

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.

➔ LOGOUT Jim-Bo	ob Walton	CC 21-059	Lane 5 Batch 164	03/21/2024 ·	🛧 номе	C SYNC		
8	Add Customer		Enter UPC, Item ID, Receipt # or Customer ID					
Description Shampoo Lemon	Qty Price	Total T \$13.90	Avalon Organi Shampoo Lem ^{11 Ounce} 654749351055	cs ion			\$13.90	
# Items Sold 1	Total Discounts Subtotal Non Taxable Subtotal Taxable Tax Total PAY \$15.05	\$0.00 \$0.00 \$13.90 \$1.15 \$15.05	Change Price	Remove Ite	m	Cancel Ti	ransaction	

➔ LOGOUT Jim-Bol	o Walton		CC 21-059	Lane 5 Batc	h 164	03/21/2024	🔒 ном	ME 🗘 SYNC 💻 MENU
Jane Doe Standard		Ð	×	Enter UPC, Item ID, I	Receipt	# or Custo	omer ID	Transaction 2015 Store Coupon
Description Shampoo Lemon	Qty 1 5	Price \$13.90 T	Total \$13.90	Avalon Orga Shampoo Le ^{11 Ounce} 654749351055	nics emon			Miscellaneous Sale Add Transaction Discount Sell Gift Card Sell Store Credit No Sale Open Till Remove Absolute Price Remove Item Discount Coupons Post Transaction Adjustments Return Without Receipt Return With Receipt Void Transaction Transaction Suspension Suspend Transaction
1	Subtotal Taxab Ti To	ble ax tal	\$13.90 \$1.15 \$15.05					
	PAY \$15.05			Change Price		Remove It	.em	Reprint Receipt Close Batch

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.

⇒ LOGOUT Jim-Bob Walton	CC 21-059	Lane 5 Batch	164 03/21/202	4 🟦 номе	🗘 sync 🗮 menu		
Jane	Doe	Select Tender Type 🔨					
\$0.00 Store Credit	58.30 Reward Points	1	3	F			
Subtotal Tax Total	-\$13.90 -\$1.15 -\$15.05	Credi	t Card	Pebir	t Card		
Balance Due:	-\$15.05	Cash	Check	EBT Card	Store Credit		
		22	<u>گ</u>	6	ନ୍ଥ		
		Coupon	Gift Card (Non-Integrated)	Bottle Deposit	Reward Points		
Return	to Sale						

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.

Lane 5	Batch 164	03/21/2024	А н	оме 🗘	SYNC					
	Store Credit Payment Amount									
	\$15.05	\$15.05								
	7	8	9	-\$15.0	5	-				
	4	5	6							
	1	2	3							
	Clear	0	*							
	ADD STOR	RE CREDIT PA	YMENT	Cancel						

7. Select a receipt option to complete the transaction.

∋ LOGOUT	Jim-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/2024 1	🕈 номе	C SYNC	
				Customer Email A	ddress:			
	Change Due							
	\$0.00							
Subtotal Tax		-\$13.90 -\$1.15		Select Receip	t Option:			
Total		-\$15.05					\oslash	
				Email and Print	Email Only	N	lo Receipt	
	# Items Sold -1							
C	ustomer Savings Toda \$0.00	iy			Print C	Dnly		

CUSTOMER CREDIT BALANCE	
Jane Doe	
Customer: 1234629	
Balance: \$15.05	
MY REWARDS BALANCE	
THE REMANDS BALANCE	
Formed This Wisth	43.00
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: <u>https://orderdog-inc.kayako.com/</u>

