

HelpSheet006.

Dealing with Refunds & Exchanges.

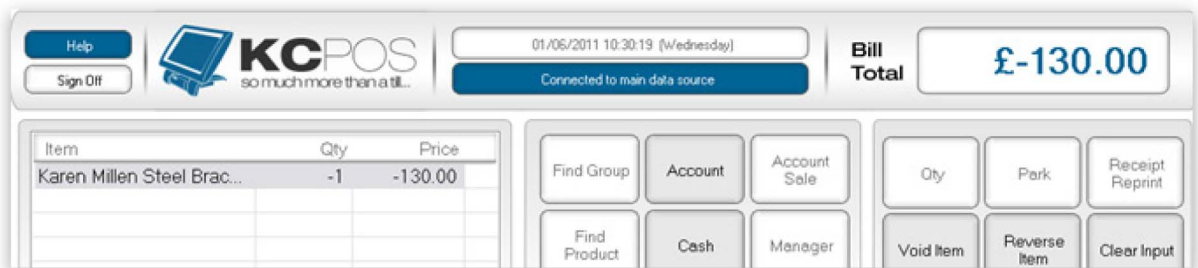
**KCPOS**

Following a review of our support calls and account management feedback we have compiled this help sheet to clarify the processes involved in refunding a single or multiple items in a sale as well as the additional exchange option.

Refunding a single item.

To refund a single item in the sale you start by scanning in or locating the item as you would in a normal sale.

You then need to press the "Manager" and from the "Selected Item" menu choose the top option. The till will then ask you to confirm you want to refund the product select "Yes", the till will now display the item and the bill total as negative and items will be shown with the double arrows to indicate those which have been refunded.



You then need to press the "Manager" and from the "Selected Item" menu choose the top option. The till will then ask you to confirm you want to refund the product select "Yes", the till will now display the item and the bill total as negative.

Refunding a complete sale.

To refund a complete sale you need to scan in or locate all products you want to refund as you would in a normal sale. You then need to select enter to total the sale.

When you then select the "Manager" button the menu will change to "Discount Transaction" and allow you to select "Refund Sale Total". This will then ask you to confirm the sale total is to be refunded. The bill total will now show negative. You then need to select the method by which you want to refund the money using the standard tender keys.

Exchanging an item.

If you want to record that a stock item has been brought back and the same or similar item taken in its place, you should use the exchange function to do this:

Scan in the item which is being returned then press the "Manager" button and then from the "selected item" menu choose "Exchange Selected Item" this will then prompt you to confirm you wish to exchange the item. The system will then prompt you to scan in or search for the item they want to exchange it for and the quantity required.

Once selected the system will then return you to the sale window.

