GETTING STARTED WITH RUNDOO · TRANSACTIONS

Exchanges & No-Receipt Returns

No original sale to link? Ring up an unlinked return right on the main sales screen, add a reason, and refund the right way.

THE THREE MOVES

1

Make it a return

Add the item, then change its quantity to negative.

Set quantity to -1

2

Skip the link

Nothing to link to? Process it on its own.

Return without linking

3

Unlock the refund

A reason is required. It prints on the receipt.

Fill the red Sale notes box

Ring up a no-receipt return

1. On a new sale, add the item being returned.
2. Change the quantity to **-1**, then click **Return without linking**.
3. Adding an exchange? Add the new item to the same cart.
4. Fill the **Sale notes** reason, click **Return**, choose a tender, and **Refund**.

The card-fee catch

An unlinked refund to a **card** runs as a new charge, so it carries the usual card fee. Refund to **cash**, or link the sale, to avoid it.

Don't see these steps? No-receipt returns must be turned on in Admin settings. Ask your Rundoo guide to switch it on.

Link it when you can. A walk-in guest sale, an item that was never in Rundoo, or a sale you just can't find are the usual reasons a return has to go unlinked.