

## Paying off Negative Store Credit

User Guide > Transactions

12/13/2023

1. Starting on the main sales screen, enter the customer using the "Add Customer" button in the top-left.

➔ LOGOUT	Jim-Bob Walton		CC 21-059	Lane
8	Add Custo	mer		Enter UF
Description	Qty	Price	Total	

2. Find the customer using the blue search boxes at the top. Tap on the customer's name once you have located them.

jane	Last Nar	ne ne	Haro (_) - Ext-		Q Search
First Name 🗠	Last Name	Phone	Email	Level	ID
Jane	Appleseed			Loyalty	1234625
Jane	Doe	Mobile (098) 765-4	321	Standard	1234629
2 Matches Found				Add New Customer	Cancel

3. Once added to the transaction, you can see that the customer information is in red, which will let you know that they have a negative store credit balance. The customer's negative balance is displayed below their customer group type.

→ LOGO	LOGOUT Jim-Bob Walton			CC 21-059		
8	Jane Standa Store C	Doe rd Credit: -\$124.48		£	) ×	
Description			Qty	Price	Total	

4. To pay off this balance, tap the "Menu" button in the top-right. Tap on "Sell Store Credit".



5. Enter the amount you would like to pay off for this customer. Their current negative store credit balance can be seen to the top-left as reference.



12/13/2023

6. Press "Sell Store Credit". The store credit is now added to the checkout list.



7. Scan any other items the customer may be buying, then tap the "Pay" button.



8. Select the desired tender type that the customer will be paying off their balance with, as well as any other additional items they are purchasing.

Jane Doe *Negative store credit allowed		Select Tender Type				
100.00 Reward Points	đ	3	E	3		
\$124.48 \$0.00 \$124.48	Credit Card (Non-Integrated)		Debit Card (Non-Integrated)			
\$124.48	Cash	Check	EBT Card	Store Credit		
			(Non-Integrated)			
	22	<b></b>	€3	R		
	Coupon	Gift Card (Non-Integrated)	Bottle Deposit	Reward Points		
	Doe credit allowed 100.00 Reward Points \$124.48 \$0.00 \$124.48 \$124.48	Doe credit allowed 100.00 Reward Points \$124.48 \$0.00 \$124.48 \$124.48 \$124.48 \$124.48 \$2.00 Cash 223 Coupon	Doe credit allowed 100.00 Reward Points \$124.48 \$0.00 \$124.48 \$124.4	Doe credit allowed Select Tender Type   100.00 Reward Points Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated)   \$124.48 Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated)   \$124.48 Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated) Image: Credit Card (Non-Integrated)   \$124.48 Image: Credit Card (Cash Image: Credit Card (Check Image: Credit Card (Non-Integrated)   \$124.48 Image: Credit Card (Cash Image: Credit Card (Check Image: Credit Card (Non-Integrated)		

9. Enter the payment amount using the keypad or the blue quick keys.



10. Choose your receipt option to return to the main sales screen. If you would like to check their current balance, add the customer to the transaction like before and click on their name to view their current balance. You can also uncheck the "Allow Negative Store Credit" option to prevent this customer from being able to have a negative balance in the future. Press "Save" when you're done.



## 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

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