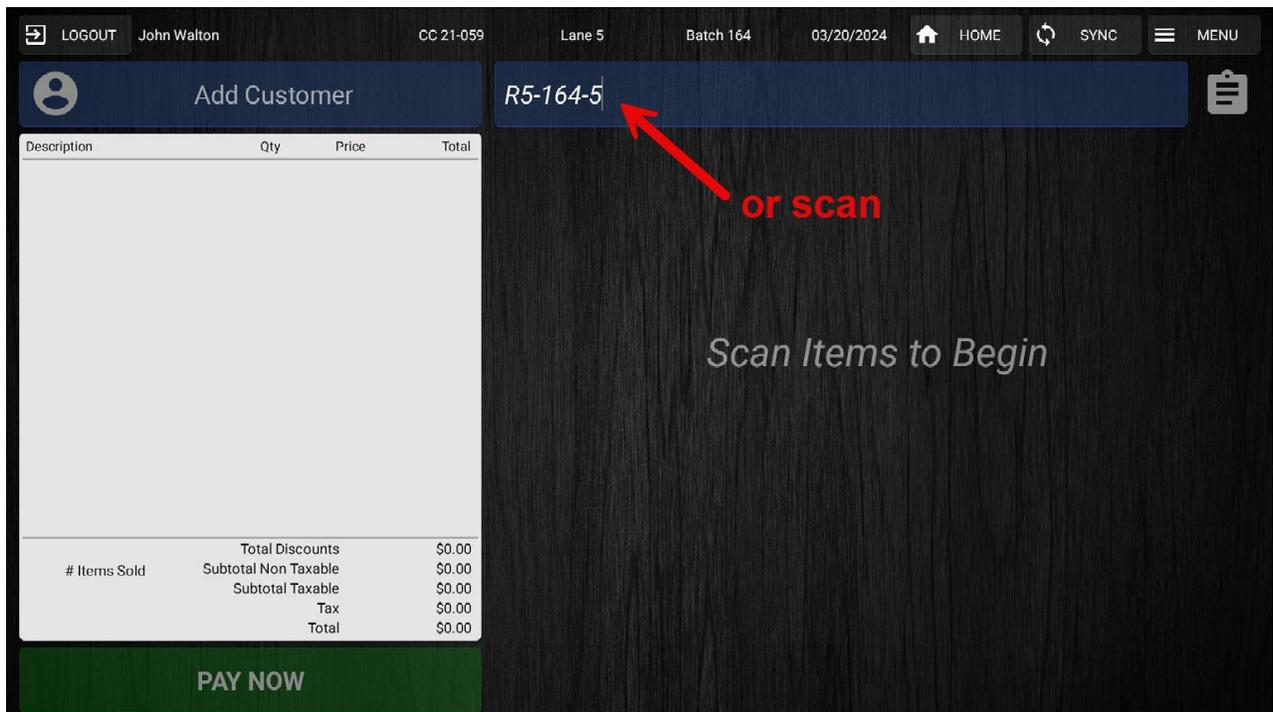
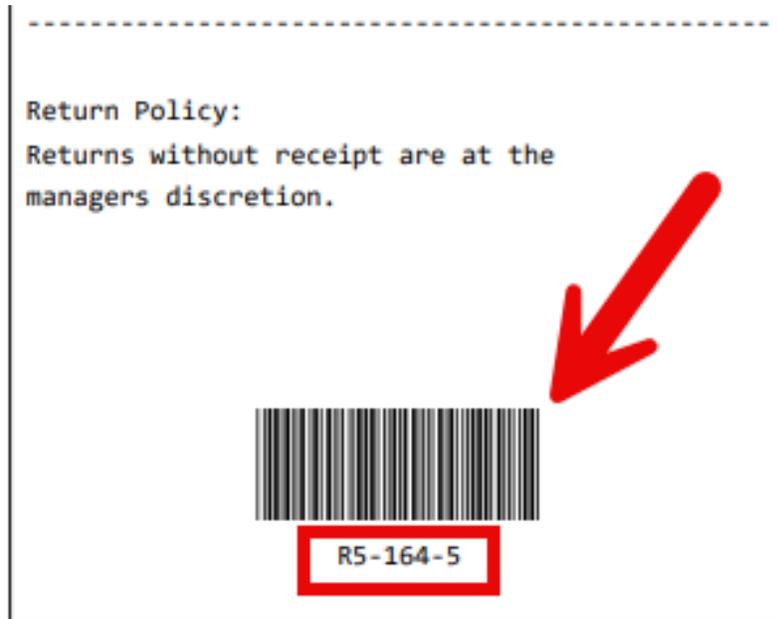




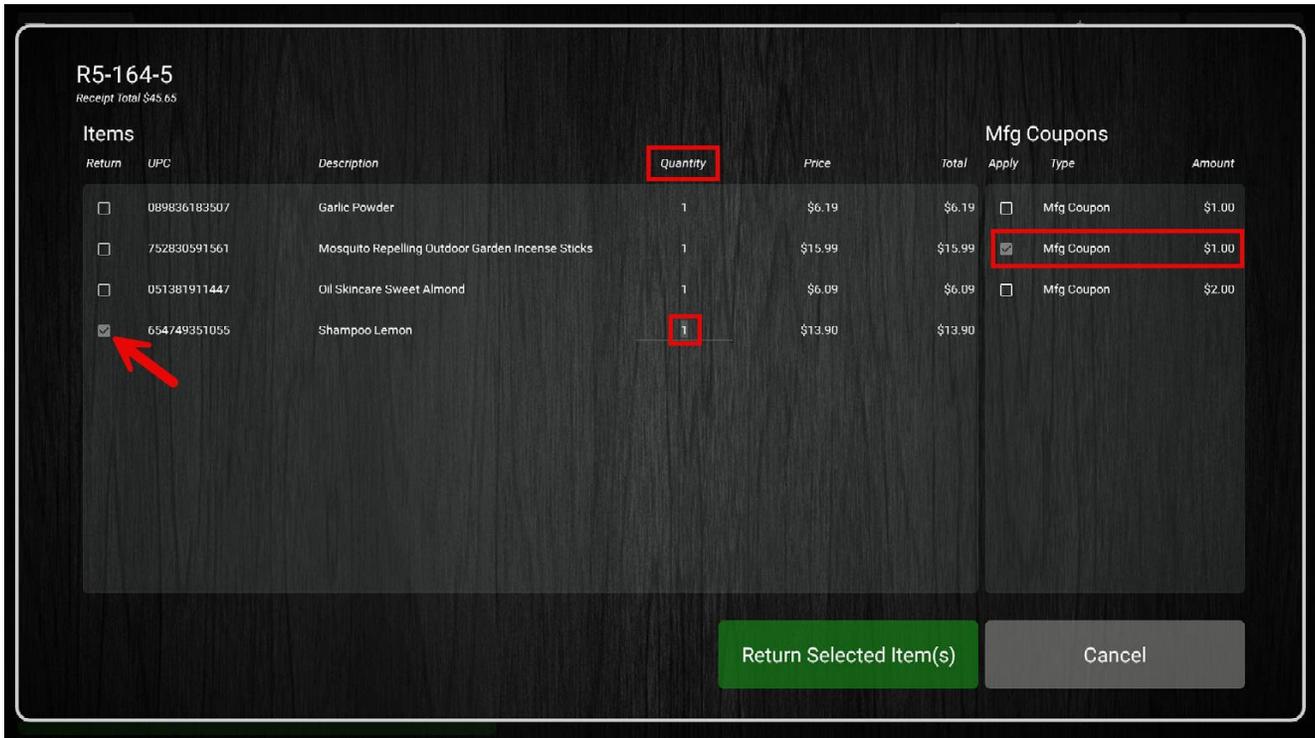
Completing a Return with a Receipt

User Guide > Transactions

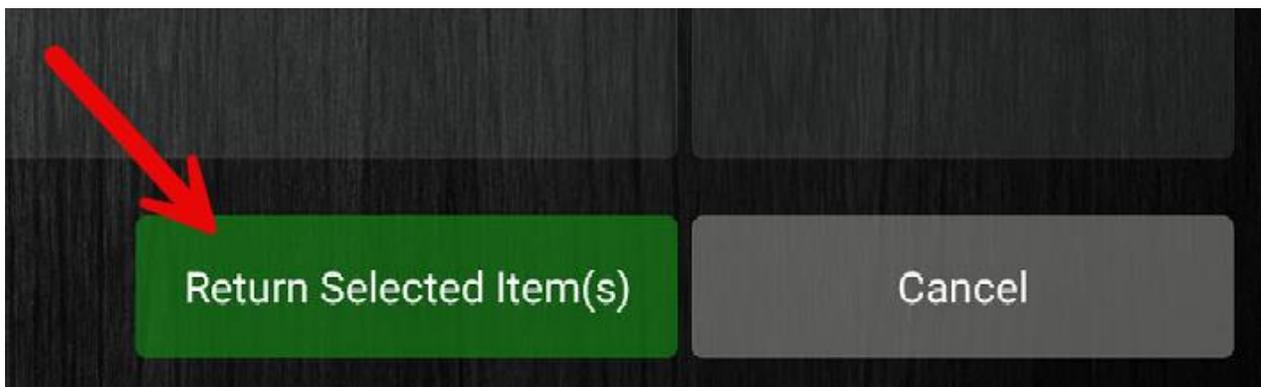
1. First, scan the barcode at the bottom of the receipt or enter the receipt number below that's below the barcode.



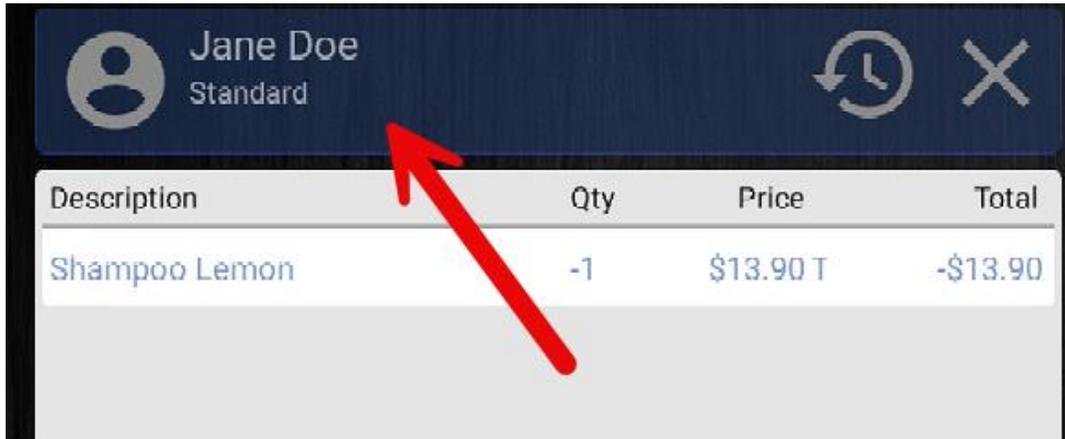
- On the return screen, select the product(s) being returned by checking the corresponding boxes. The quantity can be reduced for selected product(s), but not increased. Also, select any coupons associated with the returned product if needed.



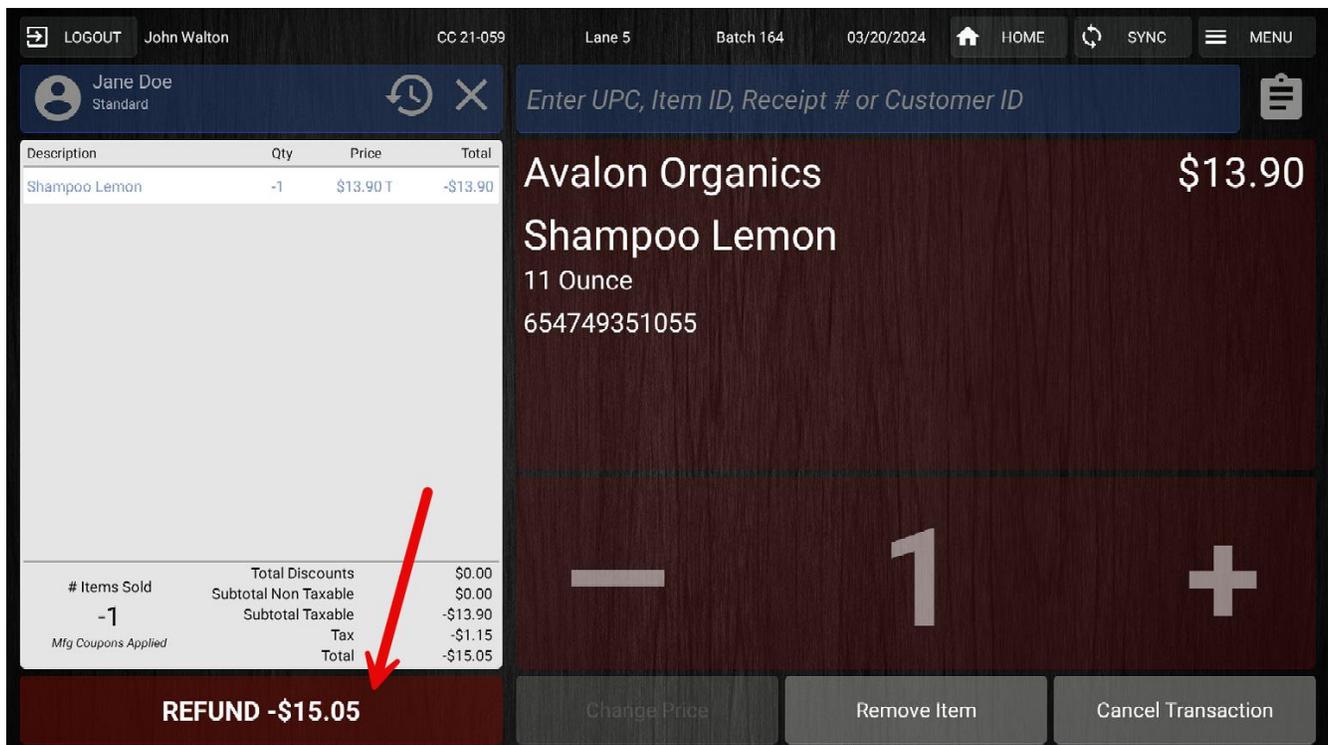
- Tap "Return Selected Item(s)" to continue.



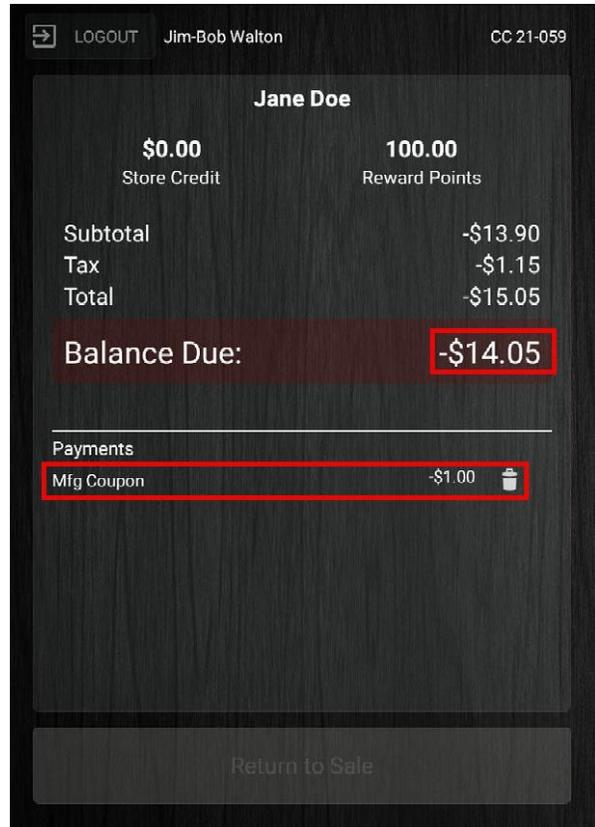
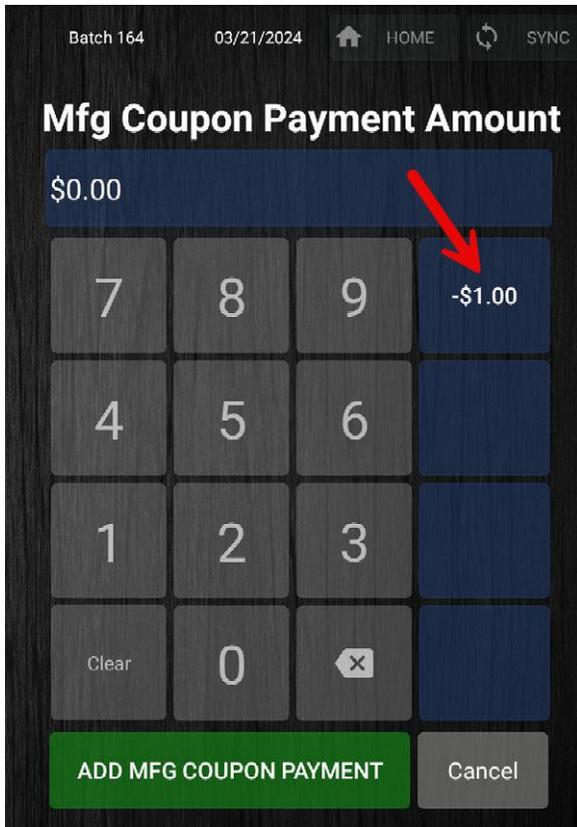
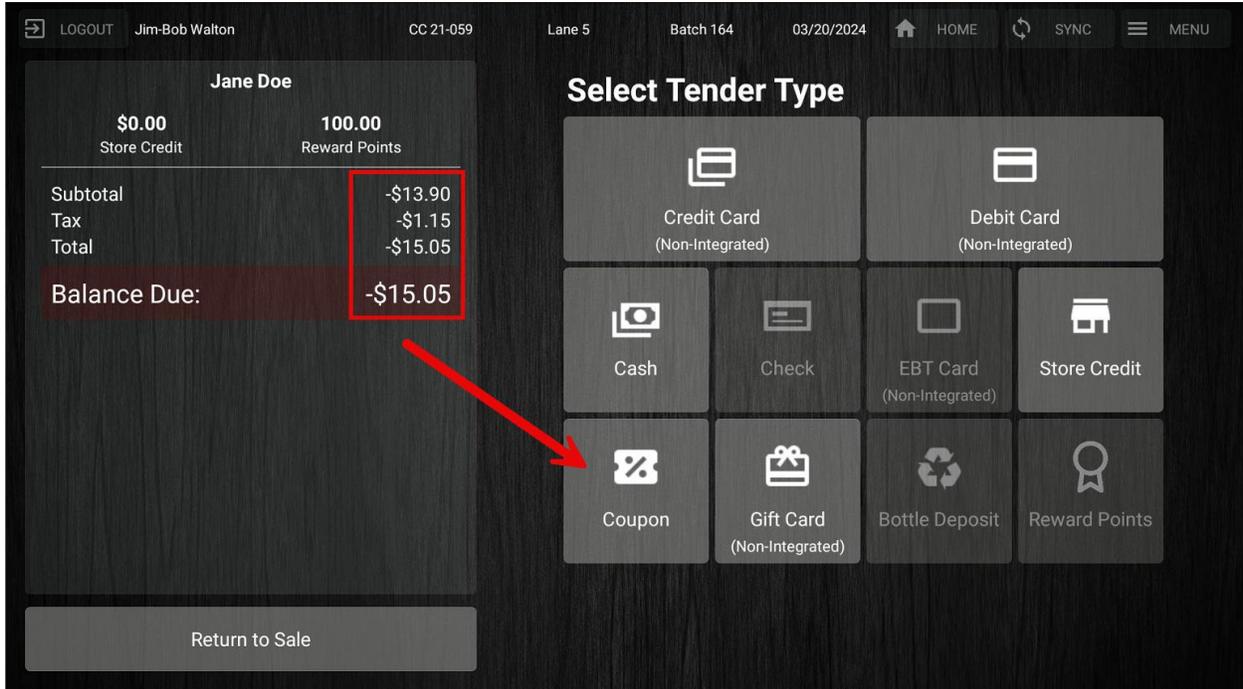
4. If there was a customer associated with the purchase transaction, it will show up on the refund.



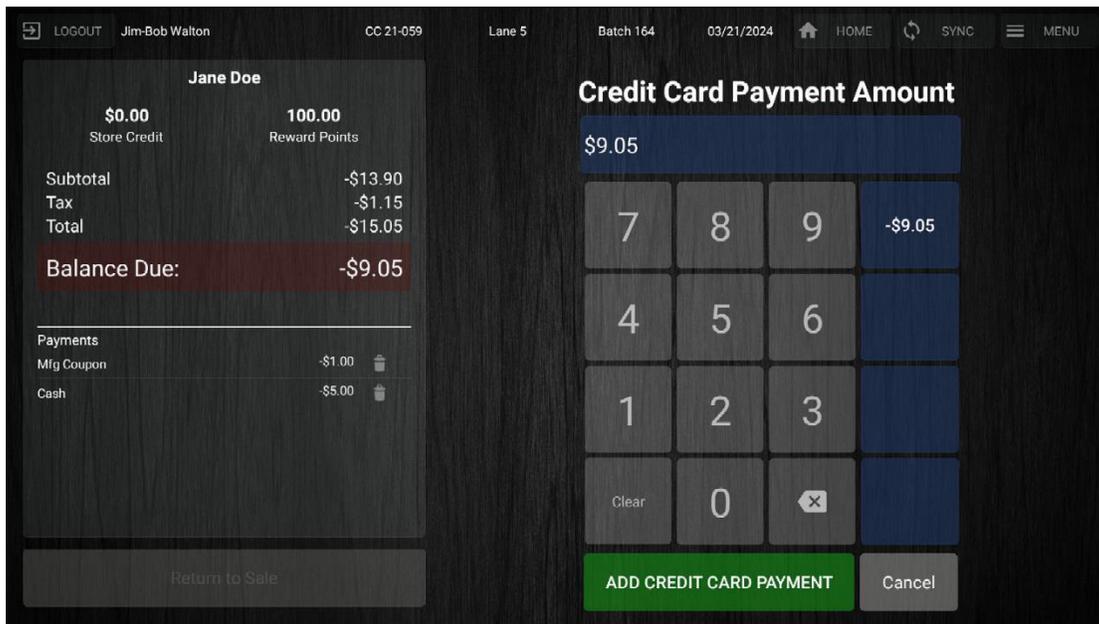
5. Tap on the "Refund" button to continue.



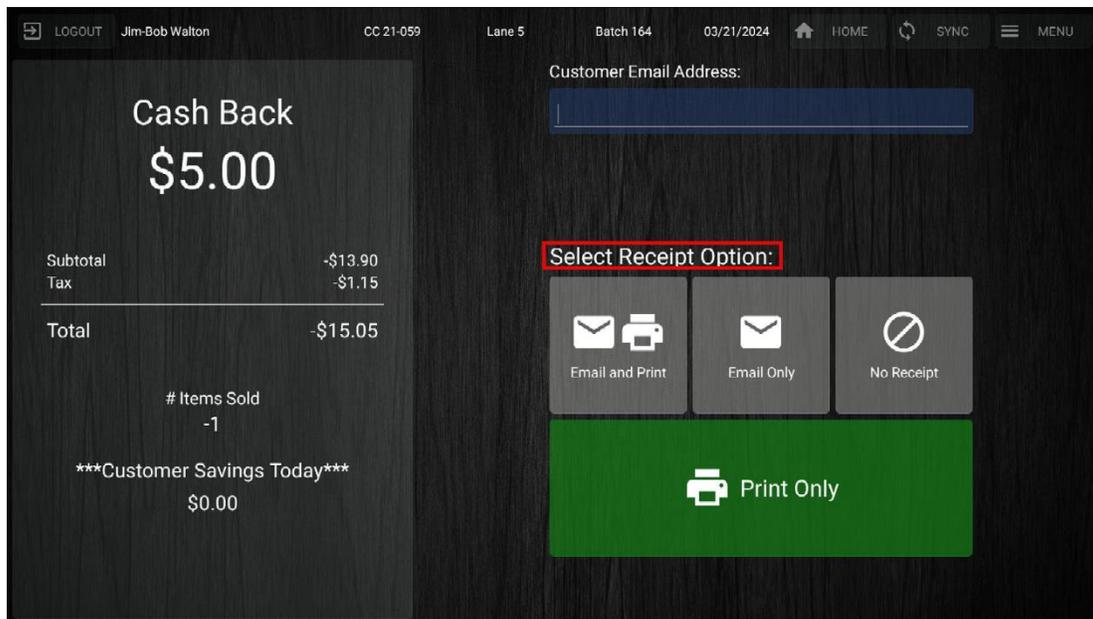
6. Notice that the coupon is not yet subtracted from the total. Use the coupon tender type and use the blue quick keys to select the coupon(s) amount that should be subtracted first, if applicable.



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.



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:

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