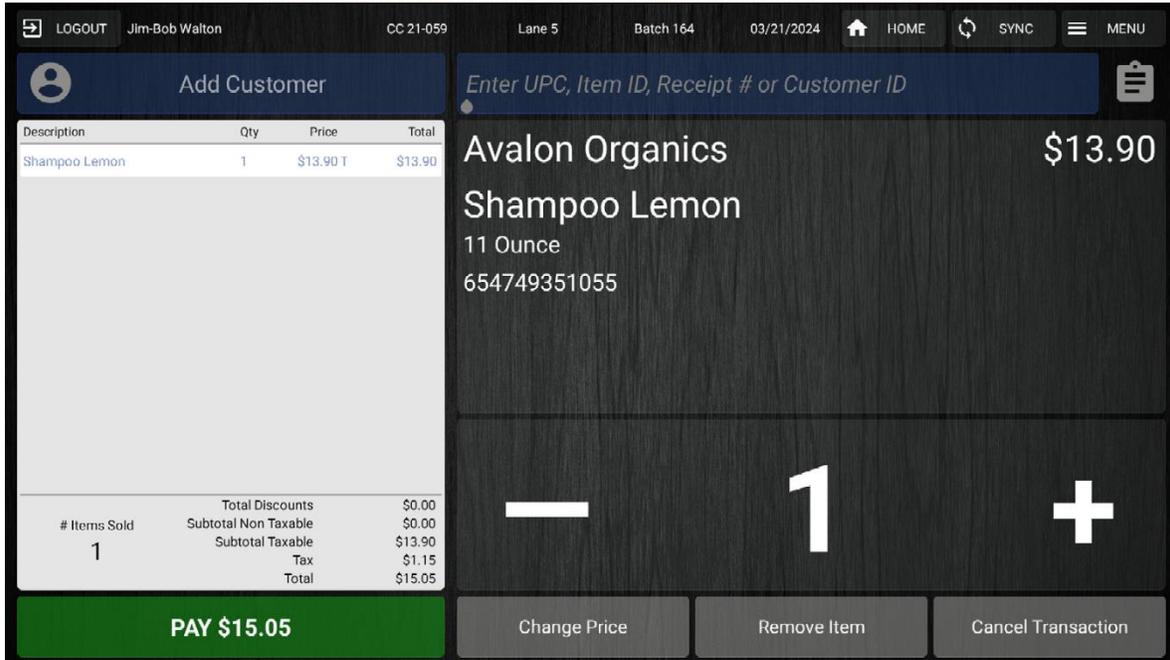# Completing an Exchange Return without a Receipt with Additional Products
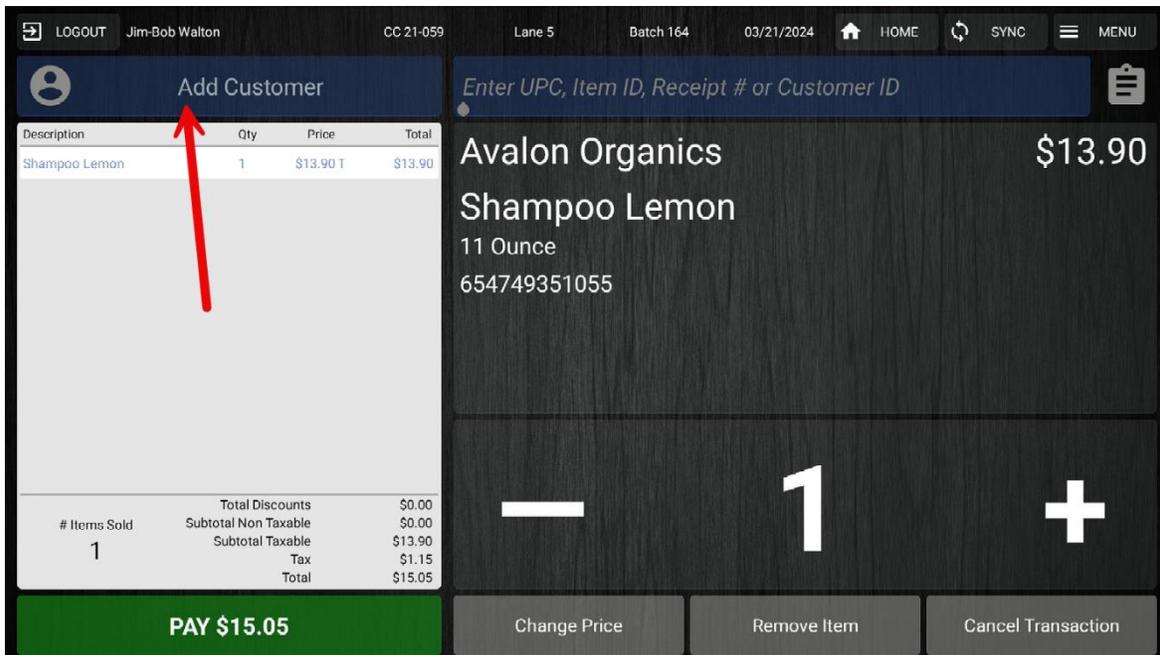
User Guide > Transactions

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.
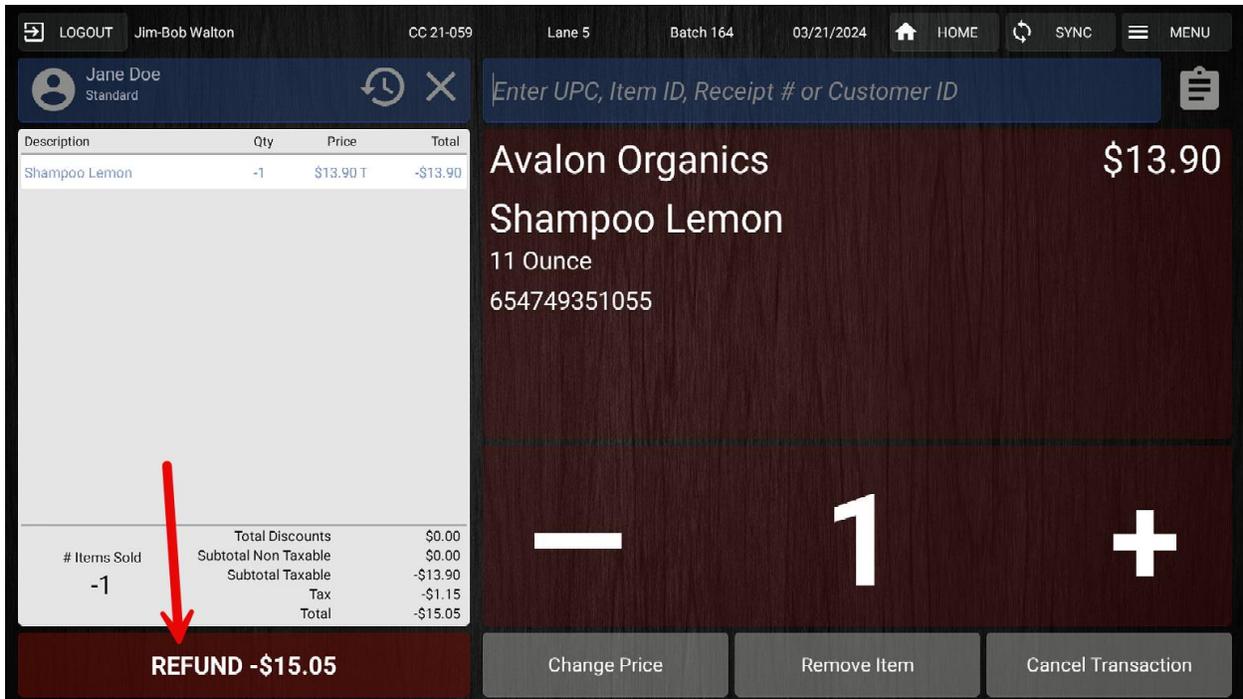

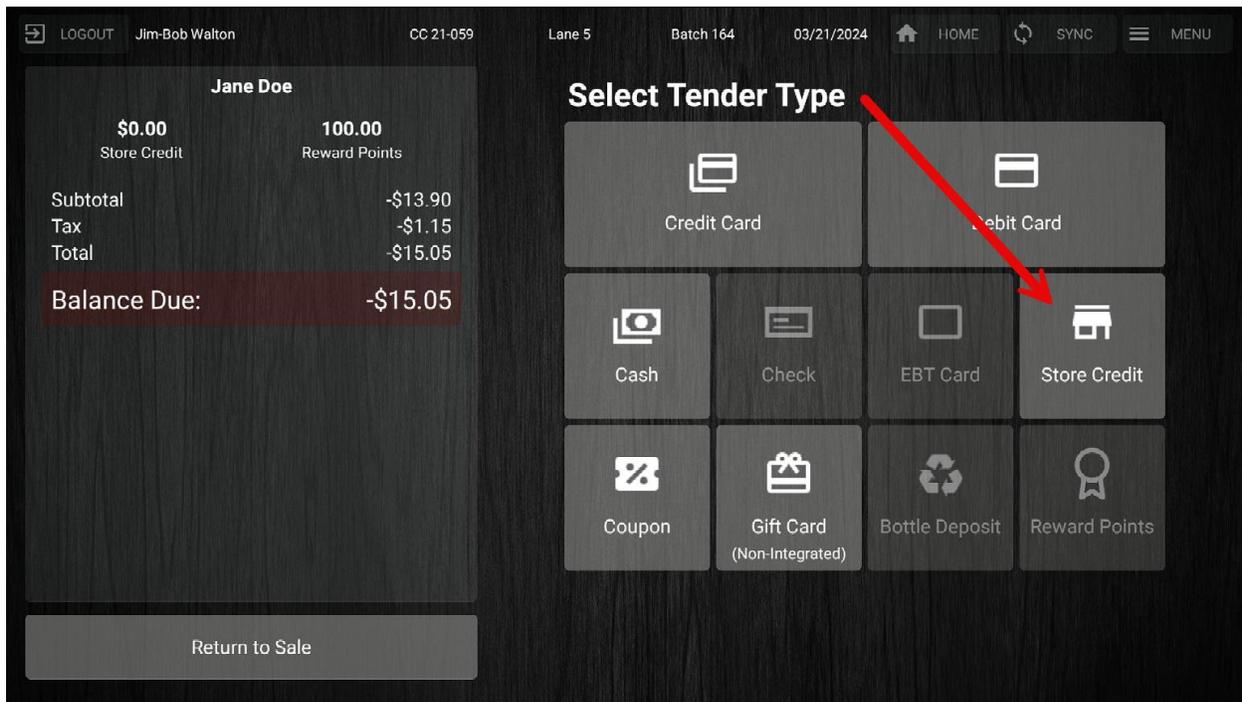2. Next, add the customer to the transaction by tapping the "Add Customer" button.

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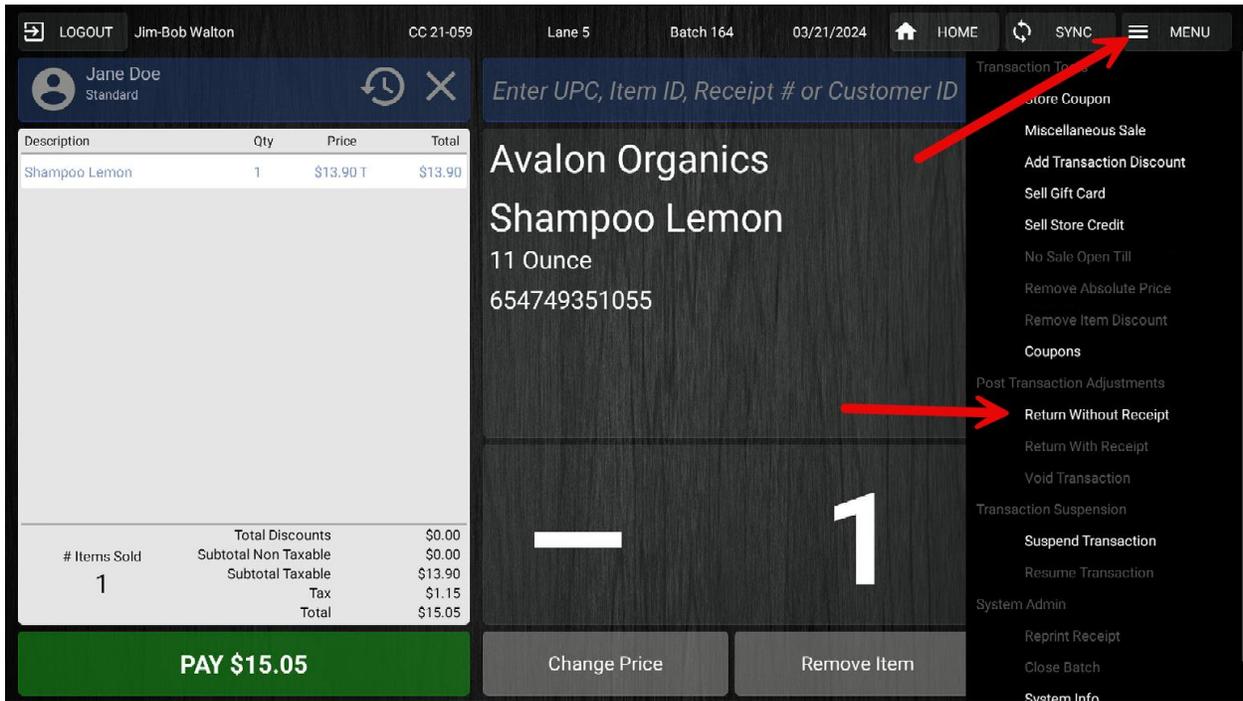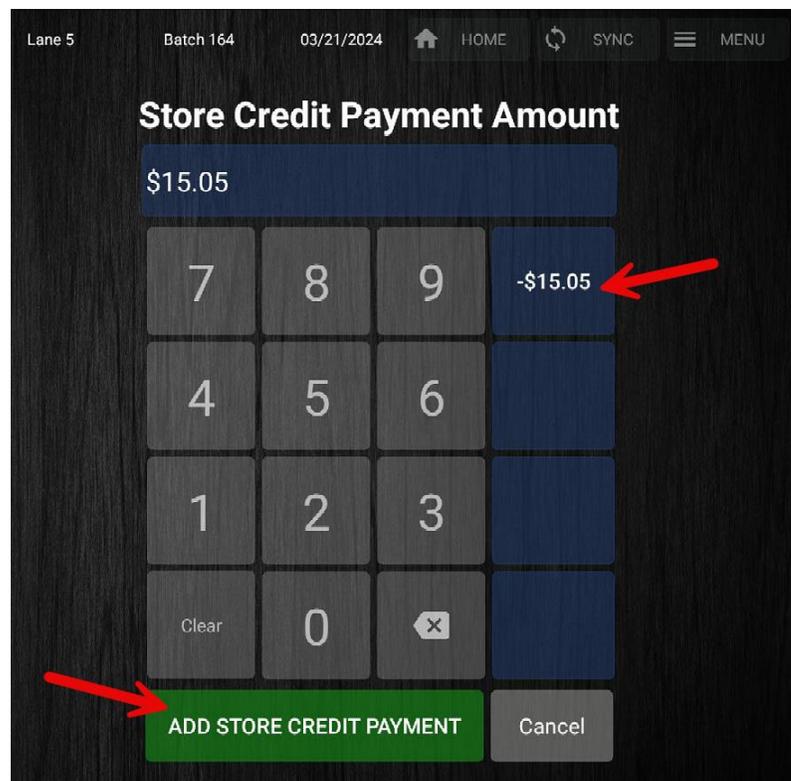

4. The screen has now changed to refund mode. Tap on the "Refund" button to continue.
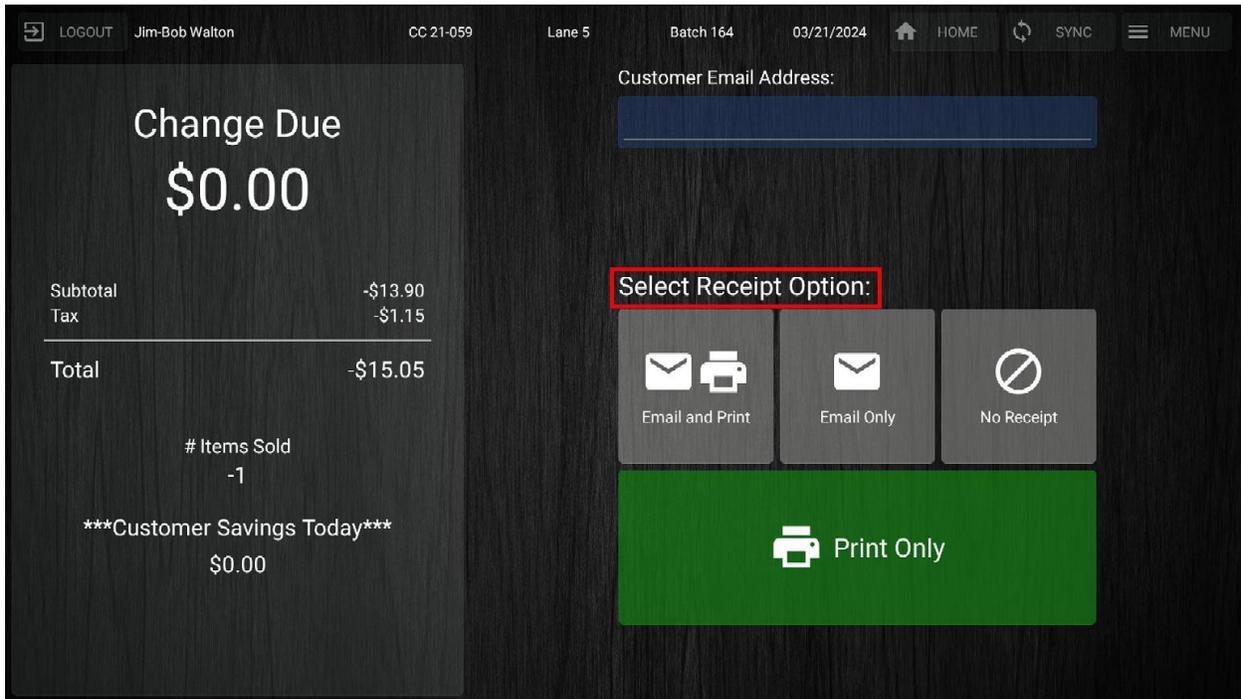
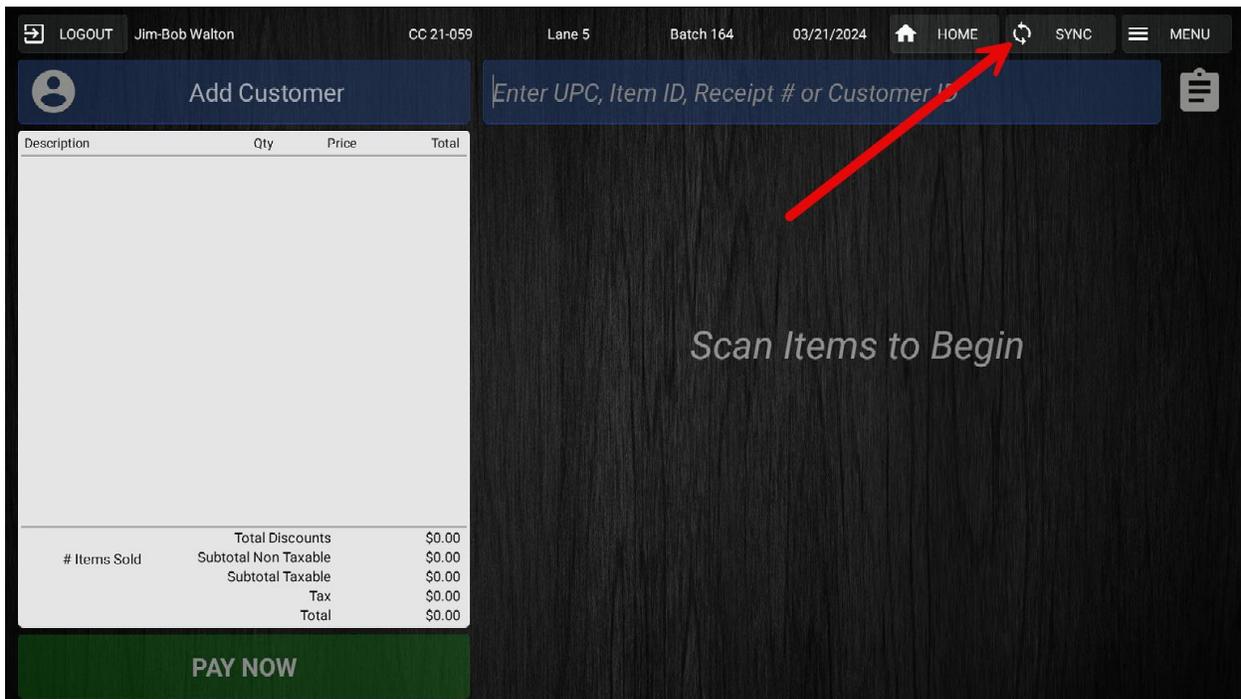5. Select the "Store Credit" tender type.

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

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.

13. Select the "Store Credit" tender type to pay for the exchange.
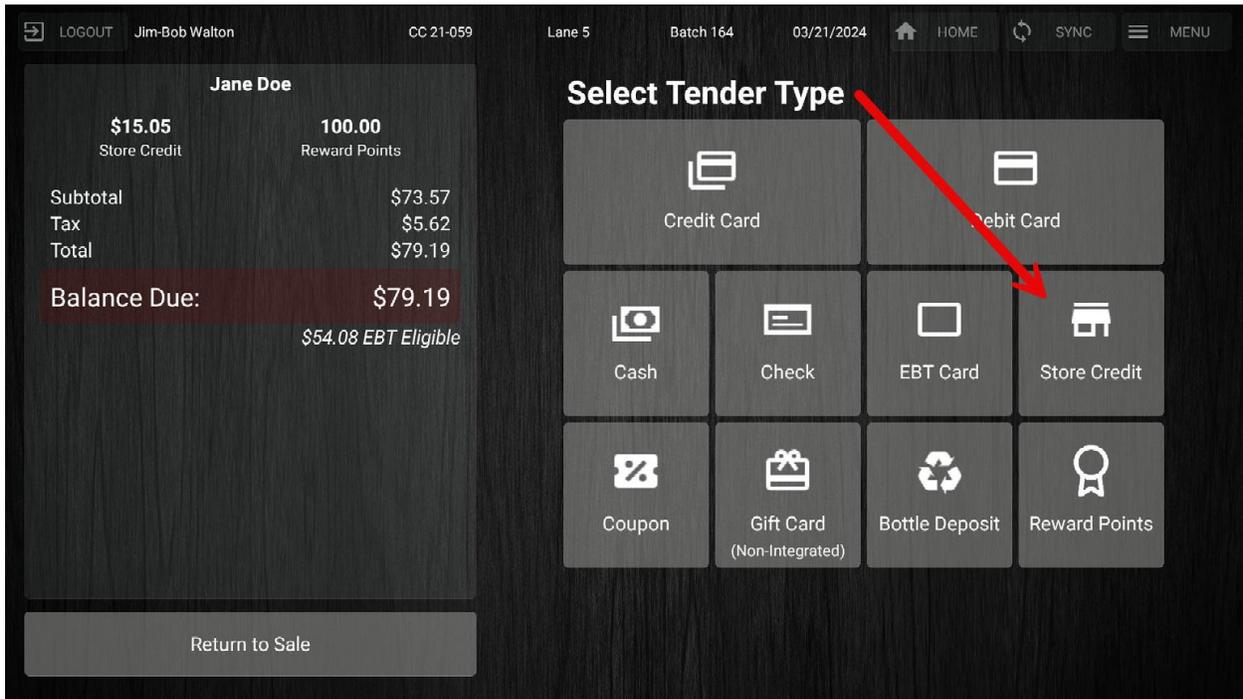
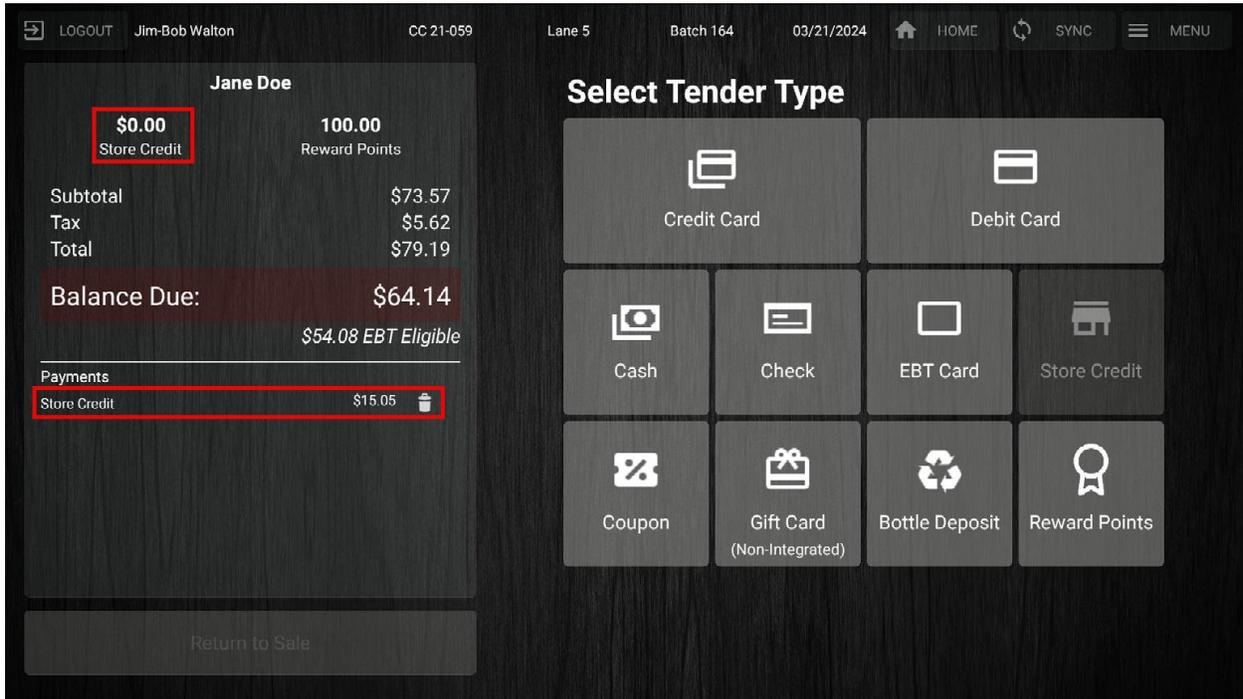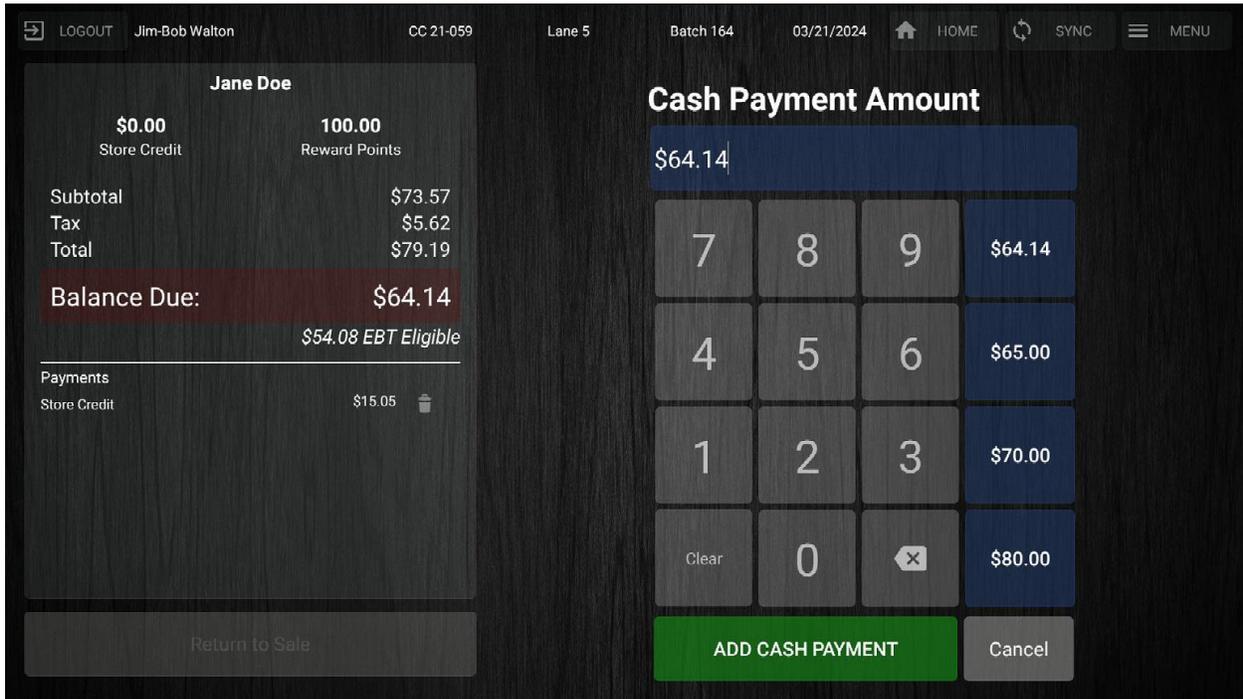14. Enter the amount or use the blue quick key to add the store credit payment. Notice that the customer balance matches with the blue quick key.
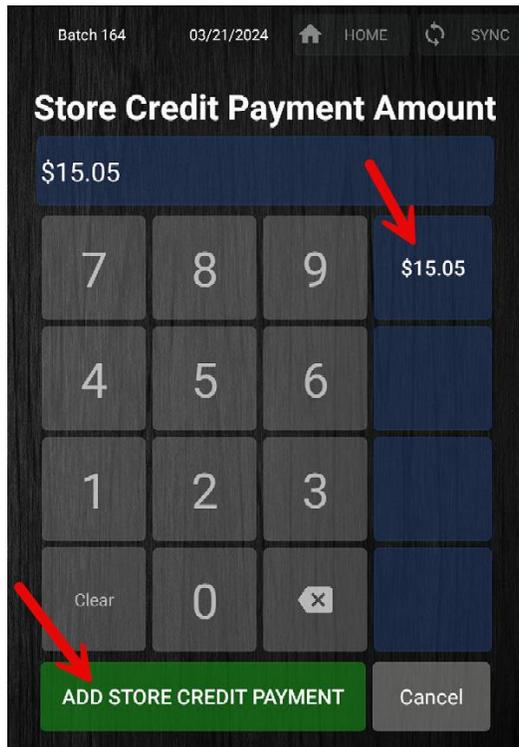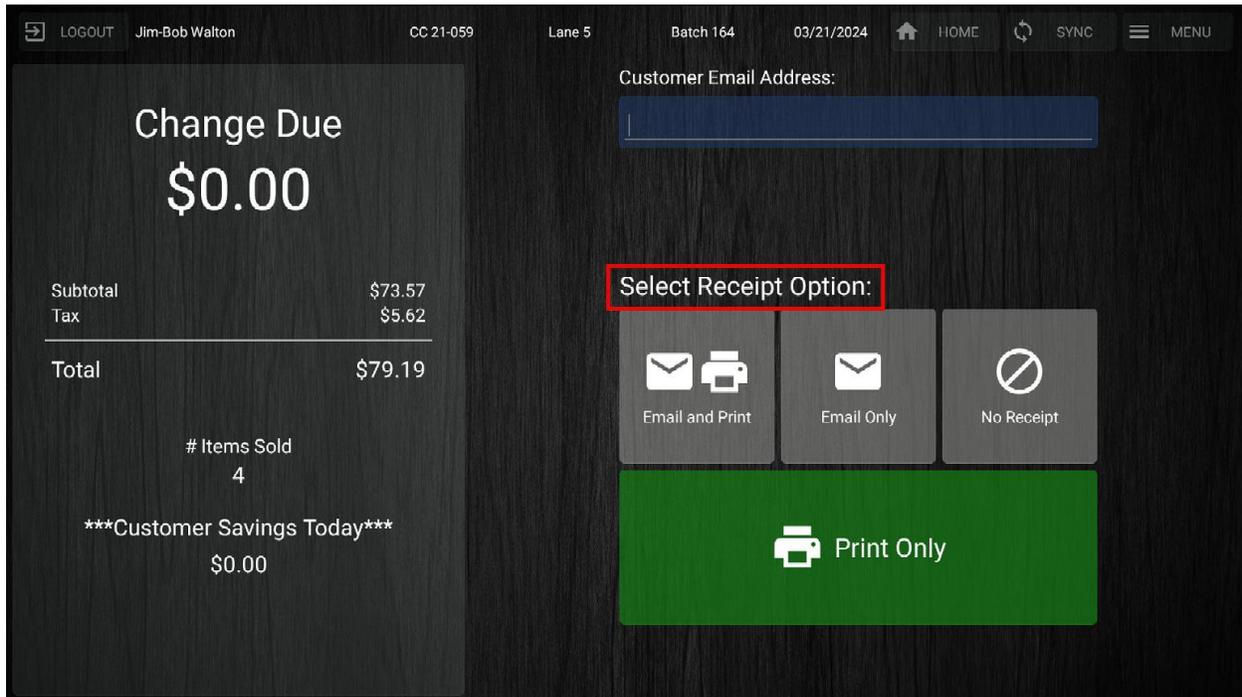
15. The customer balance will now be "$0.00", assuming they don't have any other store credit from previous transactions.

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

Call: 1-866-673-3736

Our hours: 8 AM – 6 PM CST

Monday – Friday

After Hours Support Available

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