

Event Registration Cancellation - POS Order

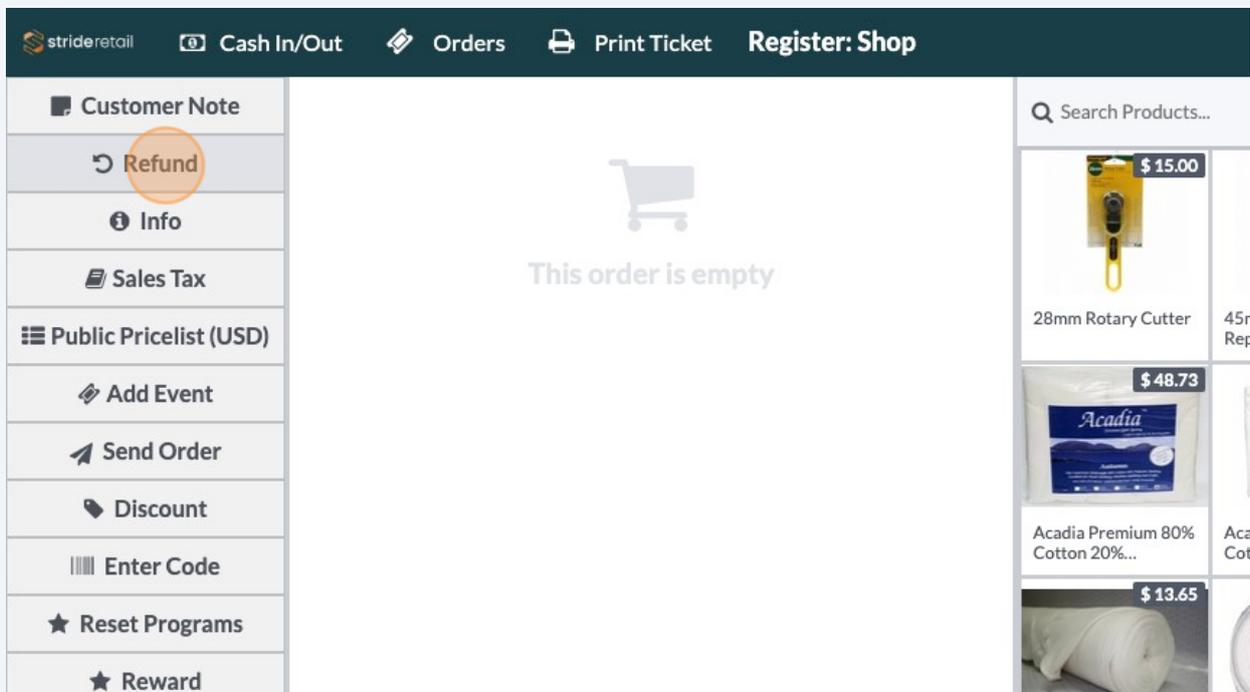


1

In Stride you can cancel and refund an event/class registration from the POS (if the order was completed in the POS. If the order was completed online you will need to follow the event refund and cancellation for the online order tutorial).

2

To initiate the refund you will click the "Refund" button.



3

Select the order you need to refund.

Date	Receipt Number	Customer	Cardholder Name	Cashier	Total	Status
2024-07-11 09:54 AM	Order 00043-002-0003	Adam Carr		Administrator	\$ 63.00	Paid
2024-07-11 09:52 AM	Order 00043-002-0002	Adam James		Administrator	\$ -31.50	Paid
2024-07-11 09:51 AM	Order 00043-001-0001	Adam James		Administrator	\$ 31.50	Paid
2024-07-11 09:10 AM	Order 00042-008-0005			Administrator	\$ 14.17	Paid
2024-07-09 12:59 PM	Order 00042-005-0004	Alicia Oliver		Administrator	\$ 24.17	Paid
2024-07-09 09:16	Order 00042-001-	Aaron		Administrator	\$ 96.06	Paid

4

Select the number of items (or registrations) to refund.

NOTE*- One person can register for multiple people at checkout. In this case the customer registered and paid for two people. We will only refund one.

The screenshot shows a retail POS system interface. At the top, there are navigation options: Cash In/Out, Orders, Print Ticket, and Register: Shop. The user is logged in as Administrator. Below the navigation is a search bar for orders and a 'Paid' dropdown menu. The main area is divided into two sections. On the left is a list of orders with columns for Date, Receipt Number, Customer, Cardholder Name, Cashier, Total, and Status. The first order is highlighted in orange. On the right is a summary for the selected product, 'Fall Boot Camp (Registration for Fall Boot Camp)', showing a total of \$63.00 and 2.00 units. Below this is a numeric keypad for selecting the quantity to refund, with the number '1' circled in orange. There are also buttons for 'Invoice' and 'Print Receipt'.

Date	Receipt Number	Customer	Cardholder Name	Cashier	Total	Status
2024-07-11 09:54 AM	Order 00043-002-0003	Adam Carr		Administrator	\$ 63.00	Paid
2024-07-11 09:52 AM	Order 00043-002-0002	Adam James		Administrator	\$ -31.50	Paid
2024-07-11 09:51 AM	Order 00043-001-0001	Adam James		Administrator	\$ 31.50	Paid
2024-07-11 09:10 AM	Order 00042-008-0005			Administrator	\$ 14.17	Paid
2024-07-09 12:59 PM	Order 00042-005-0004	Alicia Oliver		Administrator	\$ 24.17	Paid
2024-07-09 09:16 AM	Order 00042-001-0002	Aaron Adams		Administrator	\$ 96.06	Paid
2024-07-08 02:44 PM	Order 00041-011-0010			Administrator	\$ 34.60	Paid
2024-07-08 02:44 PM	Order 00041-009-0009	Alan West		Administrator	\$ 13.64	Paid
2024-07-08 02:42 PM	Order 00041-010-0012	Adam Carr		Administrator	\$ 35.37	Paid
2024-07-08 02:29 PM	Order 00041-010-0011			Administrator	\$ 66.94	Paid
2024-07-08 12:07 PM	Order 00041-010-0010	Aaron Adams		Administrator	\$ 0.00	Paid
2024-07-08 12:05 PM	Order 00041-009-0008	Aaron Adams		Administrator	\$ 0.00	Paid
2024-07-08 12:04 PM	Order 00041-009-0007	Aaron Barber		Administrator	\$ 6.82	Paid
2024-07-08 12:04 PM	Order 00041-004-0005			Administrator	\$ 49.96	Paid
2024-07-03 04:02 PM	Order 00041-004-0004	Aaron Adams		Administrator	\$ 21.65	Paid
2024-06-28 04:01 PM	Order 00040-003-0003	Aaron Adams		Administrator	\$ 16.66	Paid
2024-06-28 03:58 PM	Order 00040-001-0001	Aaron Adams		Administrator	\$ 54.33	Paid
2024-06-26 04:31 PM	Order 00037-001-0003			Administrator	\$ 20.00	Paid

Summary for 'Fall Boot Camp (Registration for Fall Boot Camp)':
 Start Date: 09/06/2024 10:00 End Date: 09/07/2024 10:00
 2.00 Units at \$ 30.00 / Units
 Event Registrations: 2
Total: \$ 63.00
 Taxes: \$ 3.00

Invoice	Print Receipt		
Adam Carr	1	2	3 Qty
Refund	4	5	6 % Disc
	7	8	9 Price

5 Click "Select Cancel Registration Entry"

The screenshot shows the 'Register: Shop' interface. On the left, there is a table of orders with columns: Number, Customer, Cardholder Name, Cashier, Total, and Status. The first row is highlighted in orange. On the right, there is a panel for selecting products to refund. It shows 'Fall Boot Camp (Registration for Fall Boot Camp)' with a total of \$63.00. Below this, it says '2.00 Units at \$ 30.00 / Units', 'To Refund: 1.00', and 'Event Registrations: 2'. A button labeled 'Select Cancel Registration Entry' is circled in orange.

Number	Customer	Cardholder Name	Cashier	Total	Status
0043-002-	Adam Carr		Administrator	\$ 63.00	Paid
0043-002-	Adam James		Administrator	\$ -31.50	Paid
0043-001-	Adam James		Administrator	\$ 31.50	Paid
0042-008-			Administrator	\$ 14.17	Paid
0042-005-	Alicia Oliver		Administrator	\$ 24.17	Paid
0042-001-	Aaron Adams		Administrator	\$ 96.06	Paid
0041-011-			Administrator	\$ 34.60	Paid
0041-009-	Alan West		Administrator	\$ 13.64	Paid
0041-010-	Adam Carr		Administrator	\$ 35.37	Paid

Select the product(s) to refund and set the quantity

Fall Boot Camp (Registration for Fall Boot Camp) \$ 63.00
Start Date: 09/06/2024 10:00 End Date: 09/07/2024 10:00
2.00 Units at \$ 30.00 / Units
To Refund: 1.00
Event Registrations: 2

Select Cancel Registration Entry

Total: \$ 63.00
Taxes: \$ 3.00

6 Select the registration you need to cancel.

The screenshot shows the 'Register: Shop' interface with a modal window titled 'Event Registration Details'. The modal contains a table with columns: Name, Email, and Phone. There are two rows, each with a checkbox next to the name. The first row is circled in orange. The background shows a list of orders with columns: Date, Receipt Number, Customer, Cardholder Name, Cashier, Total, and Status. The first row is highlighted in orange.

« Back New Order Search Orders... Paid

Select the product(s) to refund and set the quantity

Fall Boot Camp (Registration for Fall Boot Camp) \$ 63.00
Start Date: 09/06/2024 10:00 End Date: 09/07/2024 10:00
2.00 Units at \$ 30.00 / Units
To Refund: 1.00
Event Registrations: 2

Event Registration Details

*Please tick checkbox to cancel particular registration entry.

Name	Email	Phone
<input type="checkbox"/> Val Kilmer	valeriepotter@hotmail.com	+16728983929
<input type="checkbox"/> Adam Carr	valeriepotter@hotmail.com	+16728983929

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Click "Update"

2024-07-11 09:51 AM Ord 000

2024-07-11 09:10 AM Ord 000

2024-07-09 12:59 PM Ord 000

2024-07-09 09:16 AM Ord 000

2024-07-08 02:44 PM Ord 001

2024-07-08 02:44 PM Ord 000

2024-07-08 02:42 PM Ord 001

2024-07-08 02:29 PM Ord 001

2024-07-08 12:07 PM Ord 001

2024-07-08 12:05 PM Ord 000

2024-07-08 12:04 PM Ord 000

2024-07-08 12:04 PM Ord 000

2024-07-03 04:02 PM Ord 000

2024-06-28 04:01 PM Ord 0003 Adams

2024-06-28 03:58 PM Order 00040-001-0001 Aaron Adams Administrator \$ 54.33 Paid

2024-06-26 04:31 PM Order 00037-001-0003 Administrator \$ 20.00 Paid

2024-06-26 04:21 PM Order 00037-001-0002 Administrator \$ 12.50 Paid

2024-06-25 00:00 Order 00000-0000 Administrator \$ 0.00 Paid

*Please tick checkbox to cancel particular registration entry.

Name	Email	Phone
<input checked="" type="checkbox"/> Val Kilmer	valeriepotter@hotmail.com	+16728983929
<input type="checkbox"/> Adam Carr	valeriepotter@hotmail.com	+16728983929

Update Discard Print Receipt

Adam Carr	1	2	3	Qty
Refund	4	5	6	% Disc
	7	8	9	Price
	+/-	0	.	⊗

8

Click "Refund"

strideretail
Cash In/Out
Orders
Print Ticket
Register: Shop
Administrator
Close

« Back
New OrderPaid ▼

Date	Receipt Number	Customer	Cardholder Name	Cashier	Total	Status
2024-07-11 09:54 AM	Order 00043-002-0003	Adam Carr		Administrator	\$ 63.00	Paid
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2024-07-08 12:04 PM	Order 00041-009-0007	Aaron Barber		Administrator	\$ 6.82	Paid
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2024-06-26 04:21 PM	Order 00037-001-0002			Administrator	\$ 12.50	Paid

Select the product(s) to refund and set the quantity

Fall Boot Camp (Registration for Fall Boot Camp) \$ 63.00
 Start Date: 09/06/2024 10:00 End Date: 09/07/2024 10:00
 2.00 Units at \$ 30.00 / Units
To Refund: 1.00
 Event Registrations: 2

Select Cancel Registration Entry

Total: \$ 63.00

Taxes: \$ 3.00

	Invoice	Print Receipt		
Adam Carr	1	2	3	Qty
> Refund	4	5	6	% Disc
	7	8	9	Price
	+/-	0	.	⊗

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At this point you could do an eWallet refund for in-store credit or you could add a gift card or other products to the cart.

We will refund to the original payment method.

Click "Payment"

- Send Order
- Discount
- Enter Code
- Reset Programs
- Reward
- eWallet Refund
- Sale Order
- Invoice
- Clear Order

Total Lines: 1		Total: \$ -31.50	
Total Quantity: -1		Taxes: \$ -1.50	
Adjusted Loyalty Points	Adjusted Loyalty Points		
-31.50	-1.00		
117.14	-1.00		

Adam Carr	1	2	3	Qty
Payment	4	5	6	% Disc
	7	8	9	Price
	+/-	0	.	⊗

Acadia Premium 80% Cotton 20%...
\$ 13.65

Acadia Premium 80% Cotton 20%...
\$ 167.83

Acadia Premium 80% Cotton 20%...
\$ 6.58

Acadia Premium 80% Cotton 20%...
\$ 111.24

Acadia Premium 80% Cotton 20%...
\$ 140.26

Acadia Premium 80% Cotton 20%...
\$ 12.81

Batting Heirloom Premium Bleached...
\$ 12.81

Batting Warm & Natural Cotton 90%...
\$ 12.81

Batting Warm & Natural Cotton...
\$ 12.81

Batting Warm & White Cotton Quilt...
\$ 12.81

Black Blinking Stars
\$ 12.81

Black Let's Go Camping
\$ 12.81

Black Pitch a Tent
\$ 12.81

Black Trailer Park
\$ 12.81

Blue Camping Life
\$ 12.81

Blue Sky
\$ 6.20

Blue Trailer Park
\$ 12.81

Christmas Peace 7pc Fat Quarter Bundle
\$ 18.70

Colorfast Computer Fabric Sheets Whit...
\$ 162.00

Colorfast Printer Sew-in Fabric Sheet...
\$ 17.99

Cream Life's A Journey
\$ 12.81

Cream Trailer Park
\$ 12.81

Creative Grids 30 Degree Triangle Qu...
\$ 35.49

Creative Grids 45 Degree Diamond...
\$ 38.99

Creative Grids 6in Flying Geese & 45 9...
\$ 37.99

Creative Grids Scrap Crazy Templates...
\$ 32.49

Discount
\$ 0.00

Dressmaker See-Thru Ruler 4in x 15in
\$ 12.99

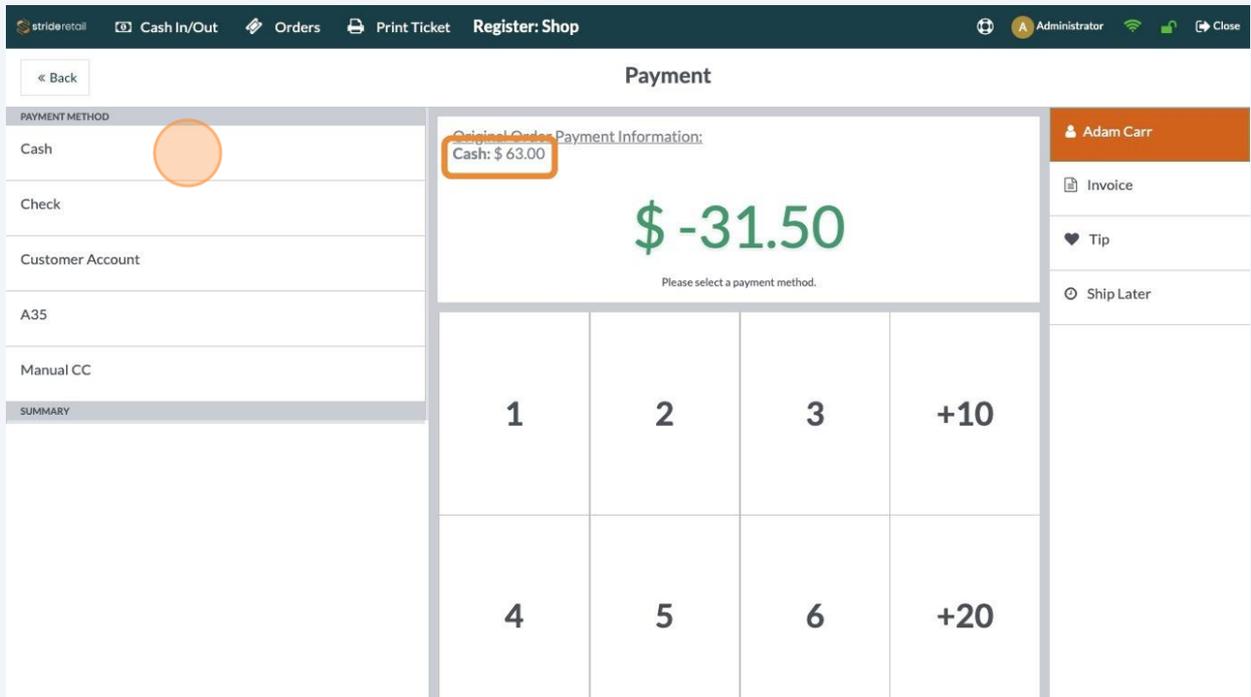
Driveway Days Big Kid Rides Blue
\$ 11.90

Driveway Days Bikes Gree
\$ 11.90

Creative Grids Scrap Crazy Templates...
\$ 7.95

10 Select the method of payment that the transaction originally used.

This transaction was paid for with cash so we will refund 31.5 in cash.



11

Click "Validate"

A35				Ship Later
Manual CC				
SUMMARY				
Cash	-31.50			
	1	2	3	+10
	4	5	6	+20
	7	8	9	+50
	+/-	0	.	
 Validate				

12

Click "New Order"

Event refund and cancellation have been completed and recorded.

strideretail Cash In/Out Orders Print Ticket Register: Shop Administrator Close

\$ -31.50

How would you like to receive your receipt?

Print Receipt Print Terminal Receipt

valeriepotter@hotmail.com



Hidden Treasures Quilt and Sew
admin@strideretail.com
Served by Administrator
Adam Carr

Fall Boot Camp
(Registration for Fall Boot Camp) Start
Date: 09/06/2024 10:00 End Date:
09/07/2024 10:00
-1 x \$ 30.00 -30.00

Subtotal \$ -30.00
Sales Tax -1.50

TOTAL \$ -31.50

Cash -31.50
CHANGE \$ 0.00

Total Lines: 1
Total Quantity: -1

Customer Adam Carr

Loyalty Cards

Points Lost : -31.50
Balance Loyalty Points : 117.14

Rotary Blade Buy 3 get Free blades

Points Lost : -1.00
Balance Loyalty Points : -1.00

New Order