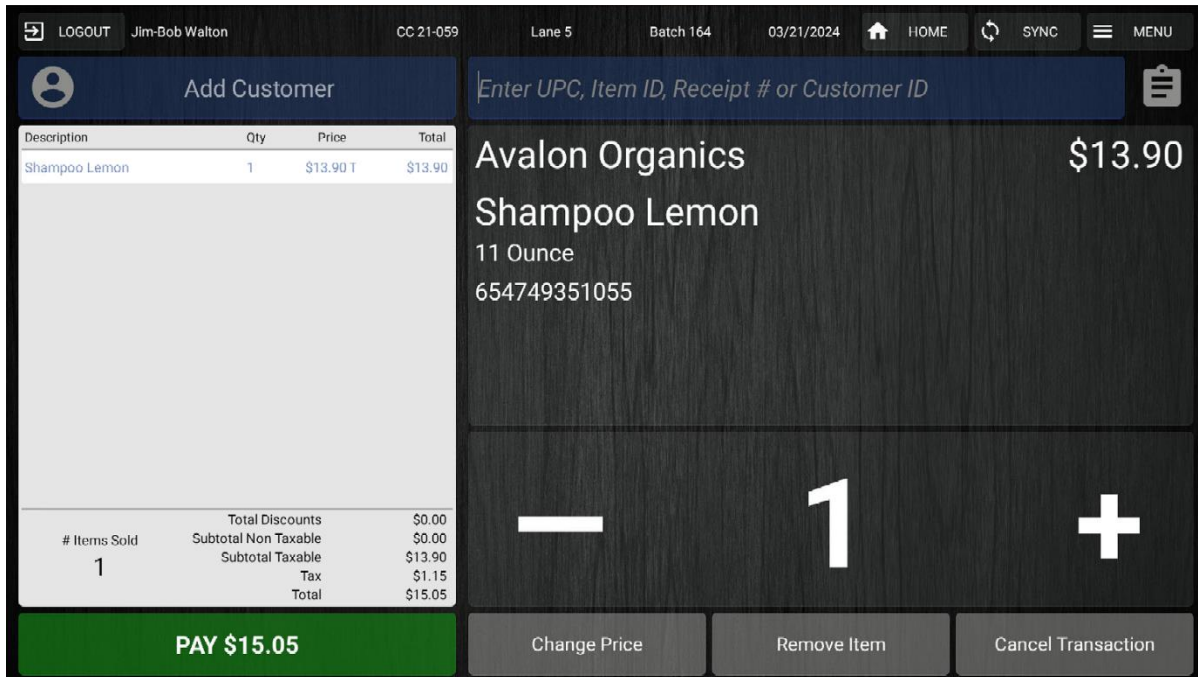# Completing an Exchange Return without a Receipt

User Guide > Transactions
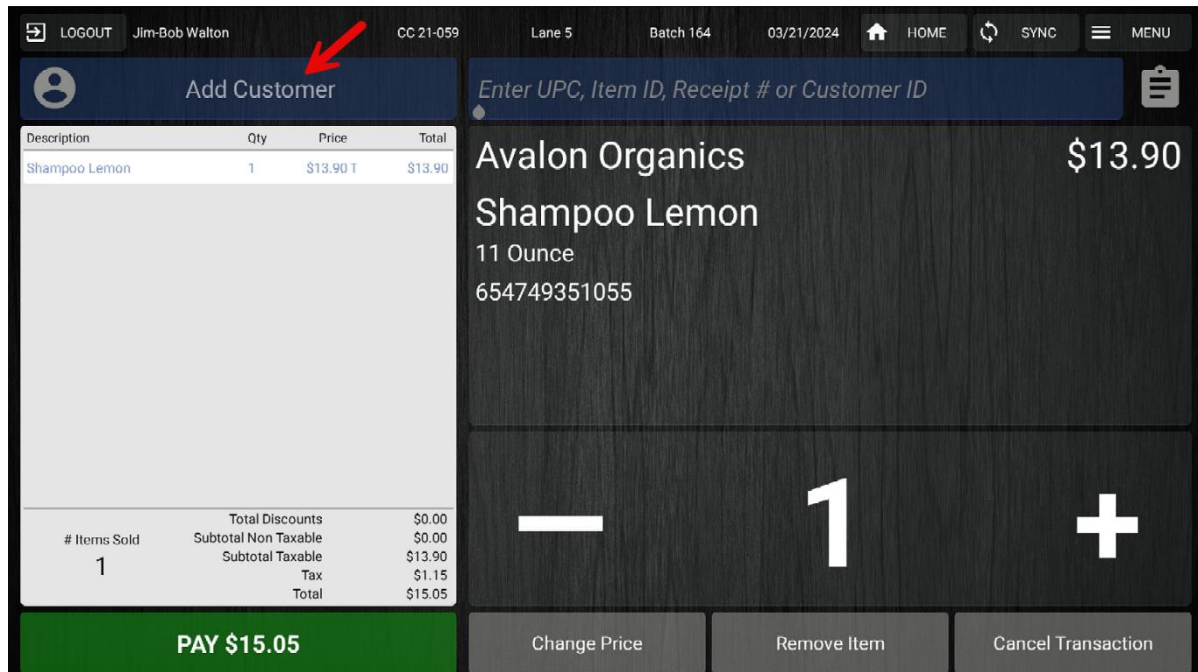
NOTE: To do an exchange return, we will need to:

1. Return item(s) for store credit.
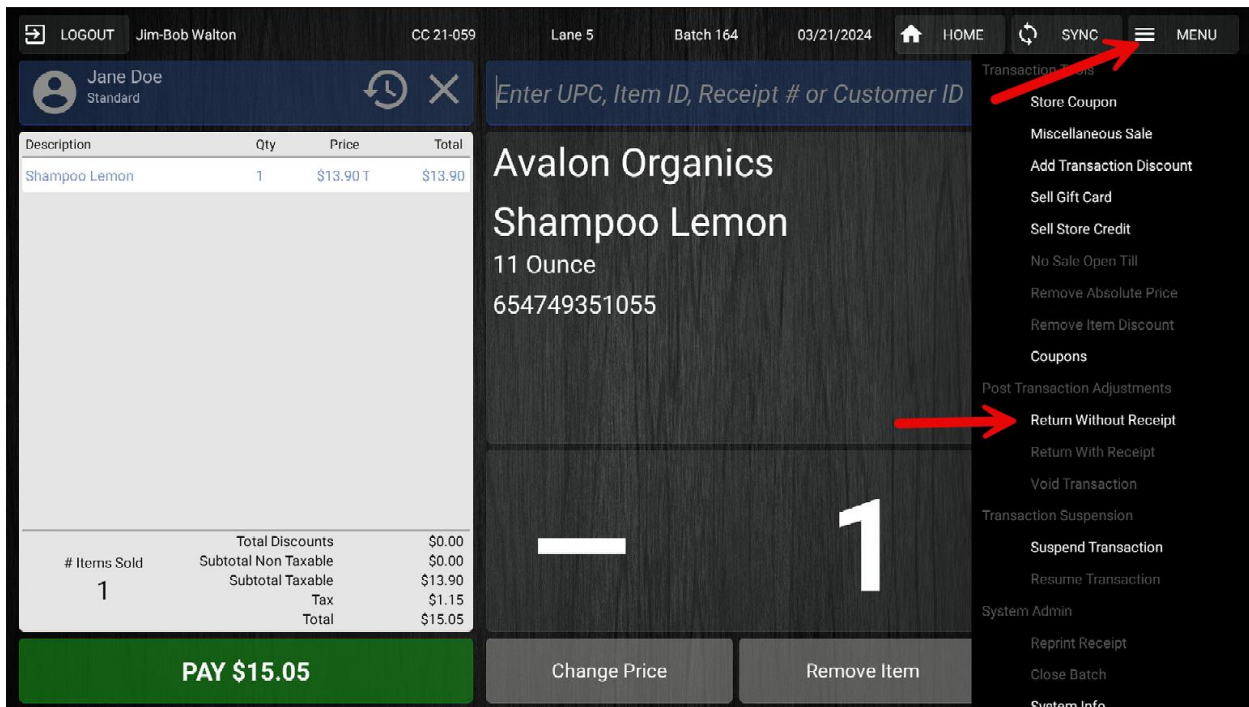2. Purchase the new item(s) with store credit.

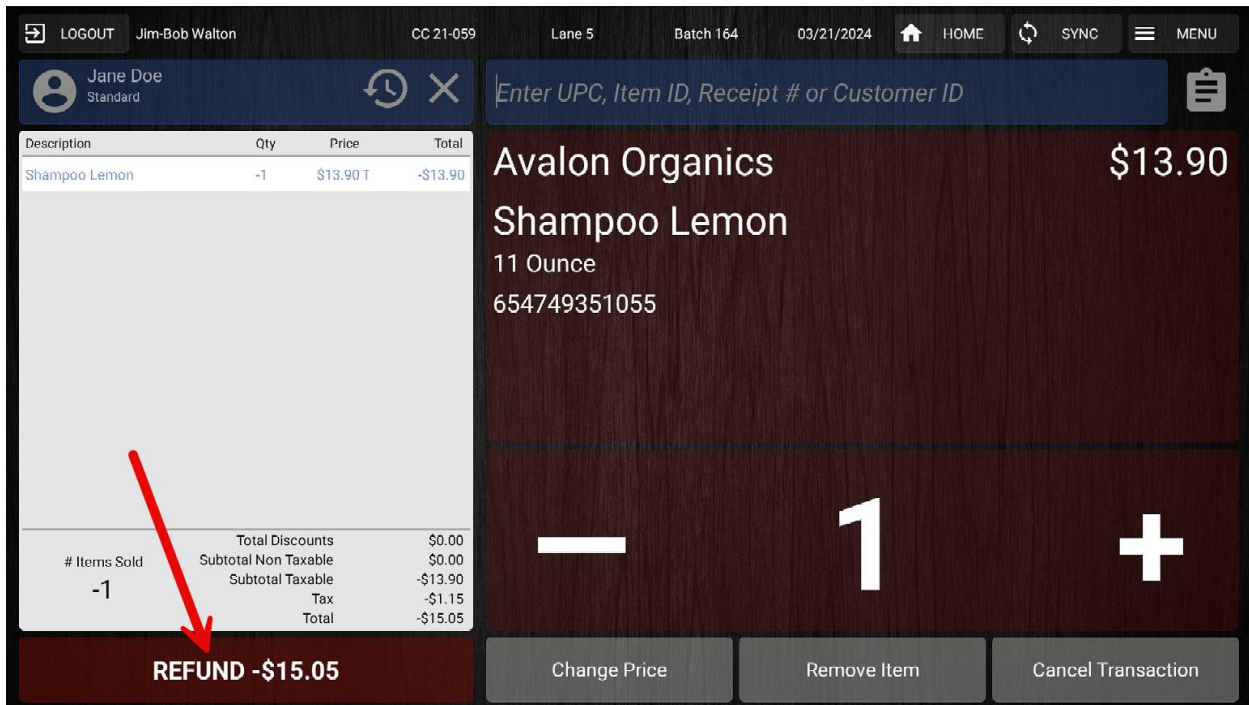1. First, scan or enter the product(s) that need to be exchanged.

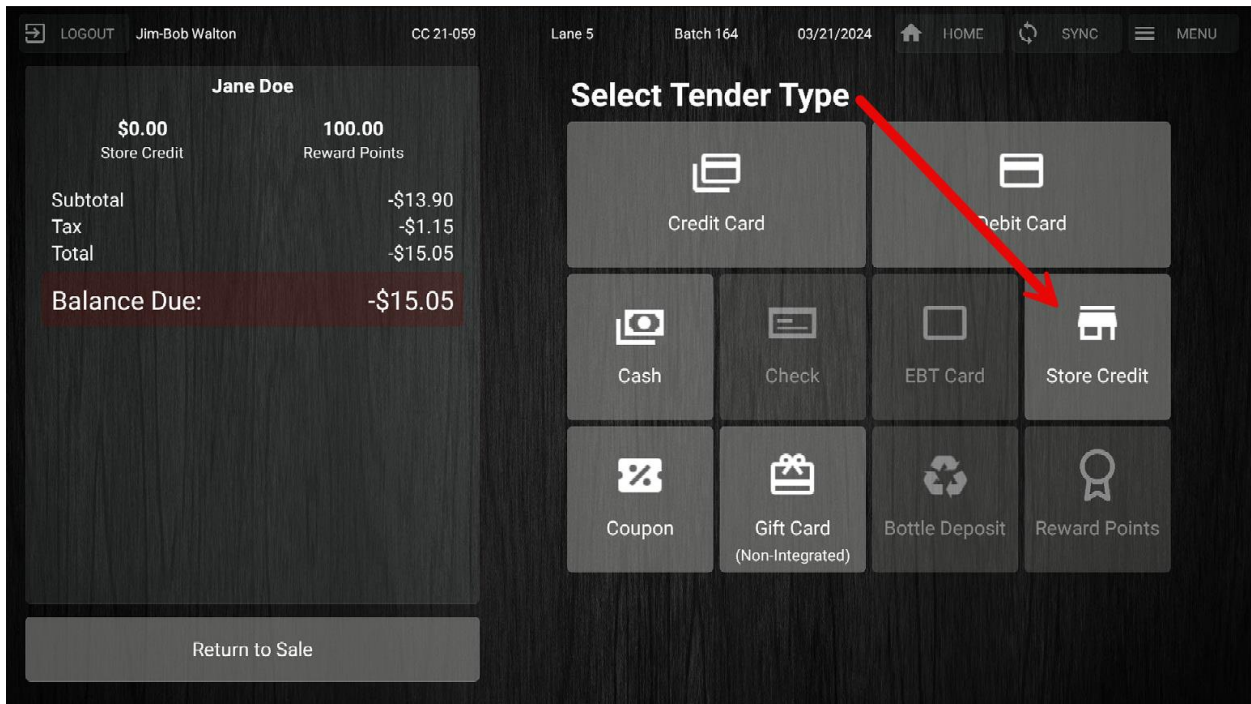2. Next, add the customer to the transaction by tapping the "Add Customer" button.

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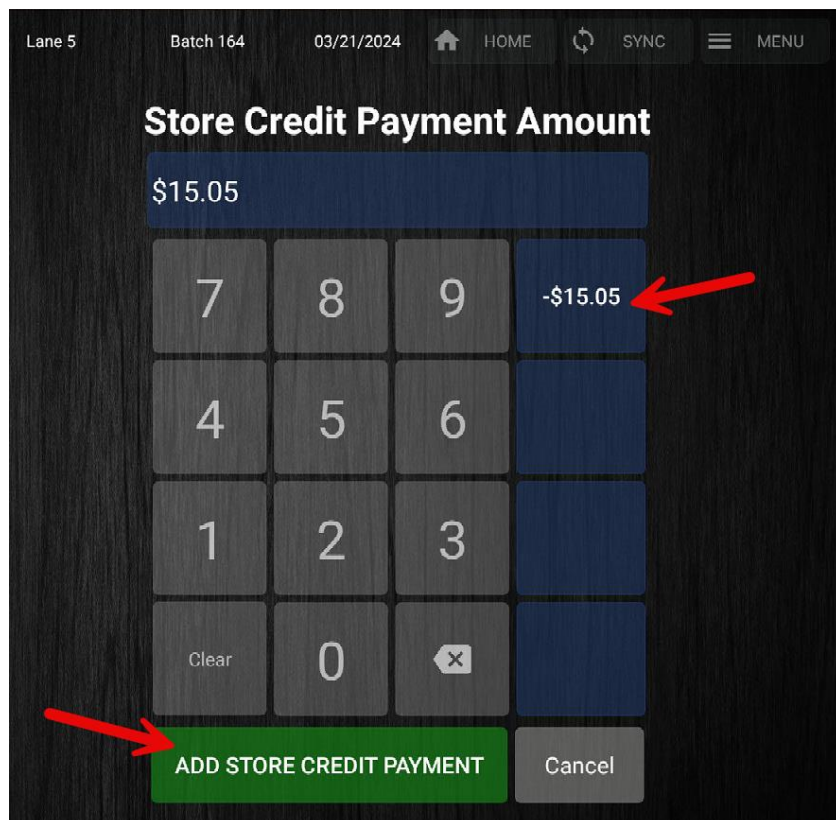

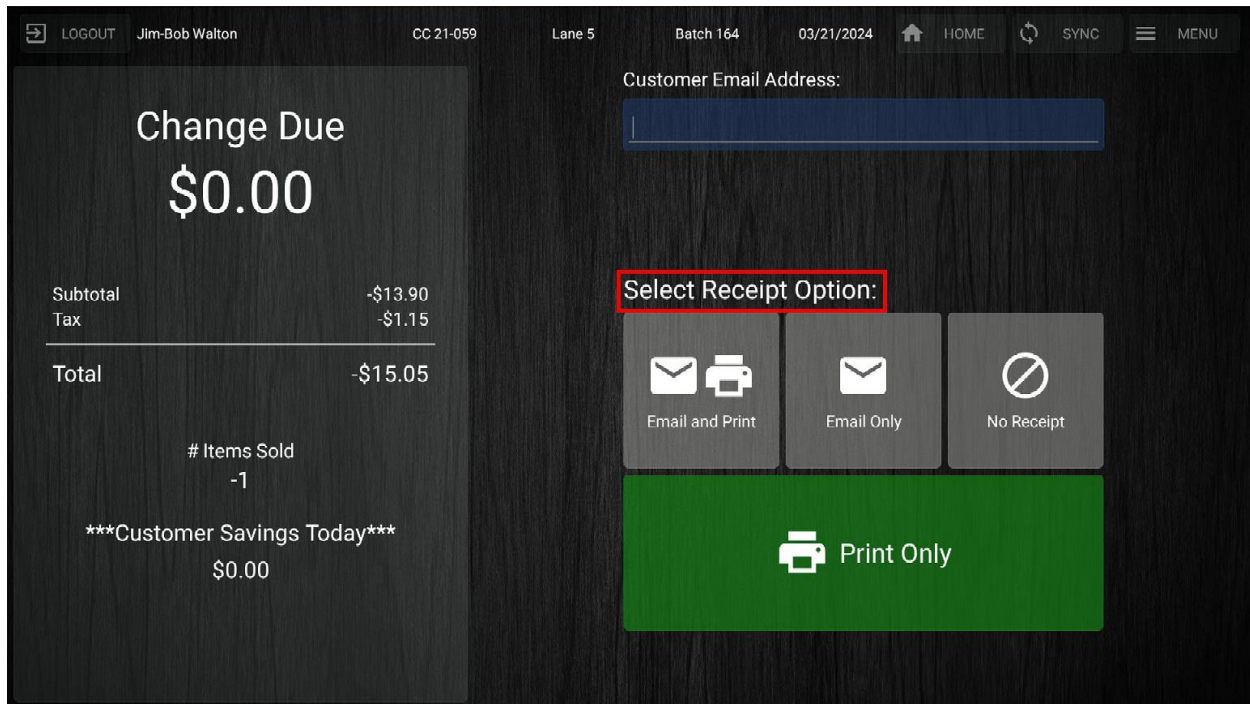4. The screen has now changed to refund mode. Tap on the "Refund" button to continue.

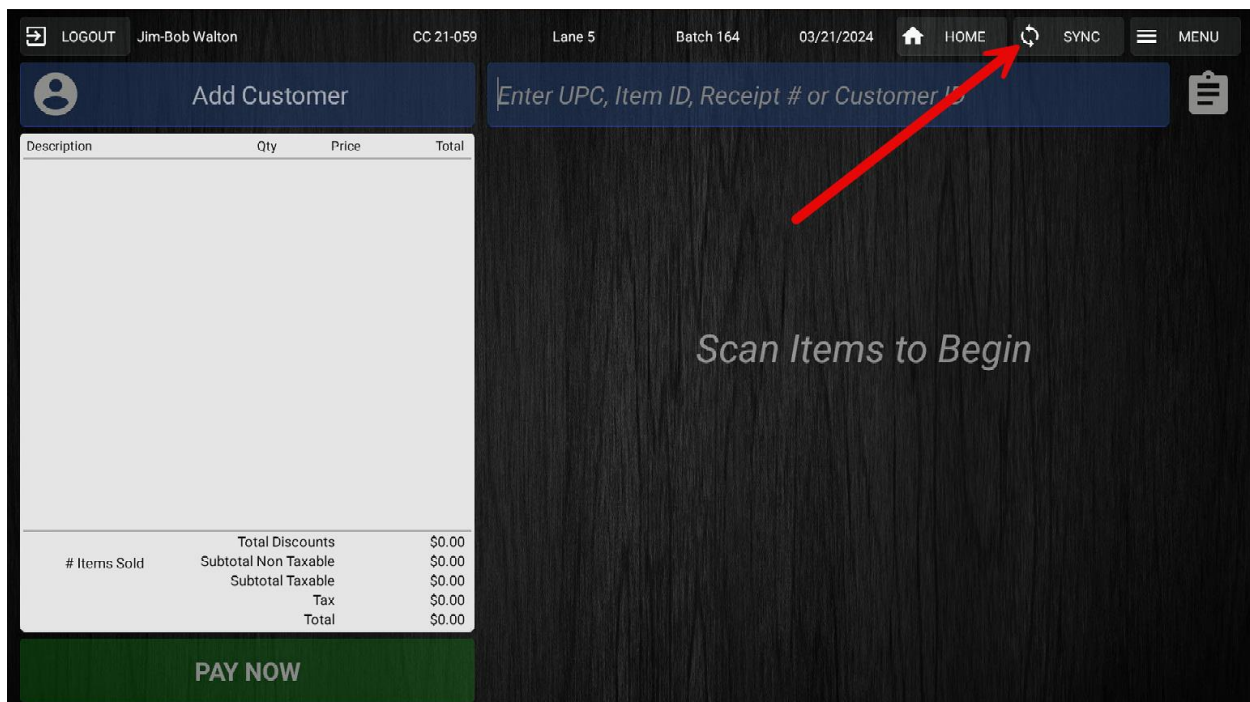5. Select the "Store Credit" tender type.

6. Enter the amount or use the blue quick key to add store credit.

7. Select a receipt option to complete this part of the transaction.

8. Before you do anything, make sure that you perform a manual sync. Press the "Sync" button, which is next to the "Menu" button.
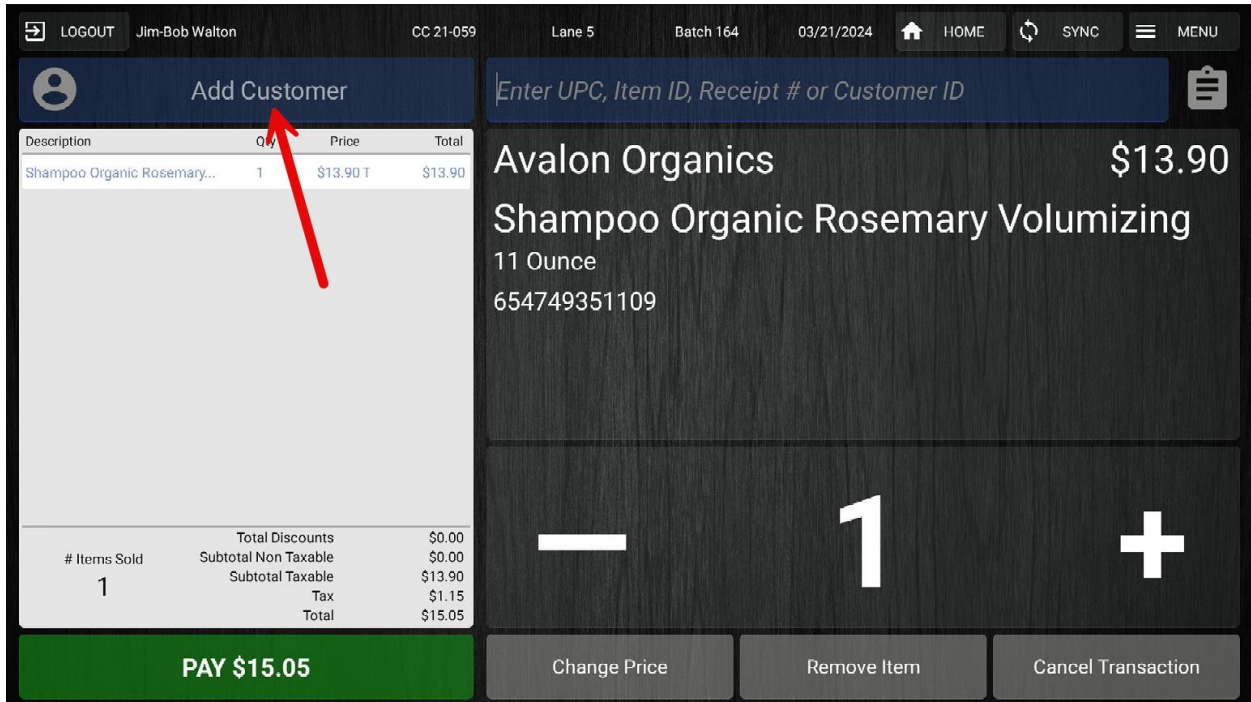
9. Tap "Sync All Now", and then press the cycling arrow icon next to "Data Syncs" to make sure all of the syncs were successful. Press "Close" when you're done.
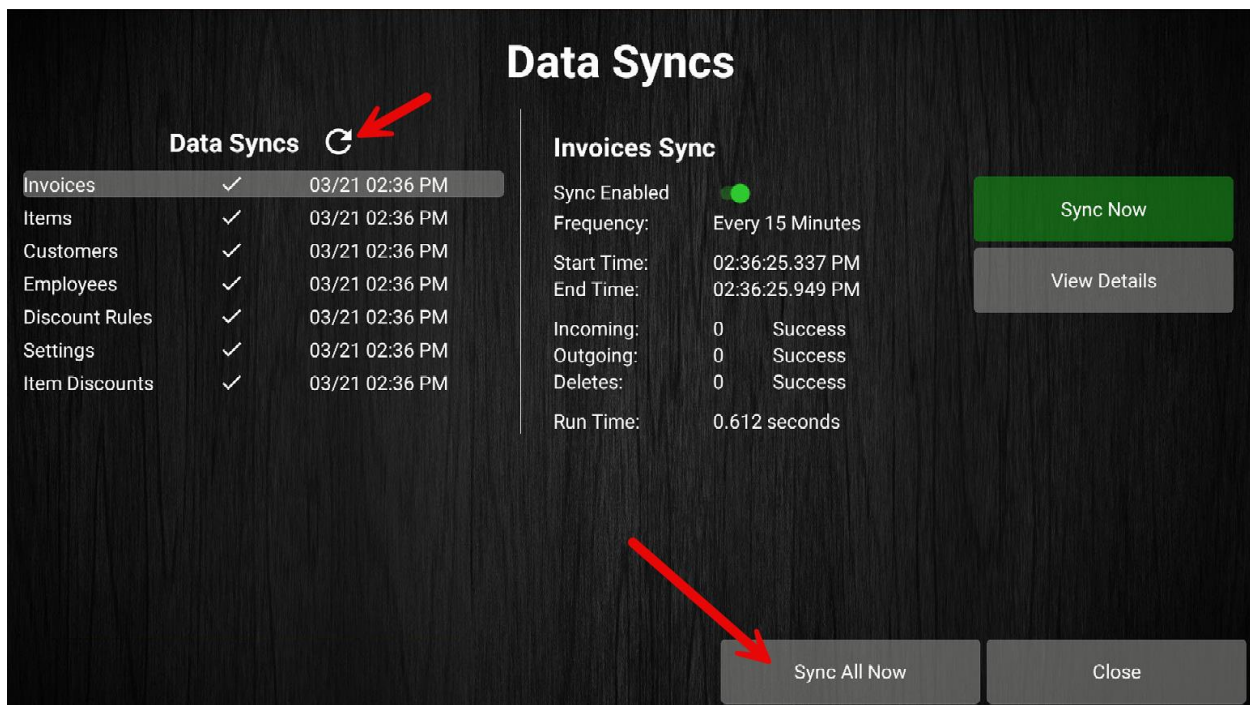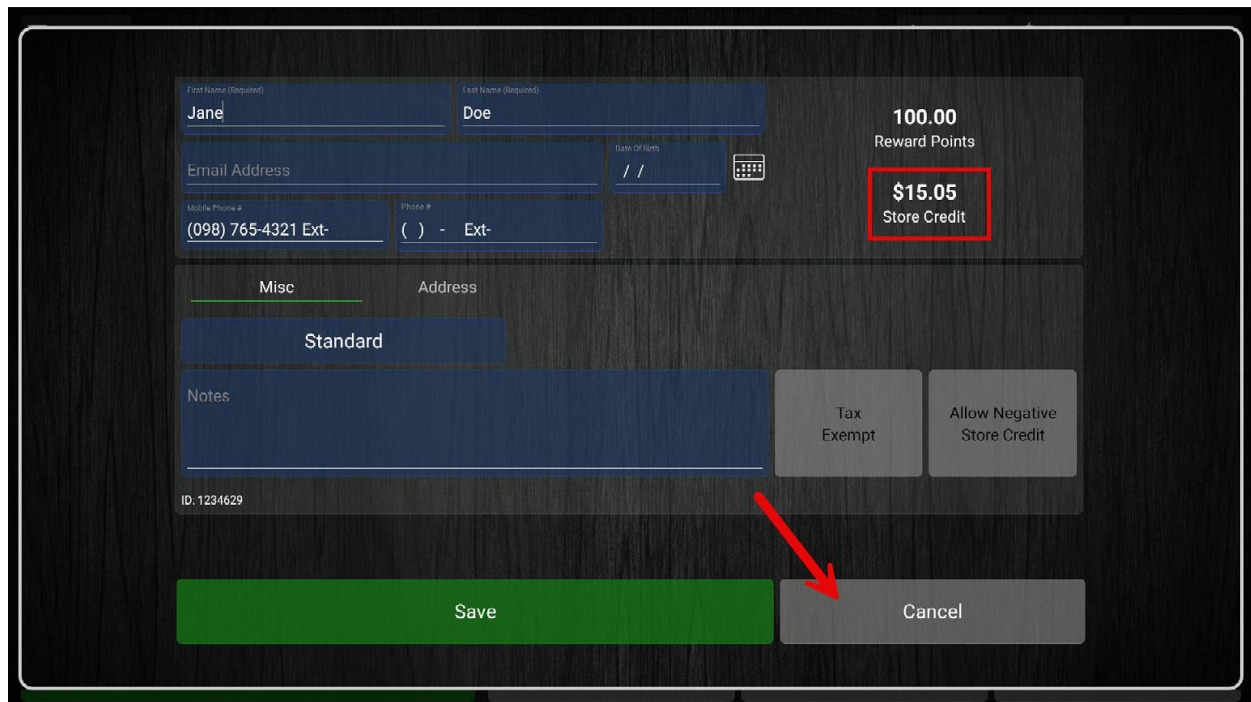

10. Now, scan the new product(s) that are being exchanged for.
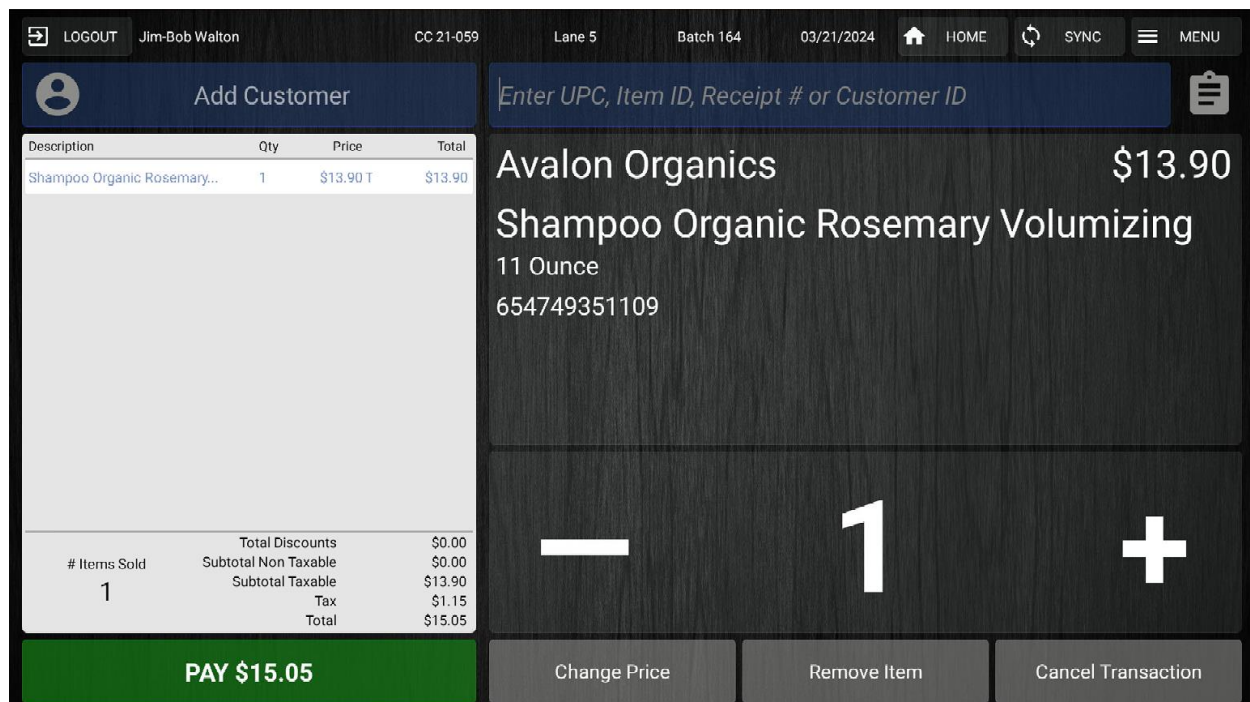
11. Add the customer to the transaction again using the "Add Customer" button.

12. In case you need to check, click on the customer's name again to view their current store credit balance. Press "Cancel" to go back to the transaction.
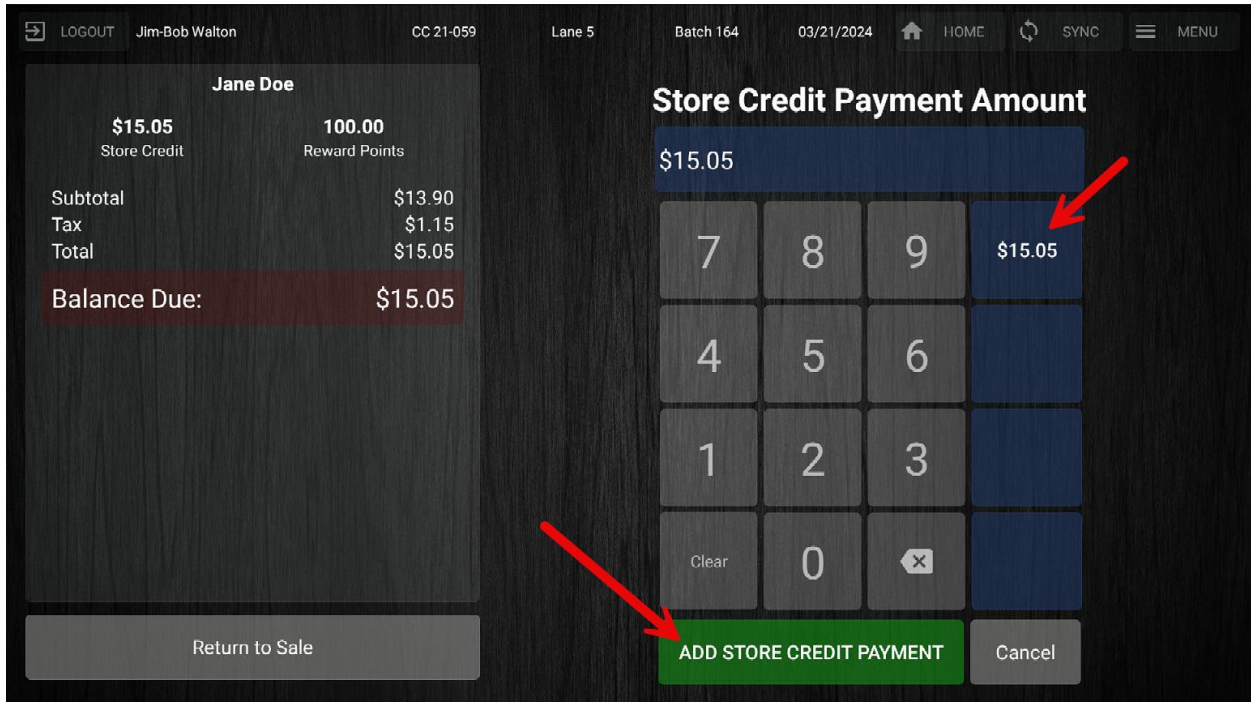
13. Press the "Pay" button once you have reviewed that the transaction details are correct.
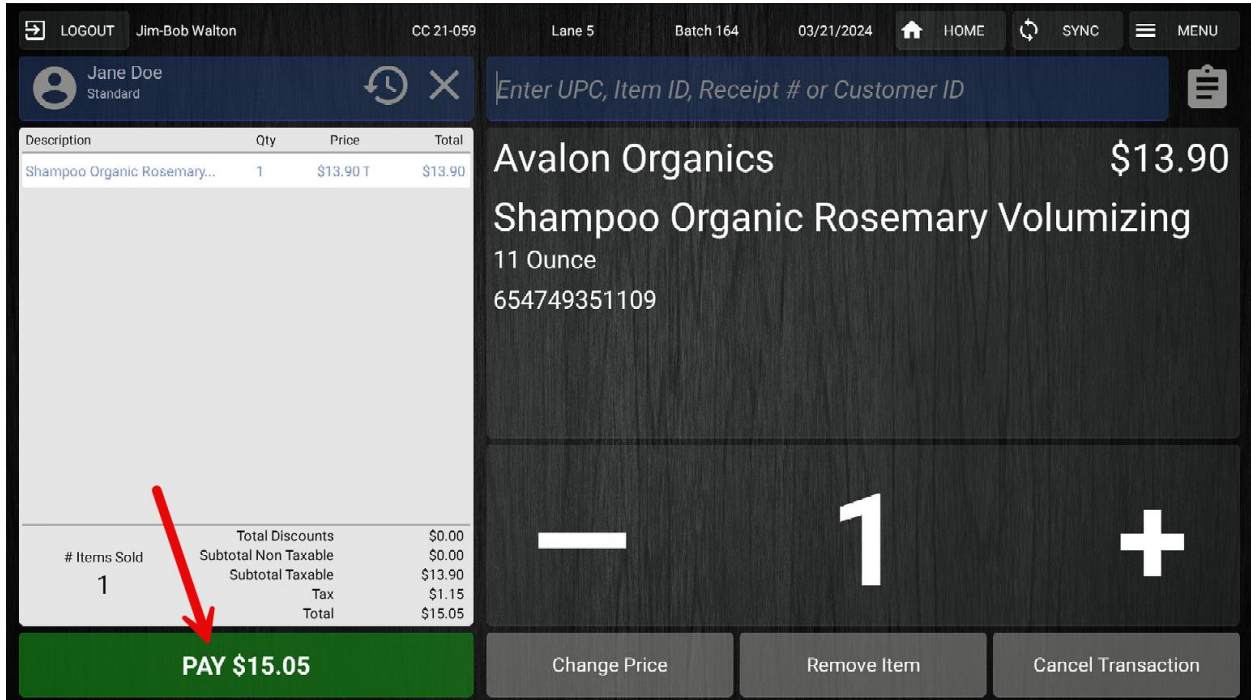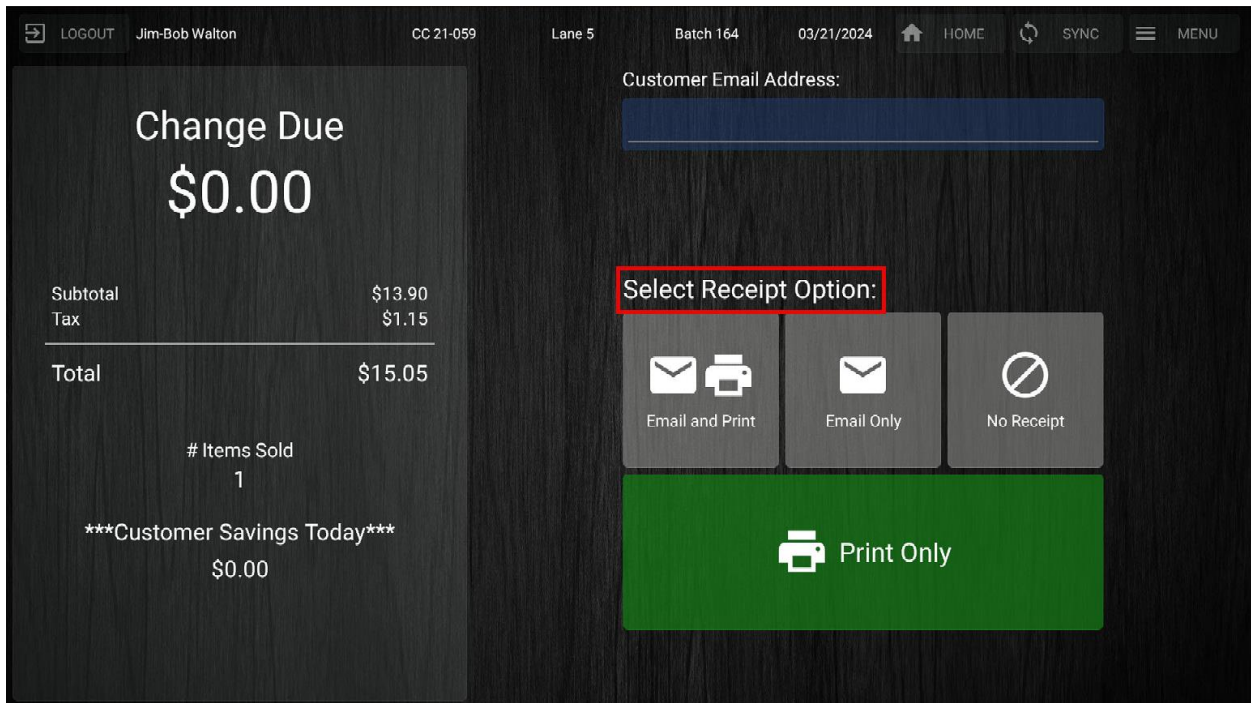

14. Notice that the customer's current store credit balance should match the balance due. Select the "Store Credit" tender type to complete the exchange.
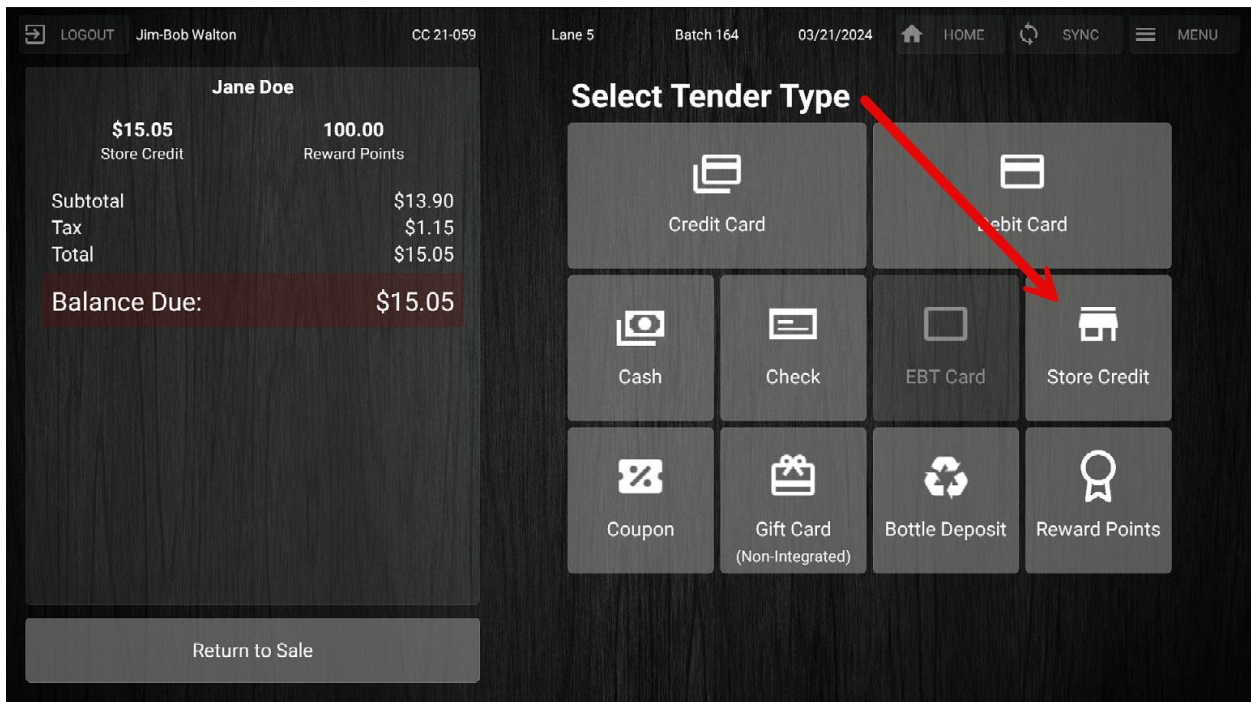
15. Enter the amount or use the blue quick key.

16. 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

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