

Completing a Return with a Receipt

User Guide > Transactions

1. First, scan the barcode at the bottom of the receipt or enter the receipt number below that's below the barcode.



🛃 LOGOUT John V	Walton	CC 21-059	Lane 5	Batch 164	03/20/2024	🔒 номе	C SYNC	
θ	Add Customer		R5-164-5					Ê
Description	Qty Price	Total		OI	scan			
				Sca	n Items	to Beg	lin	
# Items Sold	Total Discounts Subtotal Non Taxable Subtotal Taxable Tax Total	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00						
	PAY NOW							

2. On the return screen, select the product(s) being returned by checking the corresponding boxes. The quantity can be reduced for selected product(s), but not increased. Also, select any coupons associated with the returned product if needed.

Items Return UPC		Description	Quantity	Price	Total	Mfg Apply	Coupons	Amount
0898	36183507	Garlic Powder	1	\$6.19	\$6.19		Mfg Coupon	\$1.00
7528	30591561	Mosquito Repelling Outdoor Garden Incense Sticks		\$15.99	\$15.99		Mfg Coupon	\$1.00
0513	81911447	Oil Skincare Sweet Almond		\$6.09	\$6.09		Mfg Coupon	\$2.00
K								

3. Tap "Return Selected Item(s)" to continue.



4. If there was a customer associated with the purchase transaction, it will show up on the refund.



5. Tap on the "Refund" button to continue.



6. Notice that the coupon is not yet subtracted from the total. Use the coupon tender type and use the blue quick keys to select the coupon(s) amount that should be subtracted first, if applicable.



03/21/2024	4 🏫 нс	IME 🗘 SYN	IC						
Mfg Coupon Payment Amount									
8	9	-\$1.00							
5	6								
2	3								
0	×								
ADD MFG COUPON PAYMENT Cancel									
	03/21/2024 upon Pa 8 5 2 0	03/21/2024 ▲ HO upon Payment 8 9 5 6 2 3 0 ▲ coupon payment	03/21/2024 Image: Home Image: Stress upon Payment Amount 8 9 5 6 2 3 0 Image: Stress COUPON PAYMENT Cancel						

CC 21-059				
Doe				
100.00 Reward Points				
-\$13.90 -\$1.15 -\$15.05 -\$14.05				
-\$1.00 🚔				
o Sale				

LOGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/202	4 🟦 но	ME 🗘 SYNC	≡м
Jane Doe			Credit Card Payment Amount				
\$0.00 Store Credit	100.00 Reward Points		\$9.05				
Subtotal Tax Total	-\$13.90 -\$1.15 -\$15.05		7	8	9	-\$9.05	
Balance Due:	-\$9.05		4	5	6		
Payments Mfg Coupon	-\$1.00 🝵						
Cash	-\$5.00 🝵		1	2	3		
			Clear	0	×		
			ADD CRE	DIT CARD P	AYMENT	Cancel	

7. Complete the rest of the transaction by selecting the desired tender type(s).

8. If needed, give back the change/cash due to the customer. Otherwise, select a receipt option to complete the transaction.

E LOGOUT Jim-Bob Walton	CC 21-059 Lane 5	Batch 164	03/21/2024 🛖	HOME 🗘 SYNC	
Cash Back \$5.00			ddress:		
Subtotal Tax	-\$13.90 -\$1.15	Select Receip	t Option:		
- Total	\$15.05		\sim	\oslash	
# Items Sold -1		Email and Print	Email Only	No Receipt	
Customer Savings Today \$0.00			Print Onl	y	

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: support@orderdog.com

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>

