

GETTING STARTED WITH RUNDOD · TRANSACTIONS

Returns, Made Simple

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? If they bring one thing back and take another, use an Exchange, not a return plus a new sale, so the accounting stays clean.