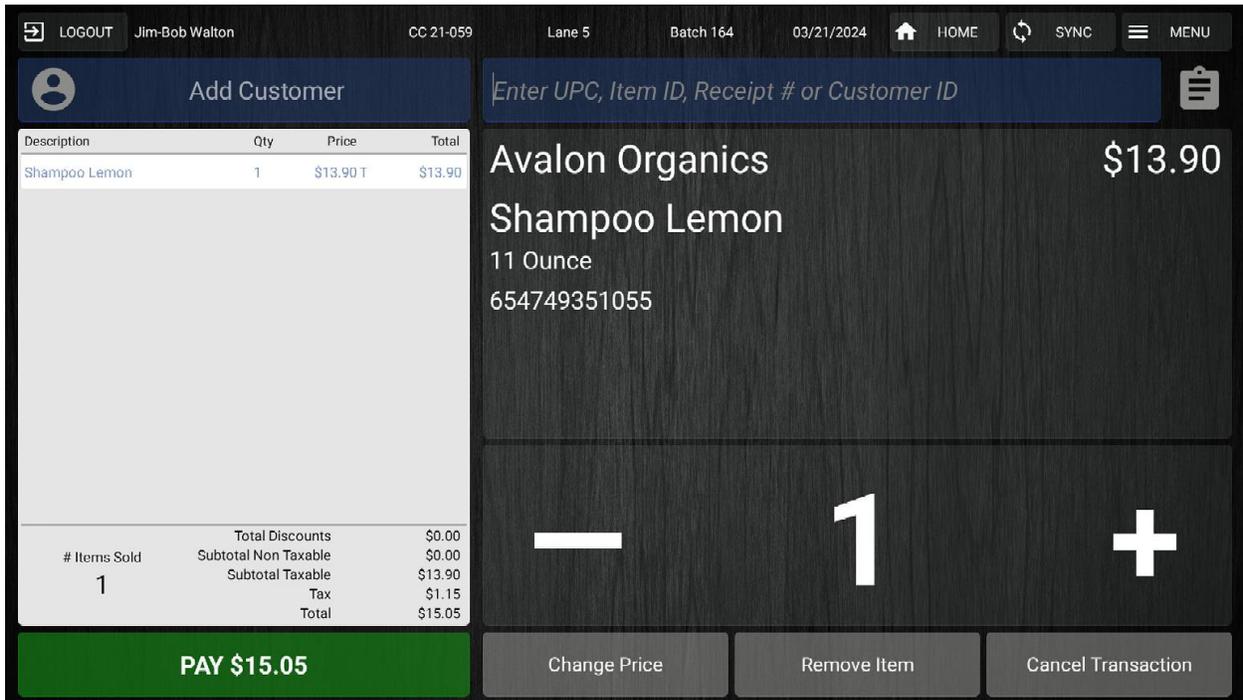




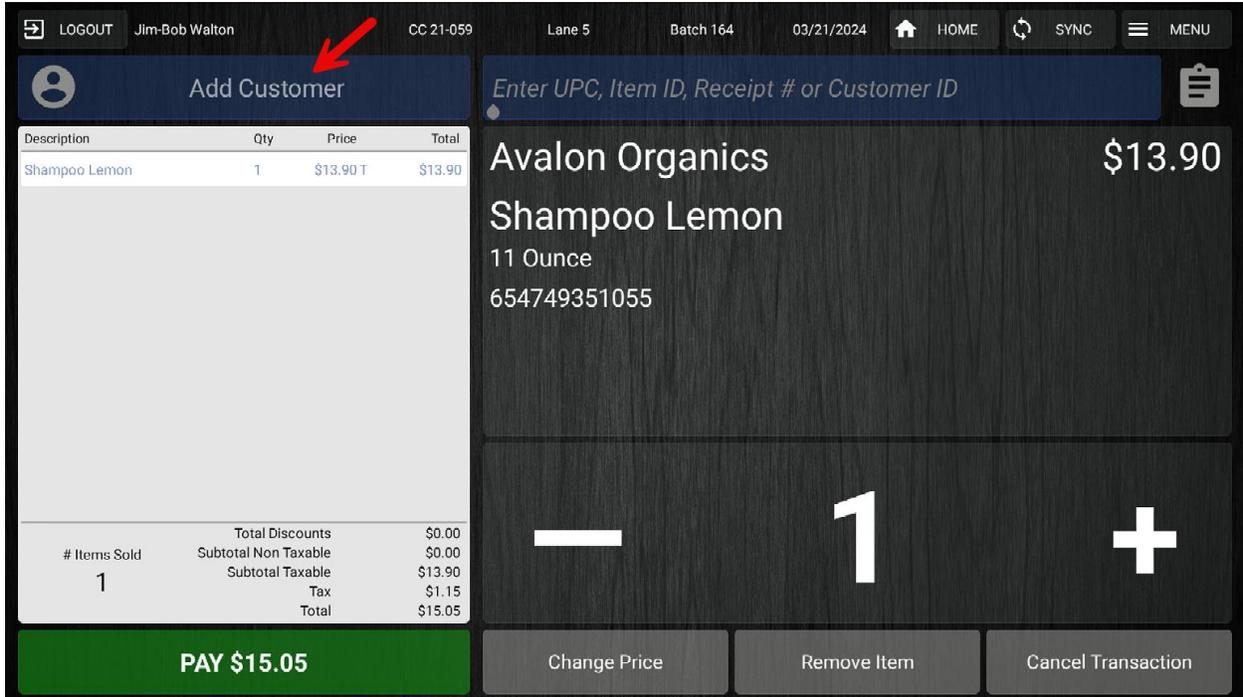
Completing a Return without a Receipt for Store Credit

User Guide > Transactions

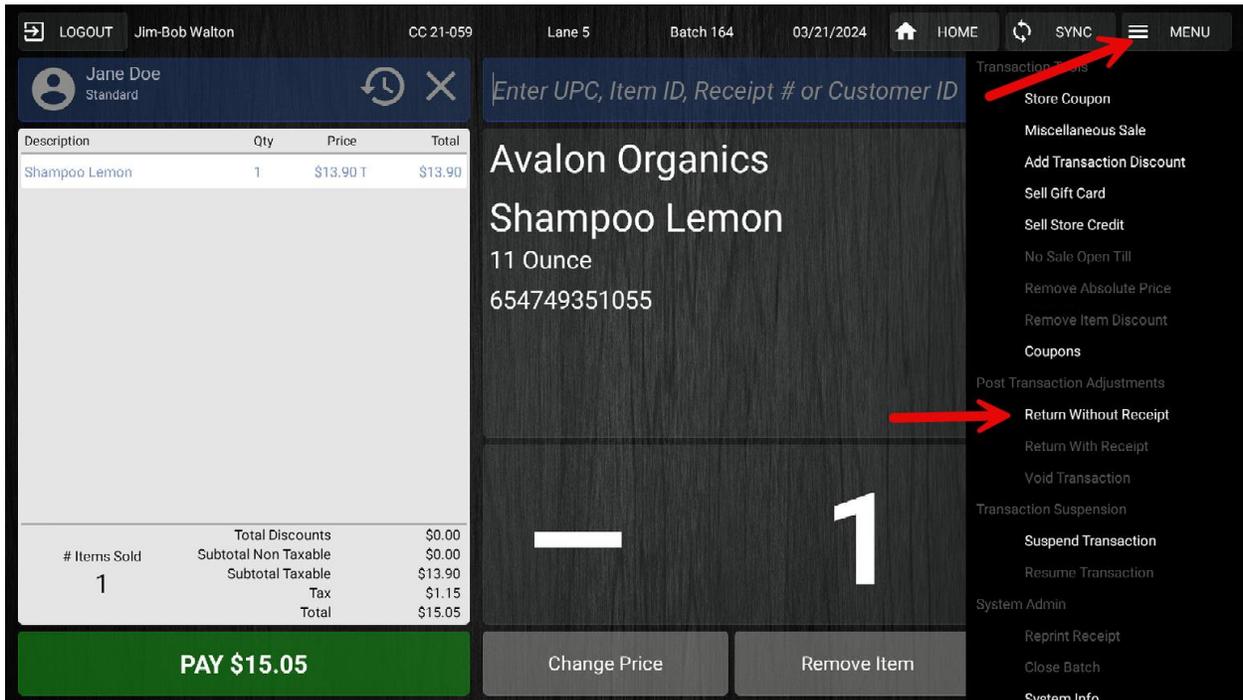
1. First, scan or enter the product(s) being returned.



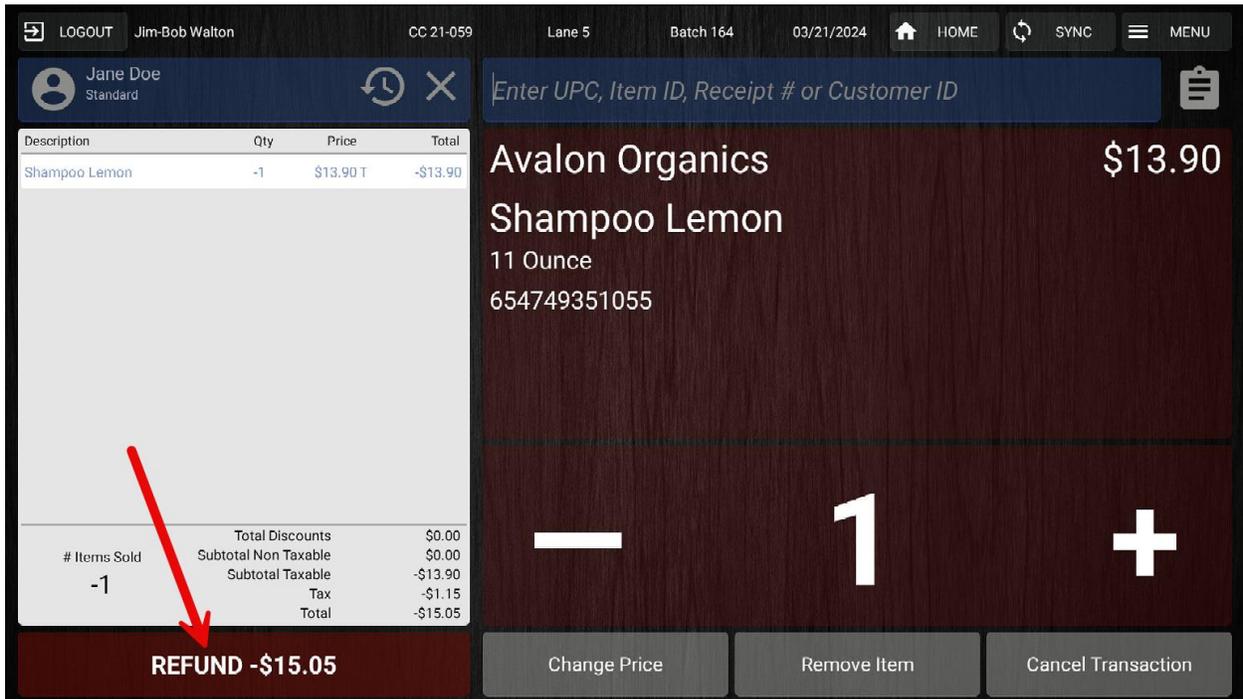
2. Next, enter the customer by using the "Add Customer" button.



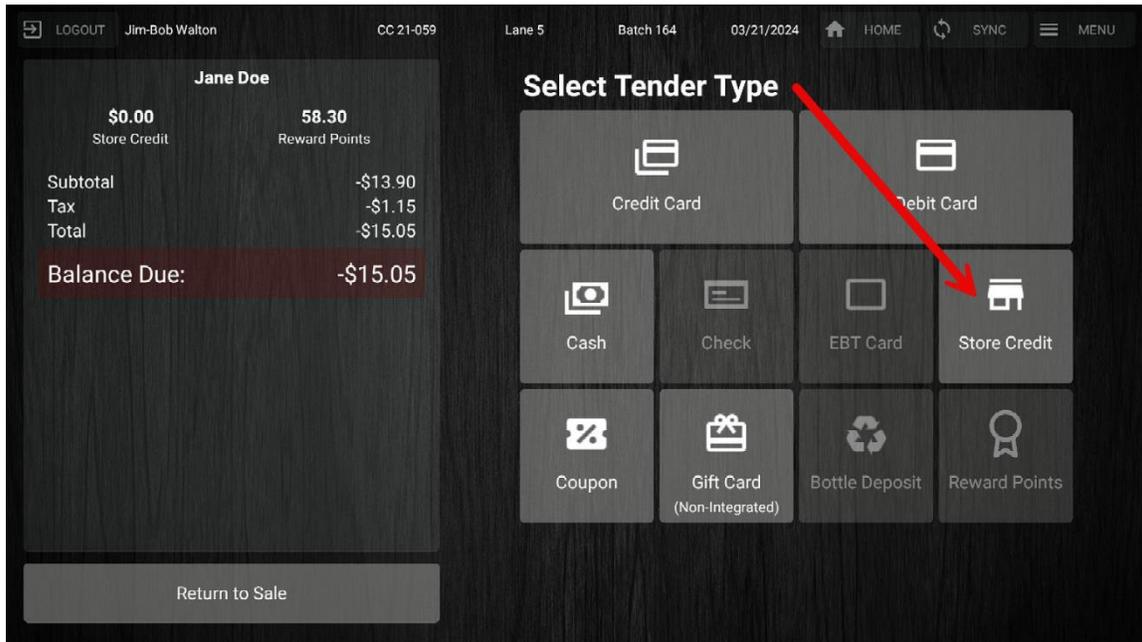
3. Tap on the “Menu” button in the top-right corner. Tap on “Return Without Receipt”.



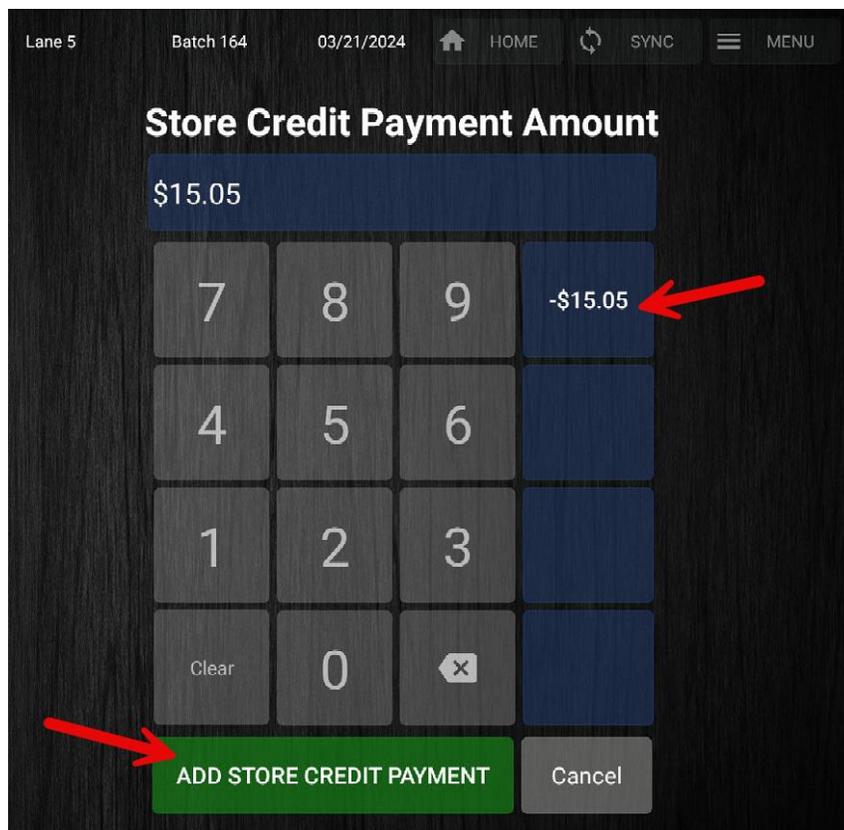
4. The screen is now changed to refund mode. Tap on the “Refund” button to move on with the transaction.



5. Select the "Store Credit" tender type.



6. Enter the amount or use the blue quick key. If a partial amount is added in store credit, another tender type can also be used to complete the transaction.



7. Select a receipt option to complete the transaction.

LOGOUT Jim-Bob Walton CC 21-059 Lane 5 Batch 164 03/21/2024 HOME SYNC MENU

Customer Email Address:

Change Due
\$0.00

Subtotal	-\$13.90
Tax	-\$1.15
<hr/>	
Total	-\$15.05

Items Sold
-1

Customer Savings Today
\$0.00

Select Receipt Option:

Email and Print Email Only No Receipt

Print Only

CUSTOMER CREDIT BALANCE
Jane Doe
Customer: 1234629

Balance: \$15.05

MY REWARDS BALANCE

Earned This Visit:	-13.90
Current Balance:	44.40

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:

<https://orderdog-inc.kayako.com/>

