

# POS Exchange

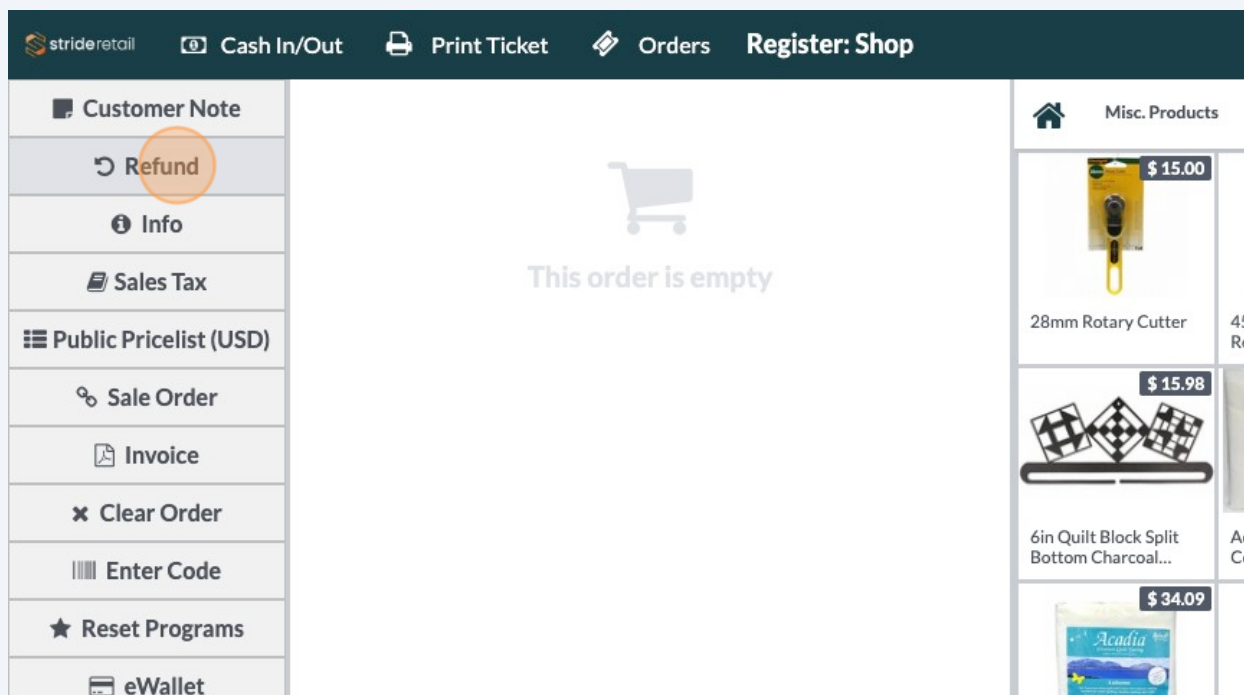
1

In Stride an exchange you can initiate an exchange by going to the refund screen if the customer has a receipt or you can find their order.

If there is no receipt and you are going to exchange the product you can simply add the product the customer is exchanging to the cart and change the quantity to "-". This will add the product to inventory. Then you can follow the steps outlined below and add product(s) to the cart and complete checkout.

2

Go to the Refund Screen in the POS



### 3 Select or search for the order.

<div> <div>strideretail</div> <div>Cash In/Out</div> <div>Print Ticket</div> <div>Orders</div> <div>Register: Shop</div> </div>						
<div> <div>« Back</div> <div>New Order</div> <div> <div>Q</div> <div>Search Orders...</div> </div> <div>Paid ▼</div> </div>						
Date	Receipt Number	Customer	Cardholder Name	Cashier	Total	Status
2024-07-30 02:00 PM	Order 00058-004-0019	Administrator		Administrator	\$ 10.62	Paid
2024-07-30 08:44 AM	Order 00058-006-0024	Hidden Treasures		Administrator	\$ 40.00	Invoiced
2024-07-30 08:40 AM	Order 00058-004-0018	Hidden Treasures		Administrator	\$ 25.00	Invoiced
2024-07-29 05:10 PM	Order 00058-003-0017			Administrator	\$ 0.00	Paid
2024-07-29 12:49 PM	Order 00058-003-0015	Adam Holt		Administrator	\$ 34.60	Invoiced

### 4 Select the item to exchange.

<div> <div>strideretail</div> <div>Cash In/Out</div> <div>Print Ticket</div> <div>Orders</div> <div>Register: Shop</div> </div>						
<div> <div>« Back</div> <div>New Order</div> <div> <div>Q</div> <div>Search Orders...</div> </div> <div>Paid ▼</div> </div>						
Date	Receipt Number	Customer	Cardholder Name	Cashier	Total	Status
2024-07-30 02:00 PM	Order 00058-004-0019	Administrator		Administrator	\$ 10.62	Paid
2024-07-30 08:44 AM	Order 00058-006-0024	Hidden Treasures		Administrator	\$ 40.00	Invoiced
2024-07-30 08:40 AM	Order 00058-004-0018	Hidden Treasures		Administrator	\$ 25.00	Invoiced
2024-07-29 05:10 PM	Order 00058-003-0017			Administrator	\$ 0.00	Paid
2024-07-29 12:49 PM	Order 00058-003-0015	Adam Holt		Administrator	\$ 34.60	Invoiced
2024-07-29 12:47 PM	Order 00058-003-0014			Administrator	\$ -31.50	Paid
2024-07-29 12:46 PM	Order 00058-003-0013			Administrator	\$ -31.50	Paid
2024-07-29 12:46 PM	Order 00058-003-0012			Administrator	\$ 123.90	Paid
2024-07-29 12:42 PM	Order 00058-003-0011	Aaron Barber		Administrator	\$ 106.99	Paid
2024-07-29 12:41 PM	Order 00058-003-0010	Aaron Barber		Administrator	\$ 25.17	Paid
2024-07-29	Order 00058-	Adam		Administrator	\$ 19.39	Paid

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

28mm Rotary Cutter

1.00 Units at \$ 11.25 / Units

\$ 11.81

10% on 28mm Rotary Cutter

1.00 Units at \$ -1.13 / Units

\$ -1.19

Total: \$ 10.62

Taxes: \$ 0.50

5

Enter the number of units to exchange.

[illegible]

## 6

Administrator	\$ 0.12	Paid
Administrator	\$ 10.37	Paid
Administrator	\$ 0.00	Paid
Administrator	\$ 0.00	Paid
Administrator	\$ 0.00	Paid
Administrator	\$ 193.87	Paid
Administrator	\$ 0.00	Paid
Administrator	\$ 0.00	Paid

Invoice

Administrator

Refund

1	2	3	Qty
4	5	6	% Disc
7	8	9	Price
+/-	0	.	✕

## 7

[illegible]

8

Notice the 28mm rotary cutter has qty -1 and the 60mm has qty of 1. This will add the 28mm back into inventory and remove the 60mm

Also notice that the balance is showing the difference in the price from the returned item to the newly purchased item.

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

Customer Note	28mm Rotary Cutter	\$ -11.25
Refund	60mm Soft Grip Rotary Cutter	\$ 24.71
Info	1.00 Units at \$ 24.71 / Units	
Sales Tax		
Employee (USD)		
Sale Order		
Invoice		
Clear Order		
Enter Code		
Reset Programs		
Reward		
eWallet		
Add Event		
Send Order		
Discount		
Create Repair		
Create Sale Order		

Total Lines: 2  
Total Quantity: 0

Adjusted Loyalty Points  
14.25

**Total: \$ 14.14**  
Taxes: \$ 0.68

Misc. Products Search Products...

28mm Rotary Cutter \$11.25	45mm Rotary Cutter Replacement Blades \$25.27	45mm Skip Rotary Cutting Blade \$4.87	60mm Soft Grip Rotary Cutter \$24.71
6in Quilt Block Split Bottom Charcoal Fabr... \$11.99	Acadia Premium 80% Cotton 20% Polyester... \$36.55	Acadia Premium 80% Cotton 20% Polyester... \$41.63	Acadia Premium 80% Cotton 20% Polyester... \$13.85
Acadia Premium 80% Cotton 20% Polyester... \$25.57	Acadia Premium 80% Cotton 20% Polyester... \$31.52	Acadia Premium 80% Cotton 20% Polyester... \$10.24	Batting Heirloom Premium Bleached... \$125.87
Batting Warm & Natural Cotton 90in x... \$4.94	Batting Warm & Natural Cotton Quilti... \$83.43	Batting Warm & White Cotton Quilt... \$105.20	Black Blinking Stars \$9.61
Black Let's Go Camping \$9.61	Black Trailer Park \$9.61	Blue Sky \$4.65	Blue Trailer Park \$9.61
Christmas Peace 7pc \$14.03	Colorfast Computer \$121.50	Colorfast Printer Sew... \$13.49	Cream Life's A Journey \$9.61



## 9 Click "Pay"

<b>Total Lines: 2</b> <b>Total Quantity: 0</b>		<b>Total: \$ 14.14</b> Taxes: \$ 0.68	
Adjusted Loyalty Points -11.25 <hr/> <b>91.84</b>			
Administrator	1	2	3
Payment	4	5	6
	7	8	9
	+/-	0	.
			Qty
			% Disc
			Price
			<X>

Black Let's Go Camping  
 Black  
**\$ 14.03**  
Christmas Peace 7pc Fat Quarter Bundle  
 Color Fabri  
**\$ 9.61**  
Cream Trailer Park  
**\$ 24.37**  
Creative Grids Screen  
 Disc

## 10 Choose a payment method.

strideretail
Cash In/Out
Print Ticket
Orders
Register: Shop

« Back
Payment

PAYMENT METHOD	Original Order Payment Information:
Cash	Cash: \$ 10.62
Check	<b>\$ 14.14</b> Please select a payment method.
Customer Account	
A35	
Manual CC	
SUMMARY	1 2 3

**11** Click "Validate" and continue to the next order.,

A35					<input type="radio"/> Ship Later
Manual CC					<b>PAYMENT TOKEN</b>
<b>SUMMARY</b>					Credit Card XX 4242
Cash 14.14 ✕	1	2	3	+10	
	4	5	6	+20	
	7	8	9	+50	
	+/-	0	.	✕	
<div>➤ Validate</div>					