I. How to issue a full refund on an item



• From the POS, click the 'Invoice Lookup' button



• Locate the invoice to be refunded and double click on it to bring the information up in the POS

					F	oin	t of Sa	ale: Si	imple	Cash R	egister				
File	Edit	Sales	Actions	Print	Administration	PL	J iHe	lp							
		1	New Sale				F2		Ċ	20	1 1 0				
		1	Finish Sale	with Re	ceipt		F6		Ą	30.	3.12	Main			•
		<u> </u>	Finish Sale	with No	Receipt		F7	1: 1	\$303.1	12 Tax	\$0.00				
			Quick Refu	nd		Ct	rl+D	TRR	: 0.00	0 TxC:		Pack	Refund		Post Office
- "	nV#:13		Void Sale					DIS		J INV#:	13392	Supplies			Misc
		1	No Sale			Ct	rl+N								
Des	cripti	1	View Paym	nt Histo	ory on Invoice	Ct	rl+H					Copies	Fax	Phone	Lamin-
SKU	•			<u>~</u> .		T	_		_					Galas	uting
UPS	Next	Day A	ir Saver				7		gl	a	del		Assort	Greeting	Intl Air
NOT	E		303.12		1 9 505.12		1			5		Supplies	Envel-	Gift	Shippin
Cap	Testi	ng					-	D I					opes	Items	<u>у</u>
UPS	Tube						4		5	6		M - 30	Packag	Pick	
Dec.	E Lared	Value	: 500				-					Rental	e An Item	Up/ Deliveru	Union
NOT	8			100040					-	-				o on rony	
NOT	Sarnga E	. 161	14030133	100340	.,		1		2	31		Chin	ottor	Chin	Made
Pac	tage I 7	D#: 0	110030				_			_	anten	Ship	Letter	Ship	Mara
Dim	ansion	a: 38	in. X 7i	n. X 8	in.		0		0		enter				
Sca.	E le Dis	play:	20 lb				U		U	J		Ship	One	Mail M	laster
NOT	8					- 1	_		_						
	exit		an cel sale	<u>\$\$</u> , hold	60 invoice lookup	п	b ^c d iemo	Cust looku	p cha pri	nge ce disc	% ~1X em change count tax	? quantity	receipt		Bipt

• Once the invoice information is displayed in the POS, click the 'Sales' tab, then 'Quick Refund'



• Click the 'Ok' button when this message appears

	Point of Sale: Simple Cash Register		
File Edit Sales Actions Print Administration	on PLU iHelp		
Shiprite Software 1312 Genesee St Utica, NY 13501	≜ \$303.12	Main	•
315-733-6191 Inv#:13392 04/20/2013 11:41:28	SubTotal: \$303.12 Tax: \$0.00 D#: 01 TxR: 0.000 TxC: Qty: 1 Disc: 0.0 Inv#: 13392 Clerk	Pack Supplies Refund	Post Office Misc
Cash, Check, Charge 	refund \$303.12	Copies Fax	Phone Lamin- Cards ating
UPC Name Day New Cover IDAYSVR 303.12 1 \$ 303.12 Note Cap Testing	789 del	Office Supplies Assort Envel- opes	Greeting Cards/ Gift Items
NOTE UFS Tube NOTE Declared Value: 500 NOTE	456-	Mailbox Rental	Pick Up/ Delivery
Tracking#: 121140381391009409 NOTE Package ID#: 0110030 NOTE	1 2 3	Ship Letter	Ship Multi
Dimensions: 38in. X 7in. X 8in. NOTE Scale Display: 20 lb NOTE		Ship One	Mail Master
exit cancel state	ce memo cust change item change discourt	?	at receipt
Cash, Check, Charge	ore merreo lookup price discourt change discourt tax	? Juantity	no receipt

- Select the item(s) you wish to refund from the onscreen receipt
- Click the 'Receipt' button

For Cash or Credit on Account Refund:



- Make sure that the information is correct. Check the amount to be refunded; be sure that the appropriate amount is entered into the corresponding cash or credit on account textbox
- Click the 'Save' button to go back to the POS, the cash drawer will pop open and a receipt will print out

For Debit or Credit Refund:



- Make sure that the information is correct. Check the amount to be refunded; be sure that the appropriate amount is entered into the corresponding debit or credit textbox
- Click the 'Save' button

Testing Account	Only	-	_		×
Refund	\$ 303.12	2		Ĩ	
Swipe of	Kay Card Namb	n Hane			
QZ 1	ABC 2	DEF 3		CLEAR	
GHI 4	JKL 5	MNO 6	CLOSE BATCH	ADMIN	
PRS 7	TUV 8	WXY 9	VOID	ENTER	
	0	-	REFUND	L≁	
101	Smart	Swiper	2.5	EXIT	
Rev 1/1/	2010 Average Size Alla Racintta Raci	erved			

- Smart Swiper will open up; swipe the credit card to apply the refund or manually type in the credit card number
- Enter the expiration date as four digits xxxx
- Enter the cv code on the back of the card
- Click the 'Enter' button to finish the refund and print out a receipt

II. How to issue a partial refund on an item



• From the POS, click the 'Invoice Lookup' button

8		Sales Hist	ory	×
Search By:				Ok Cancel
Invoice#	Date	Customer	Clerk	Amount TYPE 🔺
13392	04/20/2013	Cash, Check, Charge		\$ 303.12 Cash —
<u> </u>				•

• Locate the invoice to apply a partial refund and double click on it to bring the information up in the POS

Point of Sale: Simple Cash Register							
File Edit Sales Actions Print Administration PLU iHelp							
1312 Genesee St Utica, NY 13501 315-733-6191	Main						
Inv#:13392 04/20/2013 11:41:28 D#: 4000 TAC: Qey: 1 Dire: 0.0 Inv: 13392 Cash, Check, Charge Clex	Pack Office Misc						
Description SKU# Price QTY ExtP	Copies Fax Phone Lamin- Cards Lamin-						
UPS Next Day Air Saver IDAYSVX 303.12 1 \$ 303.12 DAYSVX G Cap Testing NOTE NOTE	Office Assort Supplies Assort Office Intervetors Inter						
UP5 Tube NOTE Declared Value: 500 NOTE Tracking#: 121140381391009409	Mailbox Rental Packag e An Item Pick Up/ Delivery Western Union						
NOTE Package ID#: 0110030 NOTE Dimensions: 38in. X 7in. X 8in.	Ship Letter Ship Multi						
Scale Dieplay: 20 lb NOTE Chargeable Weight: 20 lb	Ship One Mail Master						
exit cancel hold invoice memo cust change decourt cax quantity receipt							

- Take note of the 'SKU#' and 'Order ID #' on the invoice, these are important numbers for completing the partial refund perhaps write them down (**Note:** *The Order ID# will only show if the transaction was completed using debit or credit*)
- Click the 'Cancel Sale' button to clear the screen

Poi	nt of Sale	: Simpl	e Cash Re	egister				
File Edit Sales Actions Print Administration P Shiprite Software 1312 Genese St Utica, MY 13501 315-733-6191	LU iHelp SubTotal	.: \$0.0	\$ (0 Tax: 1	0.00	Main			Reat
Inv#:13416 04/19/2013 17:23 Cash, Check, Charge	D#: 01 1 Qty: 1 D Clerk	xR: 0. Disc: 0	000 TxC: .0 Inv#:	13416	Pack Supplies			Office Misc
Description SKU# Price QTY ExtP	-40.	00			Copies	Fax	Phone Cards	Lamin- ating
	7	8	9	del	Office Supplies	Assort Envel- opes	Greeting Cards/ Gift Items	Intl Air Shippin g
	4	5	6		Mailbox Bental	Packag e An Item	Pick Up/ Delivery	Western Union
	1	2	3	enter	Ship I	Letter	Ship	Multi
	0	C	0		Ship	One	Mail M	laster
exit cancel hold invoice	^o b ^c d memo loc) Jst ch okup p) nange price disc	% ~1X em change count tax	? quantity	receipt		

- Enter the amount of the refund in the SKU entry field as a negative value (**Note**: *Our example is refunding \$40, as seen in the above image*)
- Click the 'Change Price' function button

F	oint of Sale: Simple Cash Register							
File Edit Sales Actions Print Administration Shiprite Software 1312 Genesee St Utica, NY 13501 315-733-6191	PLU iHelp SubTotal: \$0.00 Tax: \$0.00 Pt: 01 Typ: 0.000 Tax: \$0.00	Main •						
Cash, Check, Charge	Qty: 1 Disc: 0.0 Inv#: 13416 Clerk	Supplies Office Misc						
Description SKU# Price QTY ExtP	ldaysvr	Copies Fax Phone Lamin- Cards ating						
	7 8 9 del	Office Assort Envel- Supplies Assort Envel- opes Cards? Shippin Git Items						
	4 5 6 -	Mailbox RentalPackag e An ItemPick Up/ Up/ DeliveryWestern Union						
	1 2 3 enter	Ship Letter Ship Multi						
		Ship One Mail Master						
exit cancel hold invoice memo cokup price cancel tax quantity receipt receipt								

• Enter the SKU# into the SKU entry field and hit the 'Enter' key on the keyboard

Point of Sale: Simple Cash Register				
File Edit Sales Actions Print Administration PLU iHelp	_			
Shiprite Software 1312 Genesee St Utica, NY 13501 315-733-6191 (\$40.00)	Main	•	•	-
Inv#:13416 04/19/2013 17:23 D#: 01 TxR: 0.000 TxC: Qty: 0.00 TxC: Qty: 1 Disc: 0.0 Inv#: 13416 Cash, Check, Charge Clerk Clerk	Pack Supplies			Post Office Misc
Description SKU# Price QTY ExtP	Copies	Fax	Phone Cards	Lamin- ating
1DAYSVR -40.00 1 -\$ 40.00 7 8 9 del	Office Supplies	Assort Envel- opes	Greeting Cards/ Gift Items	Intl Air Shippin g
456	Mailbox Rental	Packag e An Item	Pick Up/ Delivery	Western Union
1 2 3 enter	Ship	Letter	Ship	Multi
	Ship	One	Mail N	laster
exit cancel hold invoice nemo cust change discourt cancel tookup bookup bookup bookup bookup cust change discourt change tax	? quantity	receip		aipt

- The POS will now show that \$40.00 will be deducted
- Click the 'Receipt' button

For Cash or Credit on Account Partial Refund:

8	Refund Procedure		- 🗆 🗙
		Save 🔶	Cancel 😑
Refunds	Explanation for Retu	urn: (Required)	
Name & Address(Required):			
Shiprite Software 1312 Genesee St Utica, NY 13501			•
Phone Number(Required):	Amount to be Refunded:	\$ 40.00	
315-733-6191	Cash Refund:	\$ 40.00	
Invoice Number:	Debit Card Refund:	\$ 0.00	
	Charge Card Refund:	\$ 0.00	
Drawer ID	Credited On Account:	\$ 0.00	
01			

- Enter in the invoice number into the corresponding textbox
- Enter an explanation for the refund into the corresponding text area
- Ensure that the amount to be refunded is correct and entered into the appropriate 'cash' or 'credit on account' textbox
- Click the 'Save' button to return to the POS, open the cash drawer and print out a receipt

For Debit or Credit Partial Refund:

8	Refund Procedure		- 🗆 🗙
		Save 🔶	Cancel 😑
Refunds Name & Address(Required): Shiprite Software 1312 Geneses St	Explanation for Retu	rn: (Required)	^
Utica, NY 13501 Phone Number(Required): 315-733-6191	Amount to be Refunded:	\$ 40.00	T
Invoice Number:	Cash Refund: Debit Card Refund:	\$ 40.00	
	Charge Card Refund:	\$ 0.00	
Drawer ID 01	Credited On Account:	\$ 0.00	

- Enter in the invoice number into the corresponding textbox
- Enter an explanation for the refund into the corresponding text area
- Ensure that the amount to be refunded is correct and entered into the appropriate debit or credit textbox
- Click the 'Save' button

🕷 Testi	ing Account On	ly				×
	Refund	\$ 40.00				
	QZ 1 GHI 4 PRS 7	ABC 2 JKL 5 TUV 8 0 Smart	DEF 3 MNO 6 WXY 9 Swiper	CLOSE BATCH VOID REFUND	CLEAR ADMIN ENTER EXIT	
/(c) Copyria	Rev 1/1/20 pt 2009 Shiprise Software	10 , Ice All RIGHTS RES	ERVED			

- Smart Swiper will open up; enter the Order ID# into the SmartSwiper text area
- Click the 'Enter' button to finish the refund and print out a receipt