

Completing a Return without a Receipt

User Guide > Transactions

£ LOGOUT Jim- Jane Doe Standard	Bob Walton	Ę.	CC 21-059	Lane 5 Batch 164	03/21/2024 01 # or Custo	↑ номе	C SYNC	
Description Shampoo Lemon	Qty 1	Price \$13.90 T	Total \$13.90	Avalon Organics Shampoo Lemo	n			\$13.90
				654749351055				
# Items Sold 1	Total Disco Subtotal Non Tax Subtotal Tax	iunts kable Tax Total	\$0.00 \$0.00 \$13.90 \$1.15 \$15.05		1			-
	PAY \$15.05	5		Change Price	Remove It	tem	Cancel Tr	ansaction

1. First, enter or scan the product(s) being returned, and add a customer if needed.

2. Next, tap the "Menu" button in the top-right corner. Tap on "Return Without Receipt" in the drop-down menu.



3. The green "Pay" button will now have changed to a red "Refund" button. Tap the red "Refund" button to continue.



4. Complete the return by selecting the desired tender type(s).

EUGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/2024	🕇 НОМЕ	🗘 SYNC 🗮 MENU	
Jane	Select Tender Type						
\$0.00 Store Credit Subtotal Tax Total	100.00 Reward Points -\$13.90 -\$1.15 -\$15.05	Credit Card			Debit Card		
Balance Due:	-\$15.05	Cas	Sh	Check	EBT Card	Store Credit	
		Coup	Don (No	Gift Card n-Integrated)	Bottle Deposit	Reward Points	
Return t	to Sale						

5. Give the change due if needed and select a receipt option to complete the transaction.

EUGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164 Customer Email A	03/21/2024 Address:	🔒 номе	с 🗘 сулс	
Cash \$2 .	Back 00						
Subtotal Tax	-\$13.90 -\$1.15		Select Receip	ot Option:			
Total # Items -1	-\$15.05 Sold		Email and Print	Email On	ly	No Receipt	
Customer Savings Today \$0.00				Print Only			

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>

