

*Sometimes a customer may want to exchange an item for the same one, or they may want a refund and buy other items at the same time. **HERE'S HOW TO ALLOW REFUNDS AND SALES IN THE SAME TRANSACTION.***



FROM THE MANAGER WORKSTATION:

1. Select "Set Up"

Set Up

2. Then "Register"

Register

3. Then "Register Group Maintenance"

Register Group Maintenance

4. Select the Register Group to change.

5. Tap the "Change" button

Change

6. Find the Sales and Refunds tab and check the boxes to "Allow Refunds" and "Allow sales and refunds in the same transaction".

7. Select the "Save" button

TO DO AN EXCHANGE FROM THE CASHIER WORKSTATION:

1. Select the "Refund" function button.

2. The journal on the left will turn red with the word "Refund" to let the Cashier know they are in refund mode.

3. Add the items that need to be refunded.

4. Tap "Pay"

5. The CWS will display a confirmation "Begin selling items?". Select "Yes".

6. Add the items for purchase the customer wants to buy and tap "Pay" to complete the transaction.

JUST ANOTHER ROUTINE RETAIL PROCESS MADE SIMPLE BY PASSPORT® POINT-OF-SALE.