

We suggest the following for refunds & exchanges

Example 1: Return a single item for payment refund:

1. Log in to till as manager
2. Scan item to be returned, or use PLU function to find item to be returned and ring up
3. Press Manager
4. Press Refund Item
5. Select Yes to refund last item rung up
6. Exit back to cash register normal screen and press sub total
7. Select payment refund method from choice (Cash, Cheque, Credit Card etc.)

Example 2: Return multiple items for payment refund:

1. Log in to till as manager
2. Scan item to be returned, or use PLU function to find item to be returned and ring up
3. Press Manager
4. Press Refund Item
5. Select yes to refund last item rung up
6. Scan next item to be returned, or use PLU function to find item to be returned and ring up
7. Press Manager
8. Press Refund Item
9. Select yes to refund last item rung up
10. (Continue as needed for items returned)
11. Exit back to cash register normal screen and press sub total
12. Select payment refund method from choice (Cash, Cheque, Credit Card etc.)

Example 3: Return a single item for exchange:

1. Log in to till as manager
2. Scan item to be returned, or use PLU function to find item to be returned and ring up
3. Press Manager
4. Press Refund Item
5. Select yes to refund last item rung up
6. Exit manager functions
7. Scan new item they want instead
8. If the items are of same value then press subtotal and cash to clear, the total will be 0 but cash off to close
9. If the new item is of greater value then press subtotal and appropriate payment button (cash, card etc) for difference as normal
10. If the new item is of lesser value then press subtotal and appropriate payment button (cash, card etc) for payment back to customer

Example 4: Return a single item and receive a Credit Note:

1. Log in to till as manager
2. Scan item to be returned, or use PLU function to find item to be returned and ring up
3. Press Manager
4. Press Refund Item
5. Select yes to refund last item rung up
6. Exit manager functions
7. Press 'Manager Items' on bottom left of screen
8. Type in the amount in pennies for the credit note you are 'selling' to the customer e.g. if you owe the customer £29.99 then type in 2999
9. Press the Credit Note button
10. The amount they owe should now be £0.00
11. Press Sub-Total
12. If you have to enter amounts on your till - Type in 1 and press Cash
13. This will essentially take back the item, sell them a credit note
14. Give them the receipt to use when they come back to the store

Example 5: Take a Credit Note as payment:

1. Log in to till
2. Scan item to be sold
3. Press Sub-Total
4. Type in the amount of the credit note e.g. if the credit note is for £14.99 type in 1499
5. Press the 'Credit Card' button
6. Pick 'Credit Note' as the option
7. If they owe more money take this as payment
8. If you still owe them money then follow example 4 above to sell them the new amount