Rundoo

GETTING STARTED WITH RUNDOO · TRANSACTIONS

Returns, Made Simple

> Pull up the original sale, and let Rundoo fill in the rest.

Step-by-step walkthrough   ~2 min read   Companion to the 2:20 video

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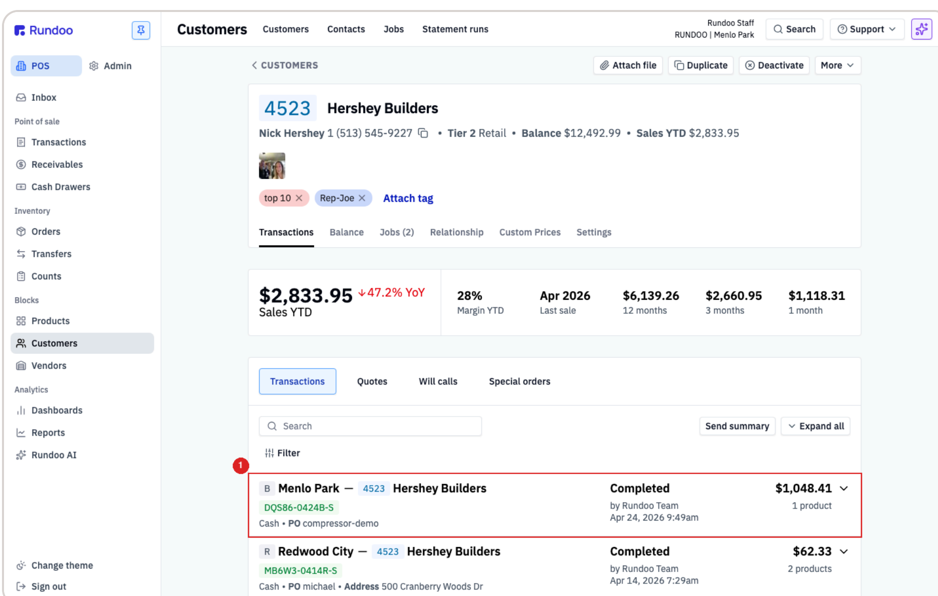
A customer is back at the counter, and this time they've got something to bring back. The cleanest, most secure way to handle it is a linked return: you pull up the original ticket and let Rundoo carry over the item, the price they paid, and the tax. No guesswork, no math, and the customer’s books line up on their own.

WHERE TO START

Find the original sale first

A linked return starts from the sale that is coming back, so your first move is to find that sale. In **POS** mode, open the **Customers** tab on the left, pull up the customer, and stay on their **Transactions** tab. Every completed sale is listed with its sale ID, PO, who rang it up, the date, and the total. Click the row for the sale being returned.



Open the customer, stay on Transactions, and click the completed sale that is coming back.

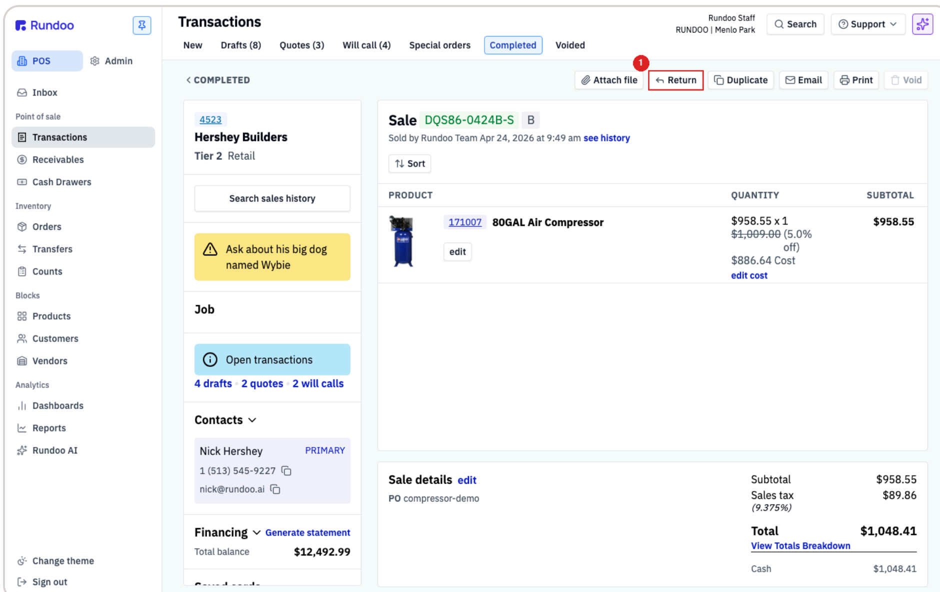
Can’t spot it under the customer? The **Search sales history** button on their left panel casts a wider net, and the global **Search** button in the header finds a sale by its ID or amount when the customer gives you a number to go on.

DO THIS

Ring up a linked return, step by step

1 Open the sale and click Return

On the completed sale, look to the action cluster in the top-right corner: **Attach file**, **Duplicate**, **Email**, **Print**, **Return**, and **Void**. Click **Return**. Rundoo opens the return builder with the sale's lines already loaded, at the exact prices the customer paid.



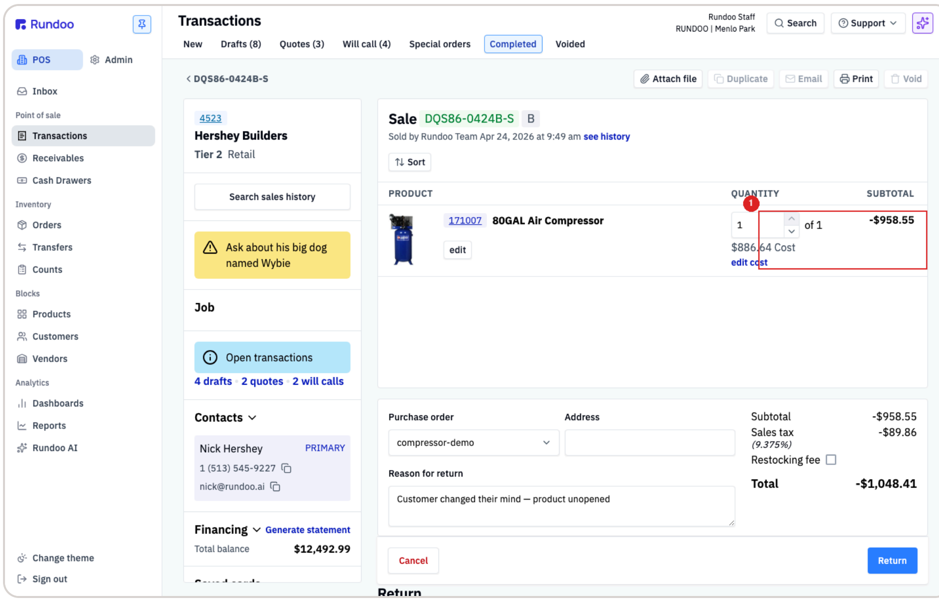
The Return button lives in the top-right action cluster on the completed sale.

2 Confirm the quantity coming back

Each line shows a stepper next to its original amount, like **1 of 1** or **5 of 12**. Bump it to the amount actually coming back. As you do, Rundoo updates the **Subtotal**, **Sales tax**, and **Total** live and flips them negative, so you can watch the refund take shape.

3 Add a reason for the return

Fill the **Reason for return** box with what is coming back and why, for example "Color did not match the swatch" or "Damaged on pickup." It is a free-text field, there is no dropdown of canned codes, and it prints on the return receipt and saves against the sale for your reports. A reason is required by default before Rundoo will let you finish.



Reason filled in, totals flipped negative. The Restocking fee checkbox sits in the totals panel on the right.

4 Flag a restocking fee, if that's your policy

If your store charges a restocking fee, tick the **Restocking fee** checkbox in the totals panel. Heads up: this is a flag for your records, not a math operator. It does not change the refund amount here. (See "Good to know" below for how to actually collect the fee.)

5 Refund to the original tender, then confirm

Below the form, the **Return** section lists every tender your store takes, with the original one preselected and labeled **(Previously used payment method)**. Rundoo defaults to sending the money back the same way it came in. Click the big blue **Refund** button, then **Confirm**. The return is processed, linked to the original sale in the customer's history, and you land on the completed-return view with Print and Email options.

No original sale to pull up?

Walk-in guest sale, an item that was never in Rundoo, or a receipt nobody can find? That is a no-receipt (unlinked) return, and it has its own short guide: see No Receipt, No Problem. Whenever you can find the sale, though, link it, so pricing and tender pre-fill correctly.

KEEP IT HANDY

Linked returns at a glance

FIND THE SALE **Customers, then Transactions** Or use Search sales history / the header Search.	START THE RETURN **Click Return on the sale** Top-right action cluster. Lines pre-fill.
WHAT COMES BACK **Set the quantity, add a reason** Totals flip negative. A reason is required.	WHERE THE MONEY GOES **Back to the original tender** Preselected for you. A charge-account sale credits their balance.

Good to know

- A linked return refunds at the price the customer actually paid, even if your shelf price has changed since. That is the whole reason to link it.
- The Restocking fee checkbox only flags the return. To collect a fee in money, refund in full, then ring the fee up as its own sale on a fee product your store carries (like a RESTOCKING-FEE line).
- Doing a swap, where they bring one thing back and take another? Use an Exchange instead of a return plus a separate sale, so the accounting stays clean.
- Once you click Refund, the return is final. Undoing it means ringing the items back up as a new sale.
- Practice in your training store: find a completed sale and return it. Nothing here touches your real books.