

### How to Return a Single Item for an Exchange

To return a single item for an 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. Press exit when offered payment refund methods
7. Scan new item

If the items are of same value then press subtotal and cash to clear, the total will be 0 but cash off to close

If the new item is of greater value then press subtotal and take payment for difference as normal

If the new item is of lesser value then select specials menu and type in amount of gift certificate and then press voucher button, Press subtotal and cash to clear, the total will be 0 but cash off to close