

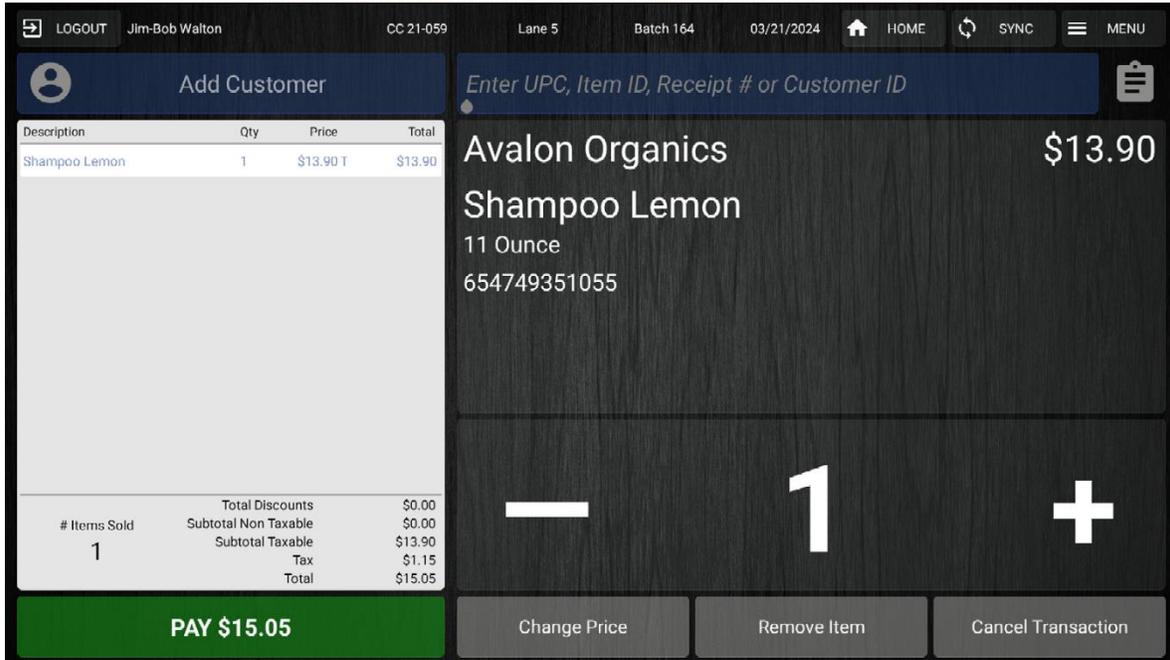


## **Completing an Exchange Return without a Receipt with Additional Products**

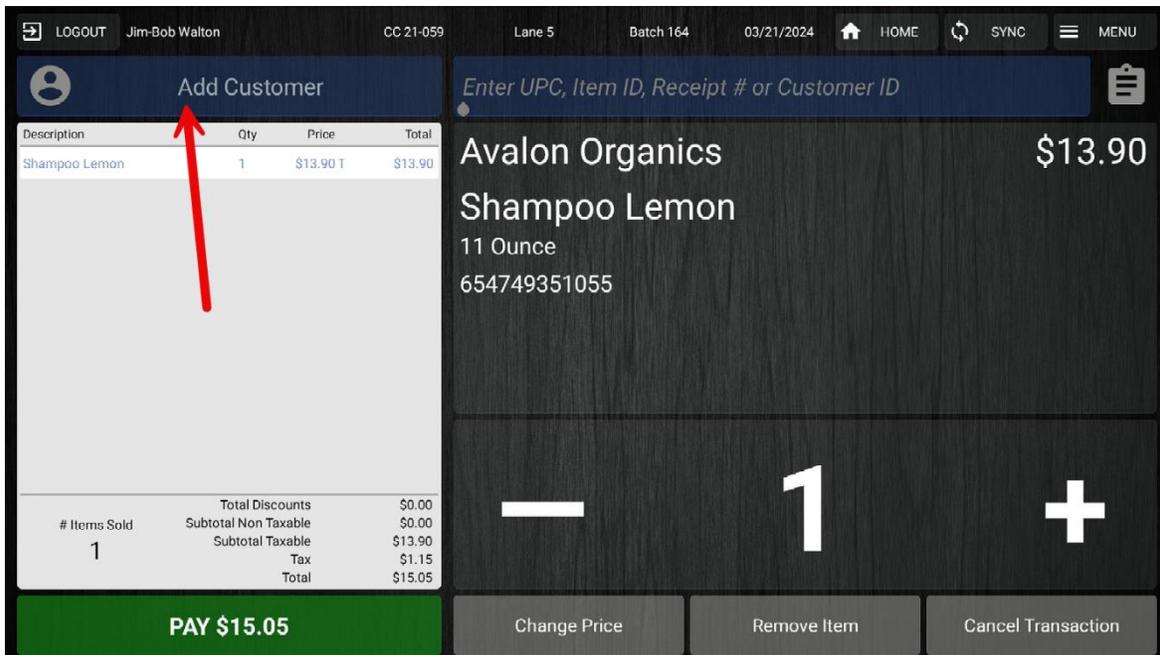
User Guide > Transactions

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

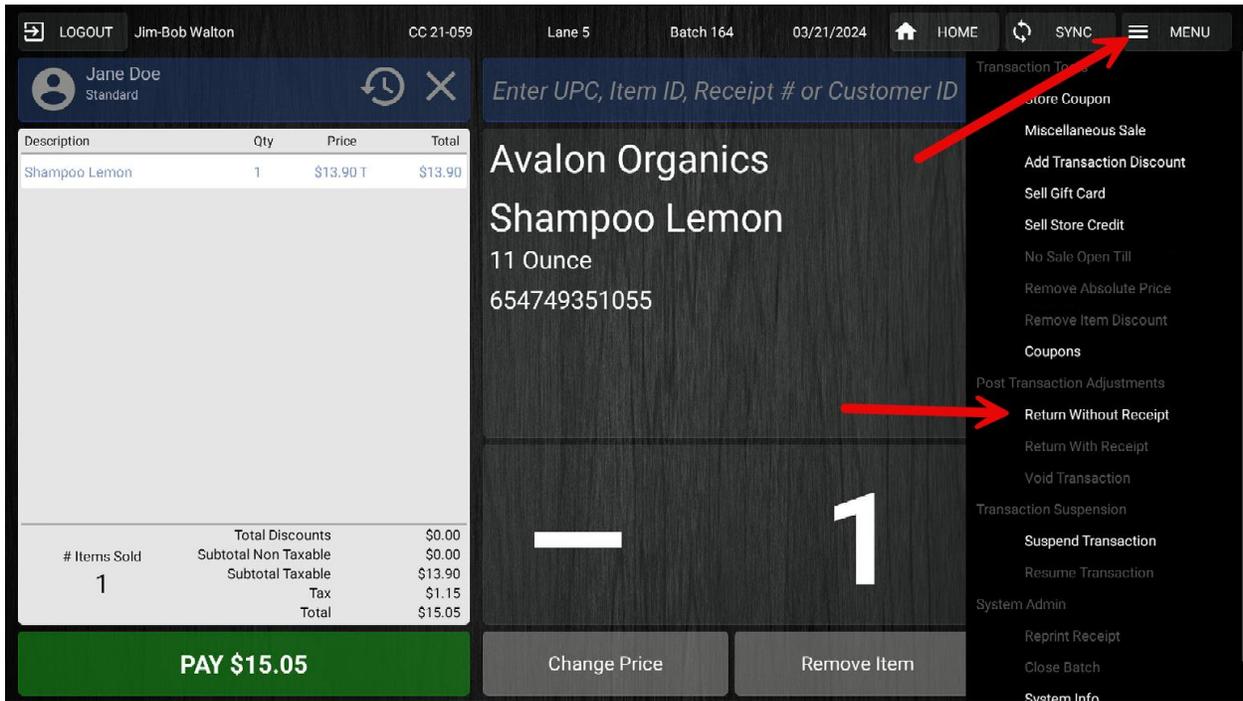
- a. Return item(s) for store credit.
  - b. Purchase the exchange item(s) with the store credit.
  - c. Purchase any additional products with another tender type.
1. First, scan or enter the product(s) that need to be exchanged.



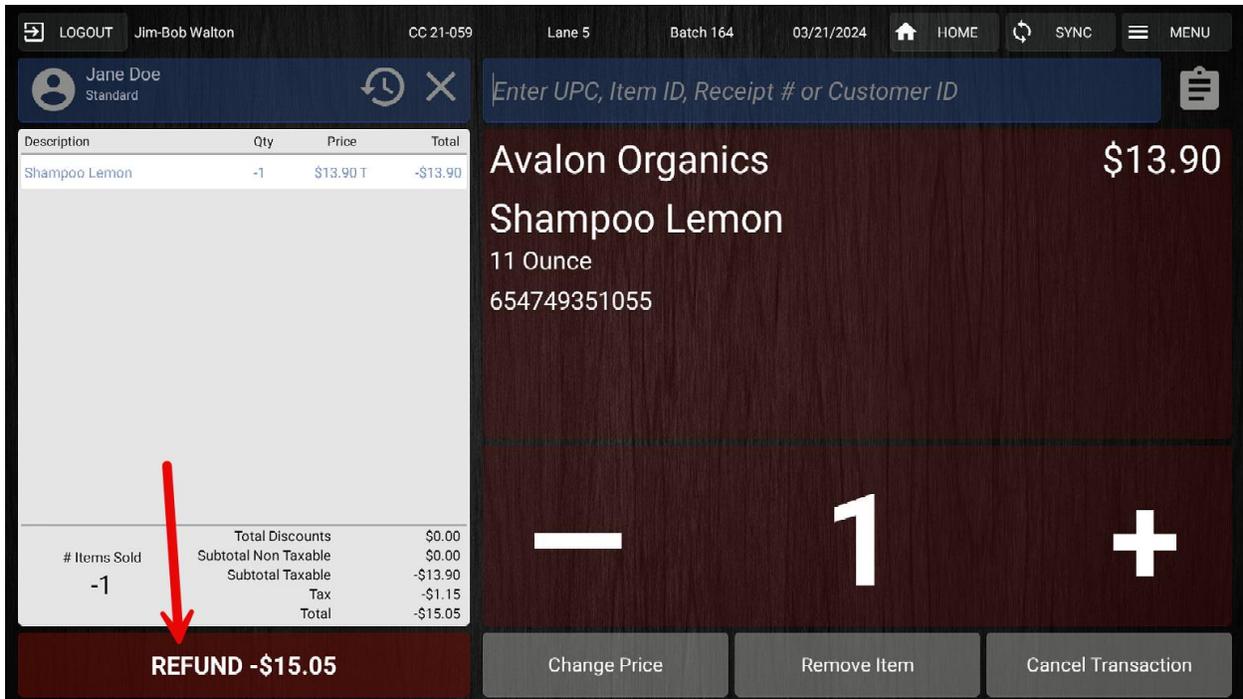
2. Next, add the customer to the transaction by tapping the "Add Customer" button.



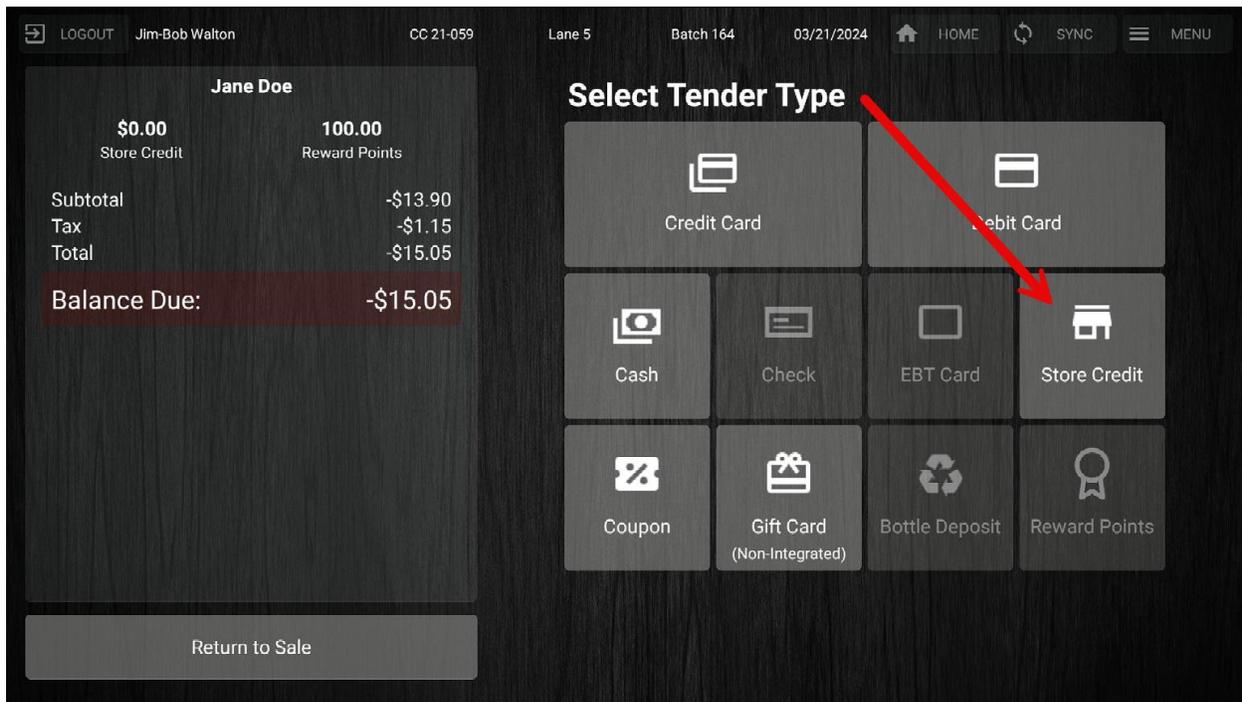
3. Tap on the “Menu” button in the top-right corner. Tap on “Return Without Receipt”.



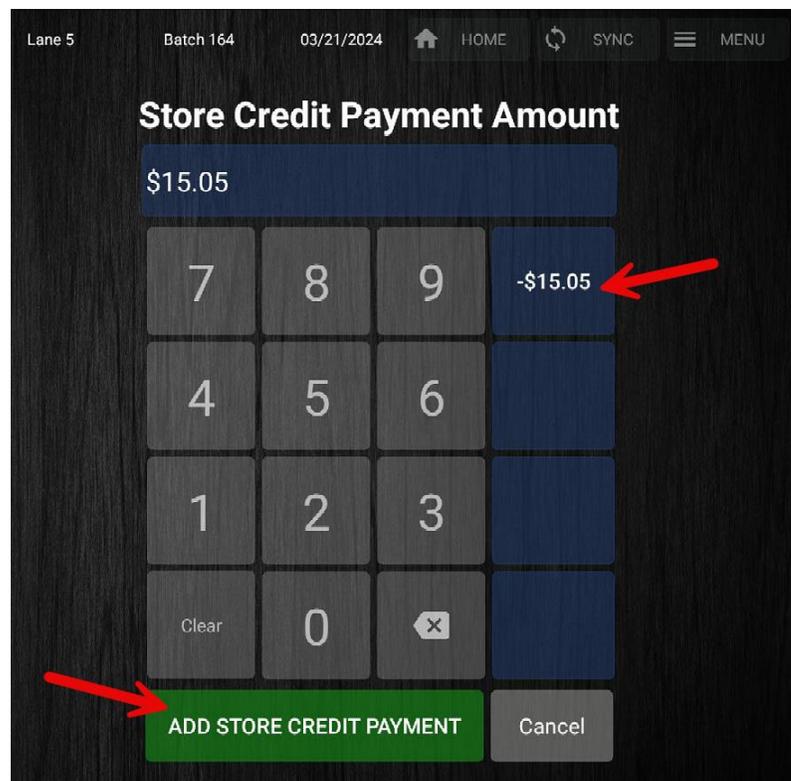
4. The screen has now changed to refund mode. Tap on the “Refund” button to continue.



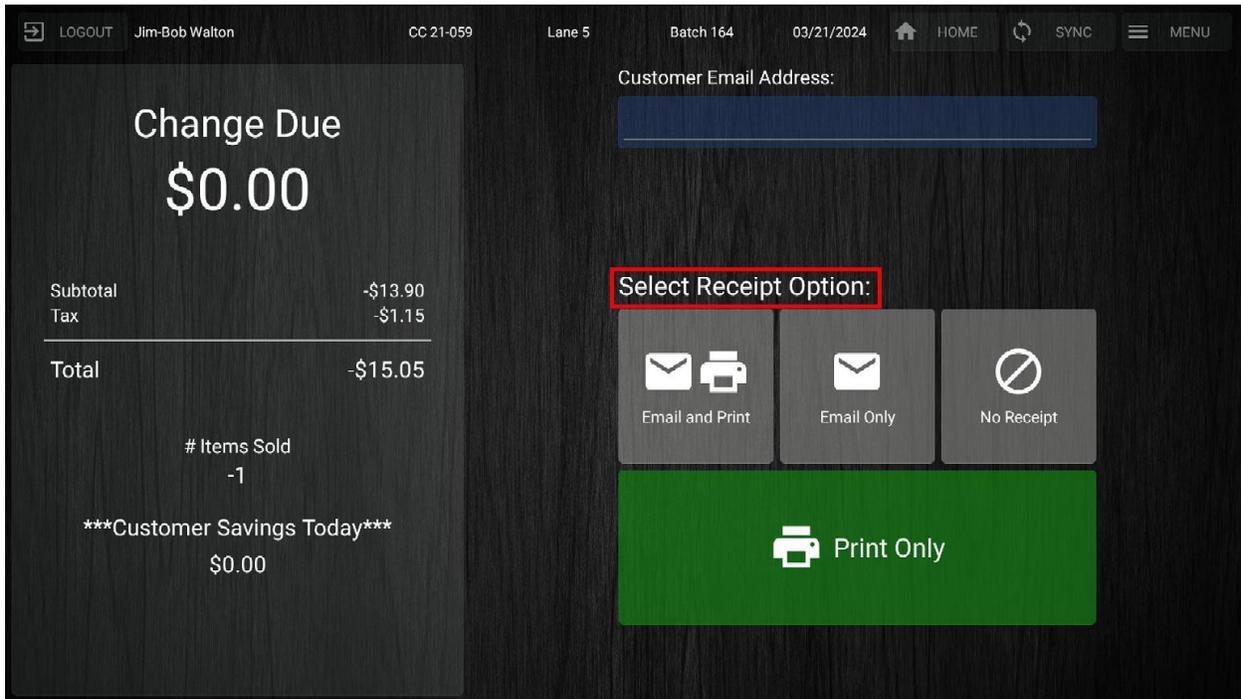
5. Select the "Store Credit" tender type.



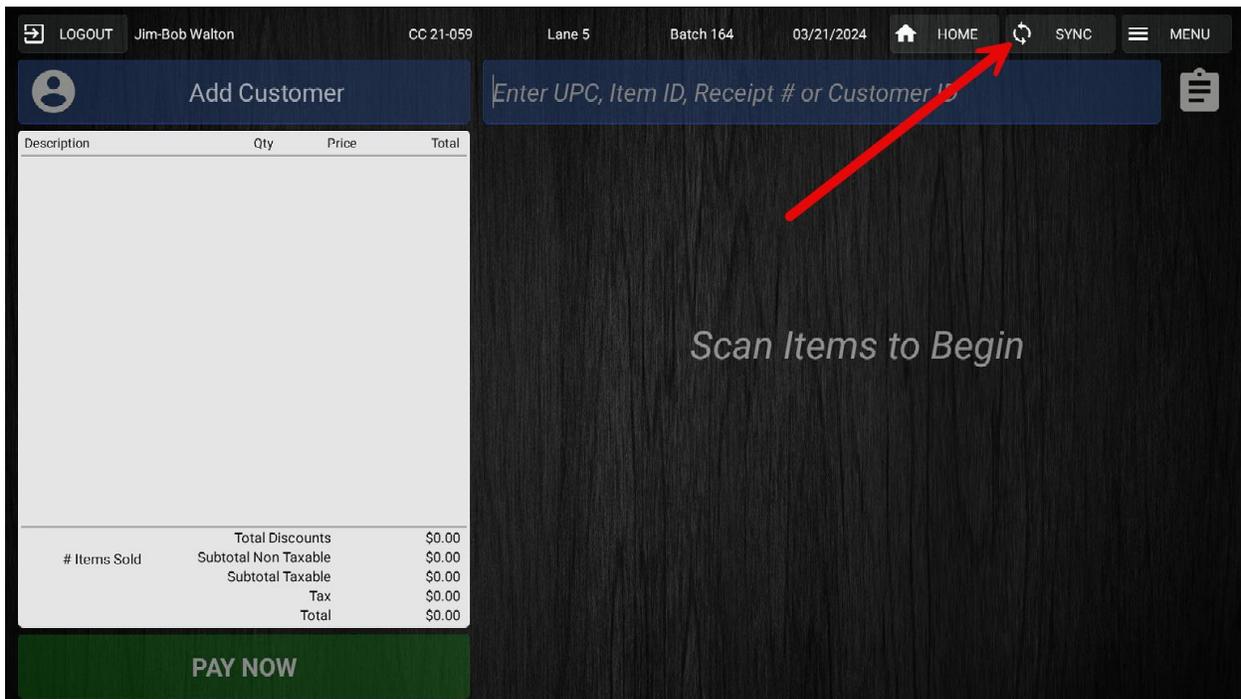
6. Enter the amount or use the blue quick key to add store credit.



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.





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.

Customer Profile Form:

- First Name (Required): Jane
- Last Name (Required): Doe
- Email Address: [Empty]
- Date of Birth: // [Calendar Icon]
- Mobile Phone #: (098) 765-4321 Ext-
- Phone #: ( ) - Ext-
- Reward Points: 100.00
- Store Credit: **\$15.05** (highlighted in a red box)
- Misc: Standard
- Address: [Empty]
- Notes: [Empty]
- Tax Exempt: [Button]
- Allow Negative Store Credit: [Button]
- ID: 1234629
- Buttons: Save (Green), Cancel (Grey)

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.

POS Interface:

Customer: Jane Doe (Standard)

Search: Enter UPC, Item ID, Receipt # or Customer ID

Description	Qty	Price	Total
Garbanzo No Salt Organic	1	\$3.99 T	\$3.99
51 C Shark Liver Oil	1	\$23.99 T	\$23.99
Melatonin Sleep 10 mg St...	1	\$4.99 TE	\$4.99
Shampoo Organic Rosemary...	1	\$13.90 T	\$13.90

Product Details:

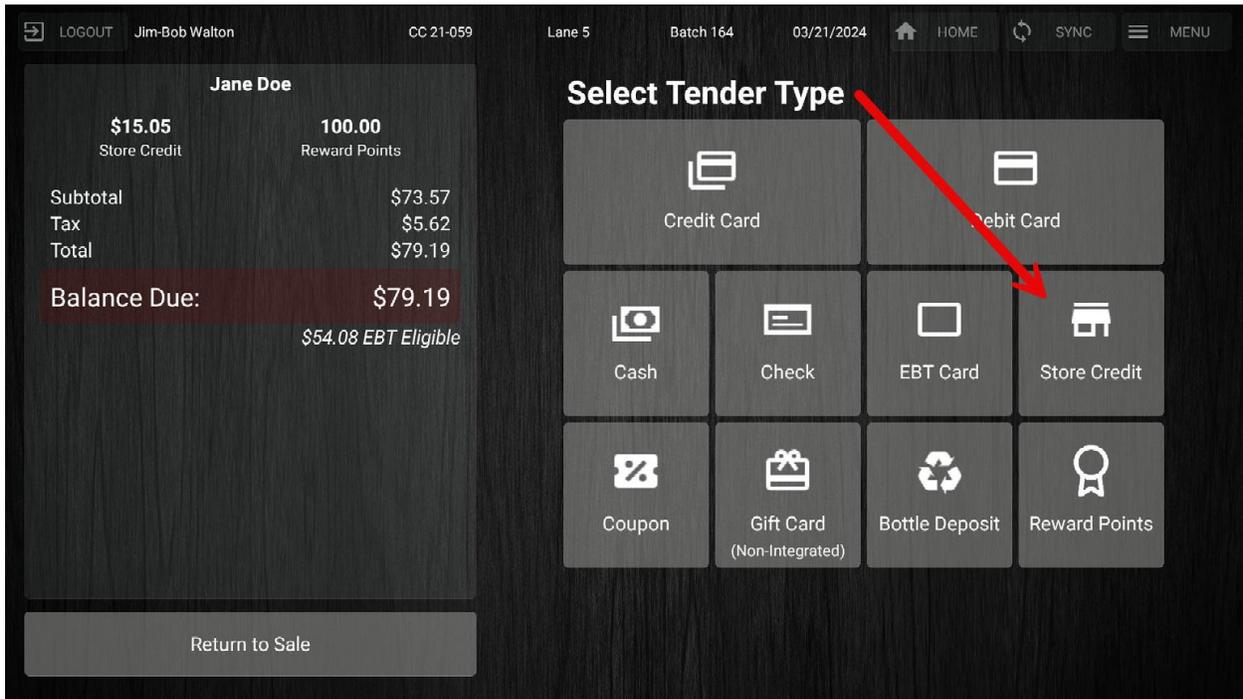
- Avalon Organics \$13.90
- Shampoo Organic Rosemary Volumizing
- 11 Ounce
- 654749351109

		Total
# Items Sold	4	
Total Discounts		\$0.00
Subtotal Non Taxable		\$0.00
Subtotal Taxable		\$46.87
Tax		\$3.87
Total		\$50.74

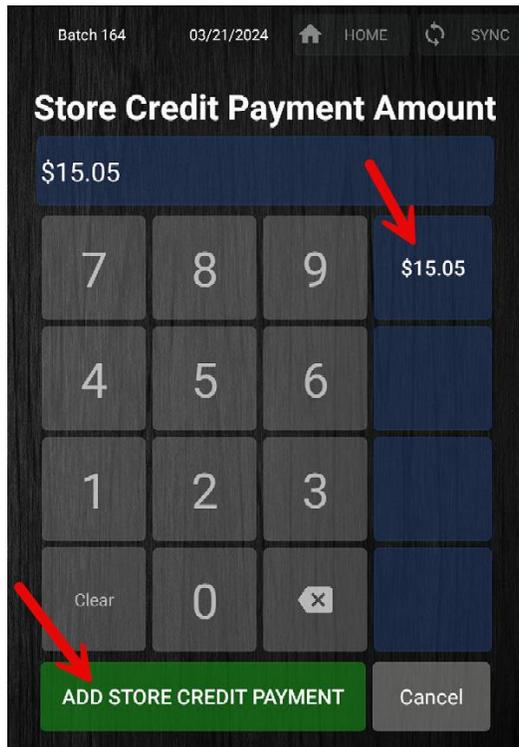
Buttons: - 1 +

Bottom Bar: PAY \$50.74 (Green), Change Price (Grey), Remove Item (Grey), Cancel Transaction (Grey)

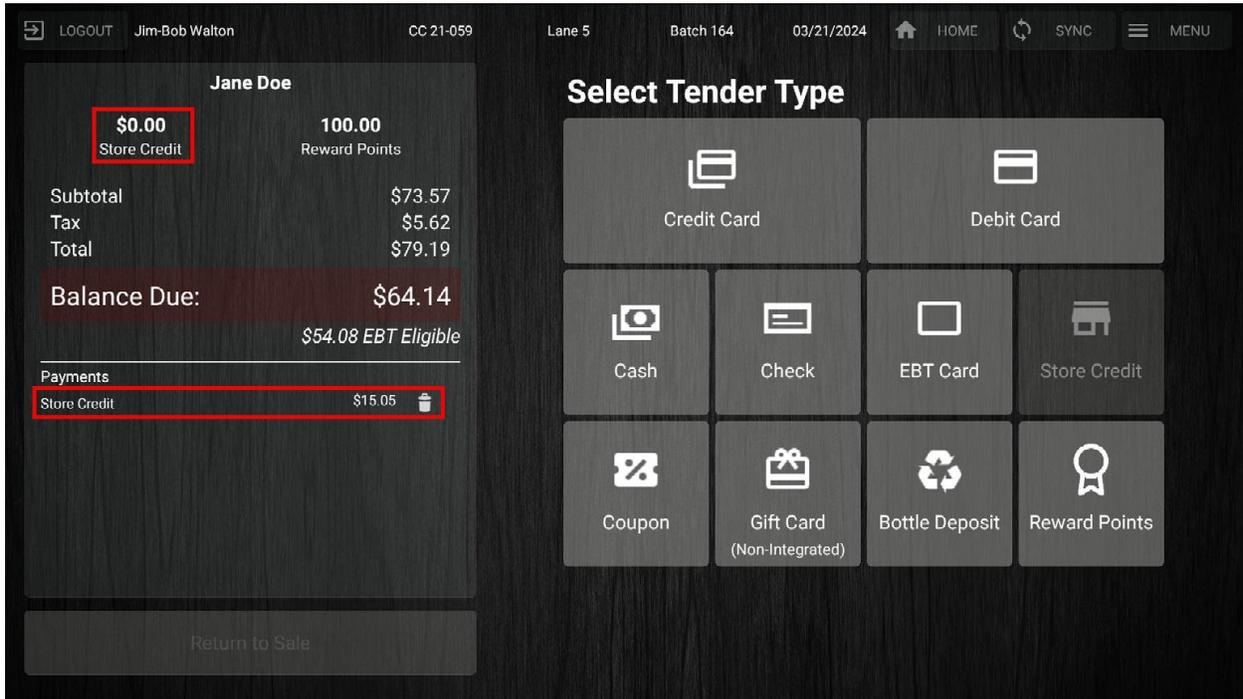
13. Select the "Store Credit" tender type to pay for the exchange.



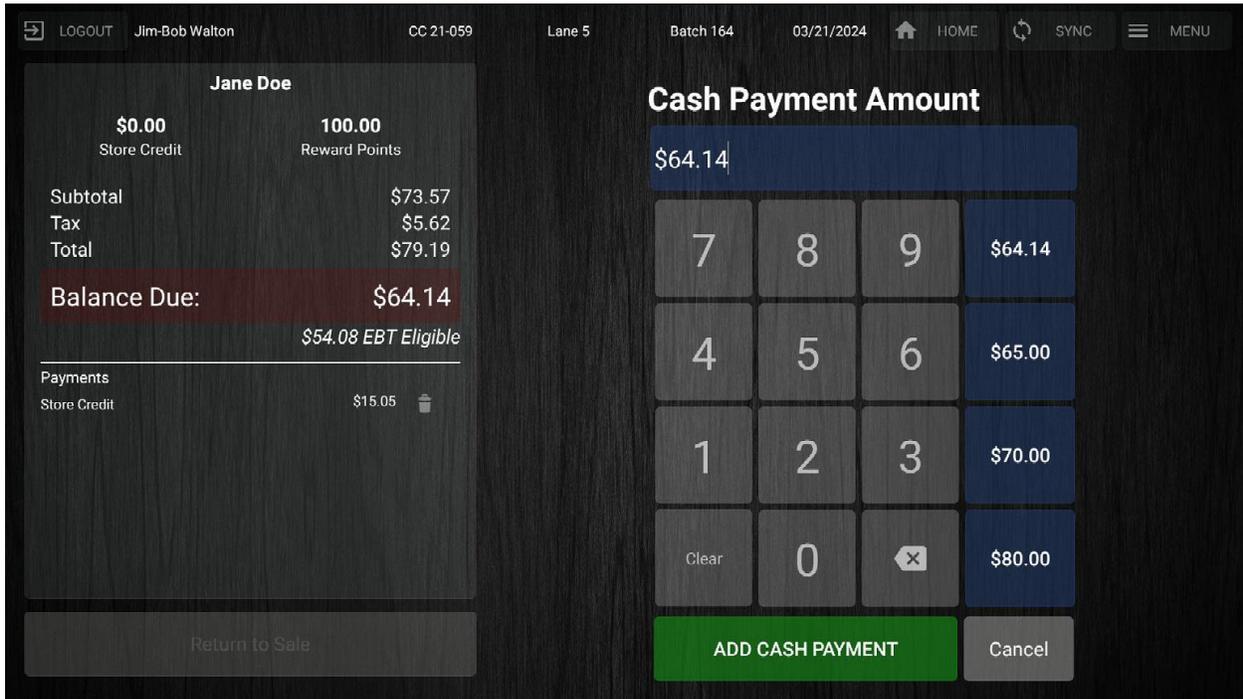
14. Enter the amount or use the blue quick key to add the store credit payment. Notice that the customer balance matches with the blue quick key.



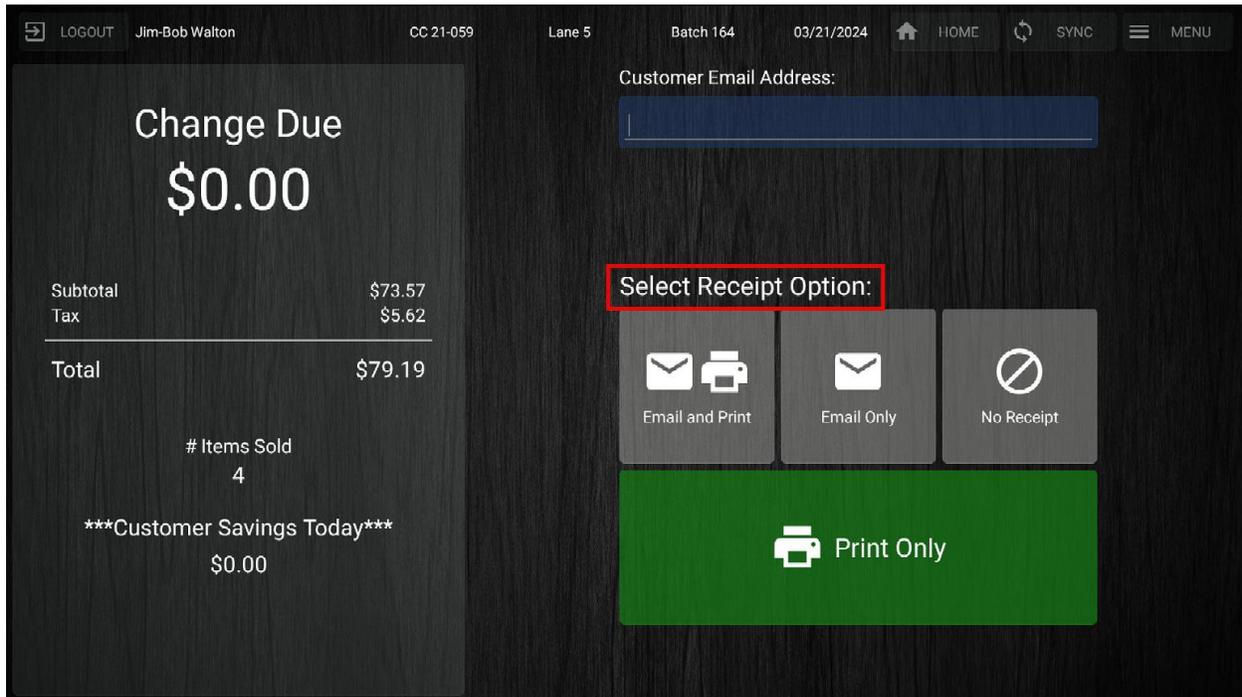
15. The customer balance will now be “\$0.00”, assuming they don’t have any other store credit from previous transactions.



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



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](mailto:support@orderdog.com)

Call: 1-866-673-3736

Our hours: 8 AM – 6 PM CST

Monday – Friday

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