

# POS Exchange

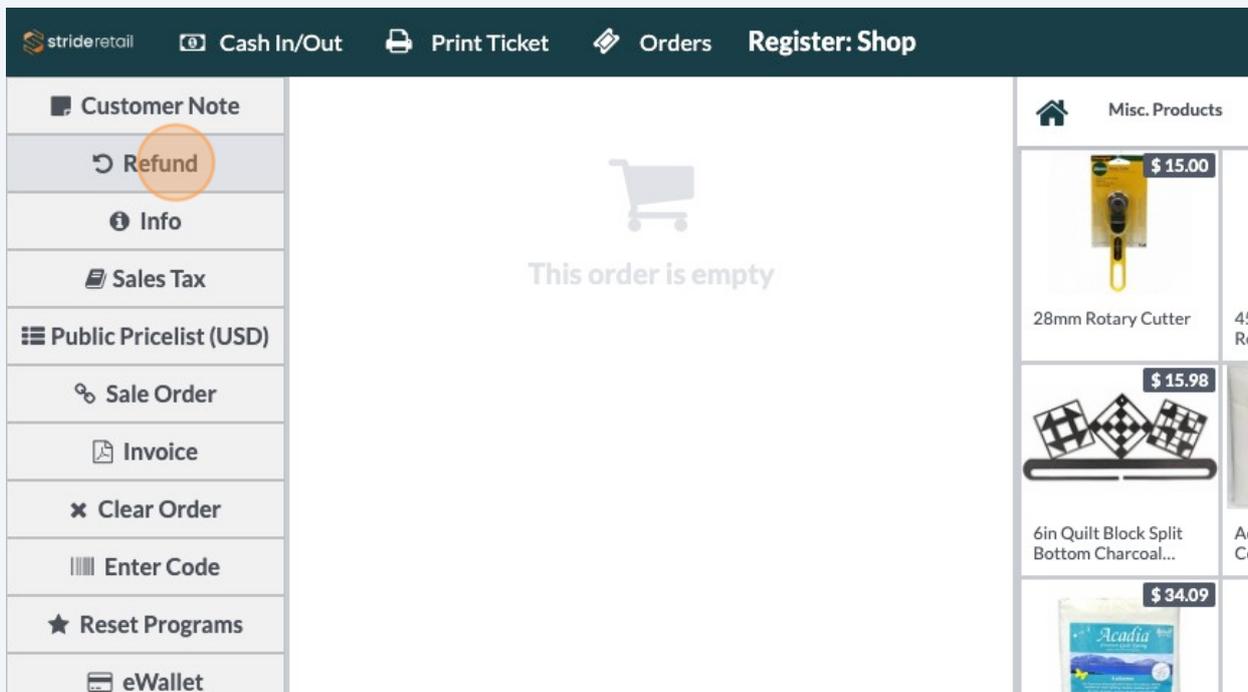
1

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.

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.

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	\$ 11.81
1.00 Units at \$ 11.25 / Units	
10% on 28mm Rotary Cutter	\$ -1.19
1.00 Units at \$ -1.13 / Units	
<b>Total: \$ 10.62</b>	
Taxes: \$ 0.50	

# 5 Enter the number of units to exchange.

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

« Back
New OrderPaid ▼

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 12:40 PM	Order 00058-003-0008	Adam Torres		Administrator	\$ 19.39	Paid
2024-07-29 12:37 PM	Order 00058-003-0007	Aaron Adams		Administrator	\$ 0.12	Paid
2024-07-29 12:36 PM	Order 00058-003-0006			Administrator	\$ 10.37	Paid
2024-07-29 12:34 PM	Order 00058-003-0005	Aaron Barber		Administrator	\$ 0.00	Paid
2024-07-29 12:33 PM	Order 00058-002-0003	Aaron Barber		Administrator	\$ 0.00	Paid
2024-07-29 12:28 PM	Order 00058-002-0005	Utah Boy		Administrator	\$ 0.00	Paid
2024-07-29 12:24 PM	Order 00058-002-0002	Aaron Barber		Administrator	\$ 193.87	Paid
2024-07-29 10:24 AM	Order 00055-001-0001			Administrator	\$ 0.00	Paid
2024-07-29 10:21 AM	Order 00054-001-0001			Administrator	\$ 0.00	Paid

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

28mm Rotary Cutter	\$ 11.81
1.00 Units at \$ 11.25 / Units	
10% on 28mm Rotary Cutter	\$ -1.19
1.00 Units at \$ -1.13 / Units	
<b>Total: \$ 10.62</b>	
Taxes: \$ 0.50	

Invoice	Print Receipt		
Administrator	1	2	3
Refund	4	5	6
	7	8	9
	+/-	0	.

	Qty
%	Disc
%	Price
⊗	⊗

## 6 Click "Refund"

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

## 7 Add the product to the cart the customer wants.

stride retail
Cash In/Out Orders **Register: Shop**
Administrator

Customer Note

Refund

Info

Sales Tax

Employee (USD)

Sale Order

Invoice

Clear Order

Enter Code

Reset Programs

★ Reward

eWallet Refund

Add Event

Send Order

Discount

Create Repair

Create Sale Order

28mm Rotary Cutter \$ -11.25

-1.00 Units at \$ 11.25 / Units

Misc. Products Search Products...

\$ 11.25	\$ 25.27	\$ 4.87	\$ 24.71
\$ 11.99	\$ 36.55	\$ 41.63	\$ 13.85
\$ 25.57	\$ 31.52	\$ 10.24	\$ 125.87
\$ 4.94	\$ 83.43	\$ 105.20	\$ 9.61
\$ 9.61	\$ 9.61	\$ 4.65	\$ 9.61

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.

The screenshot shows a retail POS system interface. On the left is a sidebar with various transaction options. The main area is split into two panes: a transaction summary on the left and a product grid on the right.

**Transaction Summary:**

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

**Product Grid (Misc. Products):**

Product Name	Price
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

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

Adjusted Loyalty Points: 14.25

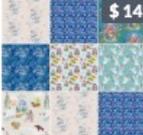
9 Click "Pay"

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

Black Let's Go Camping

Black

**\$ 14.03**



Christmas Peace 7pc Fat Quarter Bundle

Color Fabri

**\$ 9.61**



Cream Trailer Park

Creat Degri

**\$ 24.37**



Creative Grids Scrap

Discc

10 Choose a payment method.

strideretail
Cash In/Out
Print Ticket
Orders
Register: Shop

« Back

## Payment

**PAYMENT METHOD**

Cash

Check

Customer Account

A35

Manual CC

**SUMMARY**

Original Order Payment Information:  
Cash: \$ 10.62

**\$ 14.14**

Please select a payment method.

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	.	
 Validate				