Rundoo

GLANCE CARD

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Making a Return

Pull up the original sale, and let Rundoo carry over the item, the price paid, and the tax. The linked path is the clean one.

THE THREE MOVES

1

Find the sale

The linked return starts from the original ticket.

Customers, then Transactions

2

Start the return

Lines, prices, and tax all pre-fill for you.

Click Return on the sale

3

Set it and refund

Quantity coming back, a reason, then the money.

Refund to the original tender

Ring up a linked return

1. In **POS**, open **Customers**, pull up the customer, stay on **Transactions**, and click the sale.
2. In the top-right cluster, click **Return**. The sale's lines load at the price they paid.
3. Set the **quantity** coming back (totals flip negative) and fill the **Reason for return**.
4. Leave the original tender selected, click **Refund**, and **Confirm**.

The restocking-fee catch

The **Restocking fee** checkbox only flags the return, it does not change the refund. To collect one, refund in full and ring the fee up as its own sale on a fee SKU.

No sale to pull up? A walk-in guest sale, an item that was never in Rundoo, or a receipt you can't find is a no-receipt return. See No Receipt, No Problem.

Swapping, not returning? One item back plus new ones out goes on one ticket, but **not** from this Return button (it only sends the original lines back). Start a **new** transaction, add the returning item, click its Return to link this sale, then add the new items. See Exchanges (rundocs.com/help/returns-exchanges/exchanges).