adjusted tax amount

Summary:

When splitting payments for an EBT transaction with CASH, a change due amount (refund) is presented for the adjusted tax amount

Cause:

Setup/System/Pay Codes/Cash/Tender: Default amount: **Exact amount due.**

Solution:

Possible workaround: Change this setting either to **None** or to **Pay ticket Balance**, and the Payment will be adjusted properly for the after-tax adjustment post EBT payment entry.

WIT#: CP-6091 (Enh Req) - When splitting a payment using EBT and Cash (for example), the amount due (owed by the customer) is the pre-tax adjusted amount.

Found in: 8.5.4

Fixed in: Future

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1148>