

## GETTING STARTED WITH RUNDOD · TRANSACTIONS

# No Receipt, No Problem

No original sale to link? Ring up an unlinked return right on the main sales screen, add a reason, and refund the right way.

## THE THREE MOVES

1

**Make it a return**

Add the item, then change its quantity to negative.

**Set quantity to -1**

2

**Skip the link**

Nothing to link to? Process it on its own.

**Return without linking**

3

**Unlock the refund**

A reason is required. It prints on the receipt.

**Fill the red Sale notes box**

**Ring up a no-receipt return**

- 1 On a new sale, add the item being returned.
- 2 Change the quantity to -1, then click **Return without linking**.
- 3 Adding an exchange? Add the new item to the same cart.
- 4 Fill the **Sale notes** reason, click **Return**, choose a tender, and **Refund**.

**The card-fee catch**

An unlinked refund to a **card** runs as a new charge, so it carries the usual card fee. Refund to **cash**, or link the sale, to avoid it.

**Don't see these steps?** No-receipt returns must be turned on in Admin settings. Ask your Rundoo guide to switch it on.

**Link it when you can.** A walk-in guest sale, an item that was never in Rundoo, or a sale you just can't find are the usual reasons a return has to go unlinked.