

Completing an Exchange Return without a Receipt with Additional Products

User Guide > Transactions

NOTE: To do an exchange return, we will need to:

- a. Return item(s) for store credit.
- b. Purchase the exchange item(s) with the store credit.
- c. Purchase any additional products with another tender type.
- 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.



EUGOUT Jim-Bob Walto	n	CC 21-059	Lane 5 Batch 164	03/21/2024 🛖 HO	ME 🗘 SYNC 📃 MENU
B Jane Doe Standard	Ę	N C	Enter UPC, Item ID, Receipt	t # or Customer ID	Transaction To a
Description Shampoo Lemon	Qty Price 1 \$13.90 T	Total \$13.90	Avalon Organics Shampoo Lemor ^{11 Ounce} 654749351055	n	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
# Items Sold Subt	Total Discounts otal Non Taxable Subtotal Taxable Tax Total	\$0.00 \$0.00 \$13.90 \$1.15 \$15.05			Suspend Transaction Resume Transaction System Admin Reprint Receipt
PAY	\$15.05		Change Price	Remove Item	Close Batch

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.

➔ LOGOUT Jim-Bo	ob Walton		CC 21-059	Lane 5	Batch 164	03/21/2024	🔒 номе	C SYNC	
B Jane Doe Standard		Ð	×	Enter UPC, Ite	em ID, Receip	t # or Cust	omer ID		Ê
Description Shampoo Lemon	Qty -1	Price \$13.90 T	Total	Avalon C Shampo ^{11 Ounce} 65474935109	Drganics oo Lemoi 55	h			\$13.90
# Items Sold -1	Total Disc Subtotal Non Ta Subtotal Ta Subtotal Ta	ounts xable xable Tax Total	\$0.00 \$0.00 -\$13.90 -\$1.15 -\$15.05	Change P	rice	Remove	ltern	Cancel	Transaction

5. Select the "Store Credit" tender type.

➔ LOGOUT Jim-Bob Walton CC 21-059		Lane 5 B	atch 164 03/21/202	4 🏦 номе	\diamondsuit sync \equiv menu				
Jane Do	be	Select Tender Type 🔨							
\$0.00 Store Credit Subtotal Tax Total	100.00 Reward Points -\$13.90 -\$1.15 -\$15.05	Cr	edit Card	ebit Card					
Balance Due:	-\$15.05	Cash	Check	EBT Card	Store Credit				
		Coupon	Gift Card (Non-Integrated)	Bottle Deposit	Reward Points				
Return to	Sale								

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.

된 LOGOUT Jim-Bob Walton	CC 21-059 Lane 5	Batch 164 03/ Customer Email Addre:	9/21/2024 ก	юме 🗘 Sync	
Change Due \$0.00					
Subtotal Tax	-\$13.90 -\$1.15	Select Receipt Op	ption:		
Total -	\$15.05	Email and Print	Email Only	No Receipt	
-1					
Customer Savings Toda \$0.00	/	-	Print Only		

8. Before you do anything, make sure that you perform a manual sync. Press the "Sync" button, which is next to the "Menu" button.

➔ LOGOUT Jim	Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/2024	🔒 ном	ME ¢	SYNC	≡	MENU
θ	Add Customer		Enter UPC, Ite	m ID, Receipt	t # or Custo	omer				Ê
Description	Qty Price	Total								
				Scan	Items	to Be	egin			
# Items Sold	Total Discounts Subtotal Non Taxable Subtotal Taxable Tax Total	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00								
	PAY NOW									

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. Add the customer to the transaction again using the "Add Customer" button.

➔ LOGOUT Jim	-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/2024	A	HOME	Ð	SYNC	MENU
8	Add Customer		Enter UPC, I	ltem ID, Receipt	# or Custo	ome	r ID			Ê
Description	Qty Price	Total		Scan	ltems	to	Beg	in		
# Items Sold	Total Discounts Subtotal Non Taxable Subtotal Taxable Tax Total PAY NOW	\$0.00 \$0.00 \$0.00 \$0.00 \$0.00								

11. 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.

Jane	Doe		_ 10	0.00
Email Address			Rewar	d Points
Mobile Phone # (098) 765-4321 Ext-	Phone # (_) - Ext-		\$1 Store	5.05 9 Credit
Misc	Address			
Standar	d			
			Tax Exempt	Allow Negative Store Credit
ID: 1234629				
	Save		с	ancel

12. Now, enter or scan the new product(s) that are being exchanged for. Press the "Pay" button once you have reviewed that the transaction details are correct.



EUGOUT Jim-Bob Walton	CC 21-059	Lane 5 Batch	164 03/21/202	4 🏦 номе	🗘 SYNC 🗮 MENU			
Jane	Doe	Select Tender Type 💊						
\$15.05 Store Credit Subtotal Tax Total	100.00 Reward Points \$73.57 \$5.62 \$79.19	Credi	t Card	Pebit Card				
Balance Due:	\$79.19 \$54.08 EBT Eligible	Cash	Check	EBT Card	Store Credit			
		Coupon	Gift Card (Non-Integrated)	Bottle Deposit	Reward Points			
Return	to Sale							

13. Select the "Store Credit" tender type to pay for the exchange.

14. Enter the amount or use the blue quick key to add the store credit payment. Notice that the customer balance matches with the blue quick key.



15. The customer balance will now be "\$0.00", assuming they don't have any other store credit from previous transactions.

LOGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/2024	🔒 номе	C SYNC =	MENU				
Jane I	Jane Doe			Select Tender Type							
\$0.00 Store Credit	100.00 Reward Points		,e		-						
Subtotal Tax Total	\$73.57 \$5.62 \$79.19		Credit Card			Debit Card					
Balance Due:	\$64.14 \$54.08 EBT Eligible		2			a					
Payments	ALE 05 - 0-1	Ca	ish	Check	EBT Card	Store Credit					
Store Credit	\$15.05										
		2	3	*	€3	ନ୍ଥ					
		Cou	ipon (Gift Card (Non-Integrated)	Bottle Deposit	Reward Points					
Return to											

16. Select another tender type to pay for the additional product(s).

LOGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164	03/21/202	24 🏦 но	ME 🗘 SYNC		
Jane	Doe		Cash Payment Amount					
\$0.00 Store Credit	100.00 Reward Points		\$64.14					
Subtotal Tax Total	\$73.57 \$5.62 \$79.19		7	8	9	\$64.14		
Balance Due:	\$64.14 \$54.08 EBT Eligible		4	5	6	\$65.00		
Payments Store Credit	\$15 05 🝵		1	2	3	\$70.00		
			Clear	0	×	\$80.00		
			ADD	CASH PAYN	IENT	Cancel		

E LOGOUT Jim-Bob Walton	CC 21-059	Lane 5	Batch 164 Customer Email A	03/21/2024 🏠	HOME 🗘 SYNC			
Change \$0.0	e Due DO							
Subtotal Tax	\$73.57 \$5.62		Select Receip	t Option:				
Total # Items : 4	\$79.19 Sold		Email and Print	Email Only	No Receipt			
Customer Savings Today \$0.00			Print Only					

17. Once the full balance is paid for, 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: <u>https://orderdog-inc.kayako.com/</u>

