

## **Completing a Transaction using Store Credit (Point of Sale)**

User Guide > Transactions

1. Starting on the main sales screen, we will add the customer to the transaction if they have not been added to the transaction already. First tap "Add Customer".

E LOGOUT	Jim-Bob Walton	CC 21-059	Lane 5	Batch 157	02/27/2024	🔒 ном	e 🗘 sync	
8	Add Customer		Enter UPC	, Item ID, Receip	t # or Custo	mer ID		Ê
Description	Qty Price	Total						
				Scan	ltems	to Be	gin	
# Items Sc	Total Discounts Subtotal Non Taxable Subtotal Taxable Tax Total	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00						
	PAY NOW							

2. Enter the customer's information (First Name, Last Name, Phone #, and/or Email), then tap "Search" to lookup the customer.

jane	Last Nam	ne		Email	Q Search
First Name 🗠	Last Name	Phone	Email	Level	ID
Jane	Appleseed			Loyalty	1234625
Jane	Doe	Mobile (098) 765-4	321	Standard	1234629
-					

3. Select the customer's name from the list. You can see the customer has been added to the transaction.



4. Once all desired items are scanned and they're ready to pay, tap "Pay" to complete the transaction.



5. Note that on this screen, you can see how much store credit the customer currently has. To pay using this store credit, look under "Tender Type" and select "Store Credit".

E LOGOUT John Walton	CC 21-059	Lane 5 Batch	158 03/04/202	4 🏫 HOME I	Ф бУМС 🔳	MENU	
Jane I	Doe	Select Tender Type					
\$7.50 Store Credit	100.00 Reward Points	IE	3	-			
Subtotal Tax Total	Subtotal \$6.19   Tax \$0.51   Total \$6.70		Credit Card		: Card	/	
Balance Due:	\$6.70	O			<b>.</b>		
		Cash	Check	EBT Card	Store Credit		
		<b>2</b> 2		3	୍ଲ ନୁ		
		Coupon	Gift Card (Non-Integrated)	Bottle Deposit	Reward Points		
Return tr	s Sala						

6. Type in the payment amount that the customer would like to use, or use the blue quick key on the right to easily complete the payment.



**NOTE:** The customer may have more store credit than the blue quick key shows if the amount due is less than the store credit balance. Only the amount due will apply to the transaction.

7. Print/email a receipt for the customer, or select "No Receipt" to complete the transaction and return to the main sales screen.



## YOU'RE DONE!

If you have any questions or concerns regarding this tutorial, or any other inquiries, please feel free to contact us at:

Email: <a href="mailto:support@orderdog.com">support@orderdog.com</a>

Call: 1-866-673-3736

Our hours: 8 AM – 6 PM CST

Monday – Friday

After Hours Support Available

Visit our website for more tutorials and resources: <u>https://orderdog-inc.kayako.com/</u>

