

# How Do I Return an Item?

This lesson will teach you how to return an item from a previous transaction.

## Register Status



Before you start a return, make sure that your register **Status** is **Idle**. If it is not, you will need to complete or suspend your current transaction before proceeding.

## Manager Keys



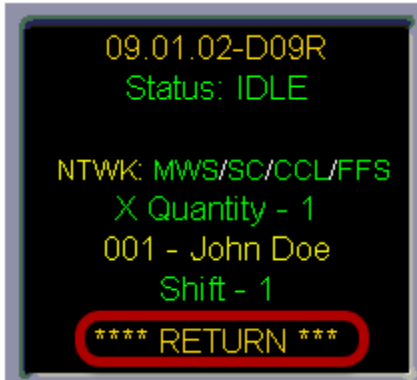
Touch the "**Manager Keys**" button. This will take you to a screen with a different set of buttons.

## Return Item



Touch the "**Return Item**" button.

## Return Mode



Notice that the date and time have been replaced by **RETURN**. This indicates that the next item scanned will be returned to the store's inventory.

## Scan The Item



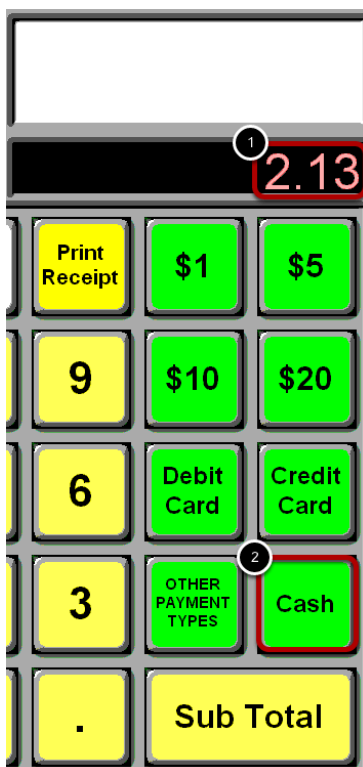
Using the barcode scanner, scan the item that you want to return.

## Return Amount

|                 |       |                          |
|-----------------|-------|--------------------------|
| Subtotal        | -2.13 | 09.01.02-D09R            |
| Amount Tendered | 0.00  | Status: Sale in Progress |
| Sale Amount     | -1.99 |                          |
| Tax             | -0.14 | NTWK: MWS/SC/CCL/FFS     |
| Change:         | 2.13  | X Quantity - 1           |
|                 |       | 001 - John Doe           |
|                 |       | Shift - 1                |
|                 |       | 04/02/2012 08:24:20 AM   |

After the item is scanned, you will see the amount that is due back to the customer.

## Cash Refund



(1) Type the dollar amount using the number pad on the keyboard.

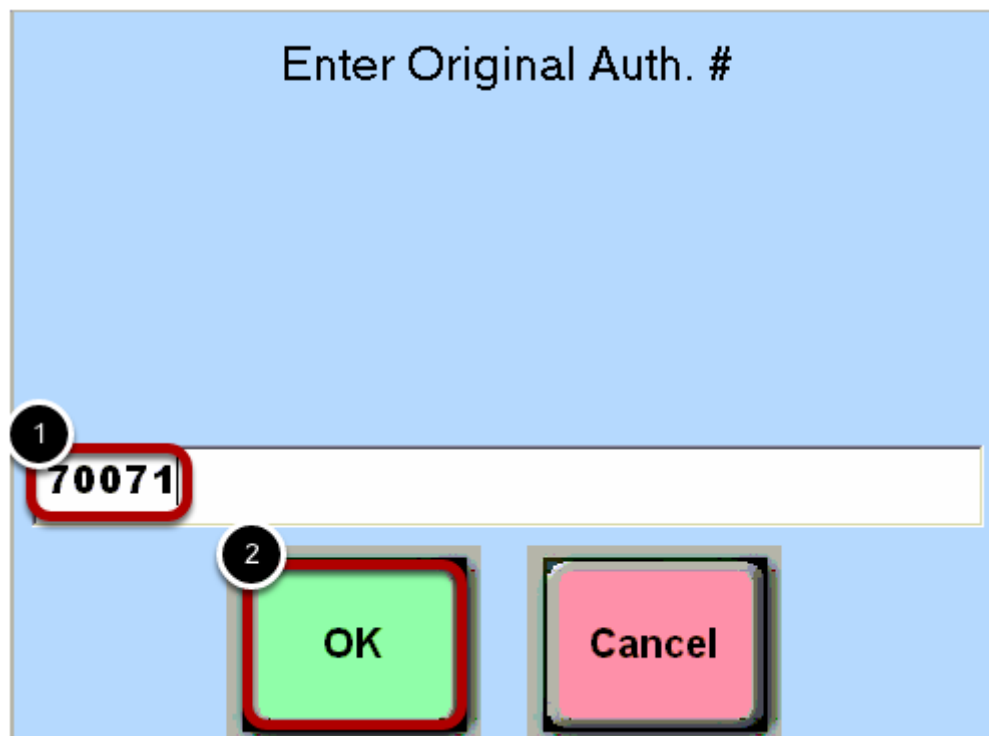
(2) Touch the "**Cash**" button.

## Credit Card Refund

**System Message:**  
**Requesting CREDIT OK.**

If the customer would like the amount returned to their credit card, swipe the customer's card through the credit card slot in a smooth motion. You will see a message that reads **Requesting CREDIT OK.**

## Original Auth



The screenshot shows a light blue screen with the text "Enter Original Auth. #" at the top. Below the text is a white input field containing the number "70071". A red box with a black border and a black circle containing the number "1" is positioned over the input field. Below the input field are two buttons: a green button labeled "OK" and a pink button labeled "Cancel". A red box with a black border and a black circle containing the number "2" is positioned over the "OK" button.

The customer will need to present the receipt from the original transaction. On this receipt, you will find the **Authorization Number** from the original transaction.

(1) Type this number using the number pad on the keyboard.

(2) Touch the **"OK"** button.