Rundoo

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Exchanges & No-Receipt Returns

> Handle exchanges and no-receipt returns right at the register.

Step-by-step walkthrough ~3 min read Companion to the 4:20 video

A customer walks up with something to bring back, but no receipt. Or they want to return one item and grab another in the same trip. You can handle all of it right from the main sales screen, no original sale required. Rundoo calls this an unlinked return, and it takes just a couple of small moves you might not spot on your own.

First, a quick check

This works only if your store has no-receipt returns turned on in Admin settings. If you do not see the steps below on your screen, that setting is off. Your Rundoo guide can switch it on for you.

WHEN YOU'D USE IT

Why a return sometimes can't be linked

Whenever you can, it is better to pull up the original sale and link the return to it. But plenty of everyday returns simply have nothing to link to, and that is exactly what the unlinked path is for:

- The original sale was a walk-in guest sale, so there is no customer account to search. This is the most common reason by far.
- The item was never in Rundoo: sold before you switched over, or bought somewhere else.
- You just can't find the exact sale by name, amount, or product, and you do not want to hold up the counter looking.

DO THIS

Ring up an unlinked return, step by step

1 Start a fresh sale and add the item

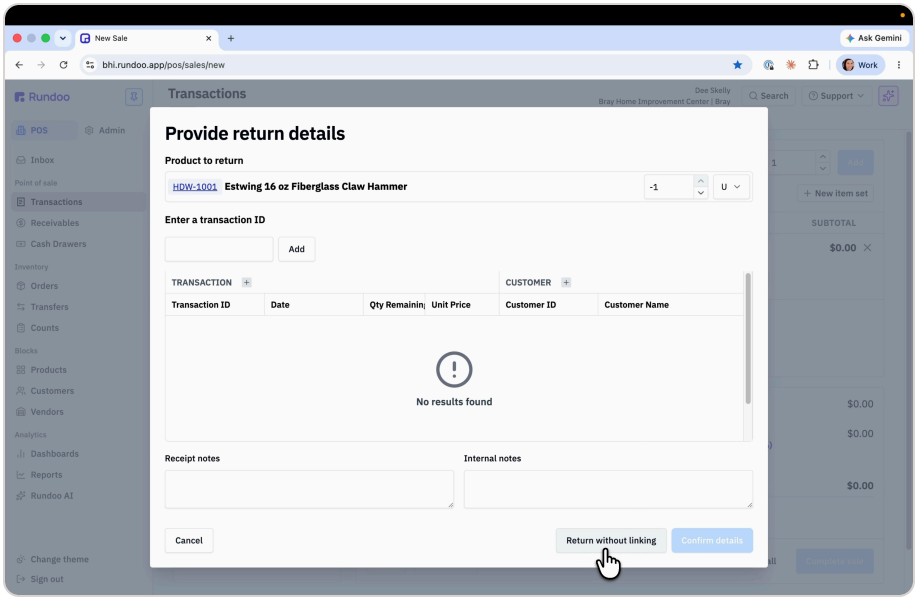
On a new transaction, add the product the customer is bringing back, the same way you would ring up any sale. For example, an Estwing Claw Hammer.

2 Change the quantity to a negative number

In the quantity field for that line, change **1** to **-1**. That negative is the signal to Rundoo that this is a return, not a sale.

3 Choose "Return without linking"

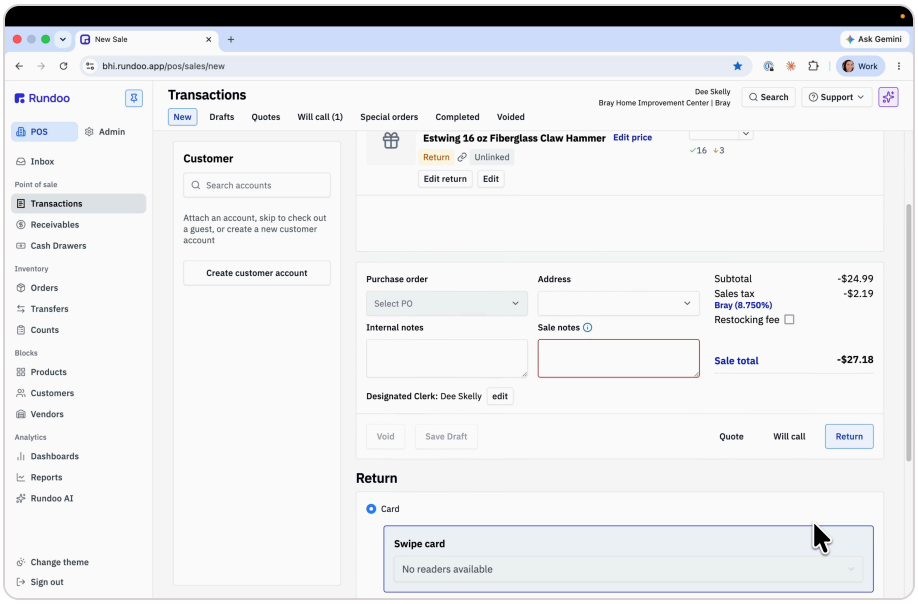
Because this is not tied to a past sale, Rundoo opens a **Provide return details** box and looks for a matching transaction. When there is nothing to link, click **Return without linking**. The line gets a **Return** pill marked **Unlinked**, the totals flip negative, and the button at the bottom changes from Sale to **Return**.



No sale to link to? Click Return without linking to process it on its own.

4 Making it an exchange? Add the new item

If the customer also wants to buy something, like a Level, just add it to the same cart like a normal sale. Rundoo does the math and shows the net difference. Here we still owe the customer money, but less than the full price of the hammer.



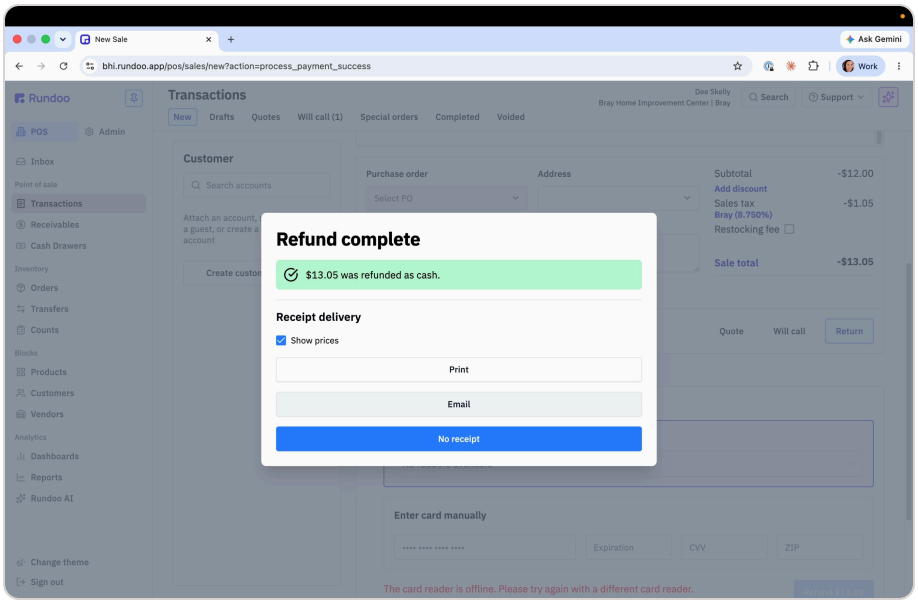
The returned line is marked Return / Unlinked, and the totals go negative. Note the red Sale notes box.

5 Add the required reason

The **Sale notes** box is outlined in red and the Return button is greyed out, because a reason is required on every return. Click in and type something like **No receipt for return**. This note prints on the receipt. As soon as it's filled, the refund button lights up.

6 Choose how to refund, then confirm

Click **Return**, pick the refund tender (we'll use **Cash**), and click the blue **Refund** button for the net amount. Confirm, and you're done. Rundoo gives you the usual receipt options: print, email, or none.



Reason filled, Cash selected, Refund lit up for the net amount. Click it and confirm.

Worth knowing: the card-fee catch

If you send an unlinked refund back to a **card** instead of cash, Rundoo runs it as a brand new card charge, so it carries the usual card fee. A linked refund returns the money to the original charge with no new fee. That's one more reason to pull up the original sale and link the return whenever you can.

KEEP IT HANDY

Unlinked returns at a glance

TURN IT INTO A RETURN

Set the quantity to negative

-1 flips the line into a return.

NO SALE TO LINK

Return without linking

In the Provide return details box.

UNLOCK THE REFUND

Fill the red Sale notes box

A reason is required. It prints on the receipt.

MAKE IT AN EXCHANGE

Add the new item to the cart

Rundoo nets the difference for you.

Good to know

- Refund to cash to avoid a fresh card fee on an unlinked return. Card refunds without a link run as a new charge.
- The reason you type goes on the customer's receipt, so keep it clear and simple.
- Practice this in your training store: try a linked return against a past sale, then an unlinked one and an exchange. Nothing here touches your real books.