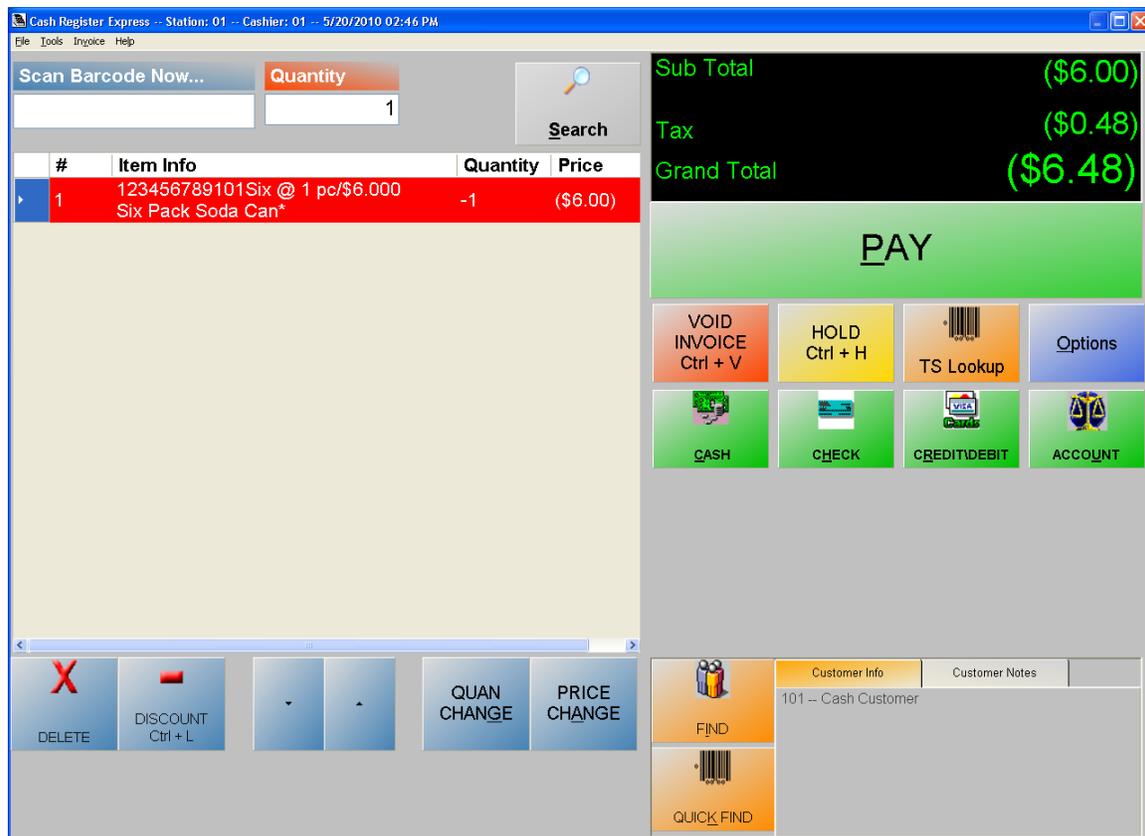


One Blue Hill Plaza, Second Floor, PO Box 1546
 Pearl River, NY 10965
 1-800-PC-AMERICA, 1-800-722-6374
 (Voice) 845-920-0800 (Fax) 845-920-0880

Refunds



Cash Register Express -- Station: 01 -- Cashier: 01 -- 5/20/2010 02:46 PM

File Tools Invoice Help

Scan Barcode Now... Quantity

#	Item Info	Quantity	Price
1	123456789101Six @ 1 pc/\$6.000 Six Pack Soda Can*	-1	(\$6.00)

Sub Total (\$6.00)
 Tax (\$0.48)
 Grand Total (\$6.48)

PAY

VOID INVOICE Ctrl + V HOLD Ctrl + H TS Lookup Options

CASH CHECK CREDIT/DEBIT ACCOUNT

DELETE DISCOUNT Ctrl + L QUAN CHANGE PRICE CHANGE

FIND QUICK FIND

Customer Info Customer Notes

101 - Cash Customer

Selecting the Return Media - All Payment Methods



1. Open **CRE/RPE**.
2. Select the **Manager** or **Options** button.
3. Enter the administrator password (default: admin) where applicable.
4. Select **Setup** then, **Setup Screen**.

5. Select the **Invoice Settings** tab.
6. Under **Return Media** select **All Payment Methods**.
7. Select **Update**.

8. Add some items to the invoice.
9. Select the item on the invoice if it has not already been selected.
10. Select **QUAN CHANGE**.

Enter quantity

-1

7	8	9
4	5	6
1	2	3
.	0	+/-

Clear Cancel

OK

11. When prompted for a new quantity, type **-1** and select **OK**.

Sub Total (\$6.00)
Tax (\$0.48)
Grand Total (\$6.48)

PAY

VOID INVOICE
HOLD Ctrl + H
TS Lookup
Options

CASH CHECK CREDIT/DEBIT ACCOUNT

Customer Info: 101 - Cash Customer

12. Select **PAY**.

Type Tender Amount & Select Tender Type

Amount Remaining (\$42.79)

Paid So Far

Type	Amount	Details

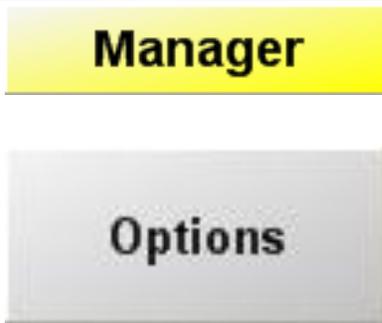
Cancel

\$ 1.00 \$ 5.00 \$ 10.00 \$ 20.00 \$ 50.00 (\$42.00)

13. When setup to **Return All Media** you will be able to pay the refund to any tender type.

14. Select the return media and follow all prompts.

Selecting the Return Media - Gift Card Only



1. Open **CRE/RPE**.
2. Select the **Manager** or **Options** button.
3. Enter the administrator password (default: admin) where applicable.
4. Select **Setup** then, **Setup Screen**.

Setup Screen

Account Control | Company Info | Couponing | Hardware | Internet Features | Inventory | Invoice Settings

Payment Processing | Quick Invoicing & Alerts | Quick-Add | Receipt | Reports

Restaurant Features | Station Specifics | System Access | Touch Screen

Page 1 | Page 2

Display Tax in Price Stock Prompt Enforce Item Properties

Use Mix N Match Earn Bonus Points for \$'s Exempt Tax from Foodstamp Purchases

Combine Lines Prompt Zip Code Log Returns

Prompt Cashier ID Last Price Lookup Prompt Customer

Prompt Salesperson Customer Price Lookup Prompt Reason

Prompt Amount Tendered Reason Codes

Return Media

All Payment Methods

Gift Card Only

Print Store Credit Slip

Commission Prompt

By Invoice

Split by item

Scale Barcode Parse Format

Original Method Custom format example: 2A.AAA.V.P.P.P.P.P.C

Custom Format Where: 2 = Variable Price Indicator, A = PLU Placeholder, V = Verification Digit, P = Price Placeholder, C = Check Digit

Regular Expression Regular expression that matches the above custom format: 2(1){?<PLU>{4}}{1}{?<PRICE>{5}}{1}

Valid Return Window: -1 days

Log Exceptions for:

Line Item Deletion

Line Item Discounts

No Sale

Scale Update Exit

5. Select the **Invoice Settings** tab.
6. Under **Return Media** select **Gift Card Only**.
7. Select **Update**.

Cash Register Express - Station: 01 - Cashier: 01 - 5/20/2010 07:43 PM

Scan Barcode Now... Quantity: 1 Search

#	Item Info	Quantity	Price
1	123456789101Six @ 1 pc/\$6.000 Six Pack Soda Can*	1	\$6.00

Sub Total: \$6.00
Tax: \$0.48
Grand Total: \$6.48

PAY

VOID INVOICE (Ctrl + V) HOLD (Ctrl + H) TS Lookup Options

CASH CHECK CREDIT/DEBIT ACCOUNT

DELETE DISCOUNT (Ctrl + L) **QUAN CHANGE** PRICE CHANGE FND 101 - Cash Customer QUICK FND

F1 - Help F2 - Inventory F3 - Clock In/Out F4 - Customers F5 - Price Check F6 - Cash Sale
F7 - Check Sale F8 - CC Sale F9 - On Account F10 - Cashier Fns F11 - Invoice Info F12 - Item Options

8. Add some items to the invoice.
9. Select the item on the invoice if it has not already been selected.
10. Select **QUAN CHANGE**.

Enter quantity

-1

7	8	9
4	5	6
1	2	3
.	0	+/-

Clear Cancel

OK

11. When prompted for a new quantity, type **-1** and select **OK**.

The screenshot shows the Cash Register Express interface. At the top, there's a 'Quantity' field with '1' entered. Below it is a table with columns '#', 'Item Info', 'Quantity', and 'Price'. The table contains one row: '1', '123456789101Six @ 1 pc/\$6.00 Six Pack Soda Can*', '-1', and '\$6.00'. To the right, a summary box shows 'Sub Total (\$6.00)', 'Tax (\$0.48)', and 'Grand Total (\$6.48)'. A large green 'PAY' button is prominent. Below it are buttons for 'VOID INVOICE', 'HOLD', 'TS Lookup', 'Options', 'CASH', 'CHECK', 'CREDIT/DEBIT', and 'ACCOUNT'. At the bottom, there are buttons for 'DELETE', 'DISCOUNT', 'QUAN CHANGE', 'PRICE CHANGE', 'FIND', and 'QUICK FIND'.

12. Select **PAY**.

Question Box

Refunds should be processed via gift card. Would you like to override this?

Yes No

13. You will then be prompted to override the Gift Card Refund.

- If you select **Yes** (provided that the permission **Override Refund** is setup) then it will act the same as **Return All Media**.
- If you select **No**, proceed to the next step.

Initialize Gift Card

Refunds must be put on a gift card. Please initialize the card now.

OK

14. Select **OK**.

Create Gift Card

Scan, swipe or type gift card ID

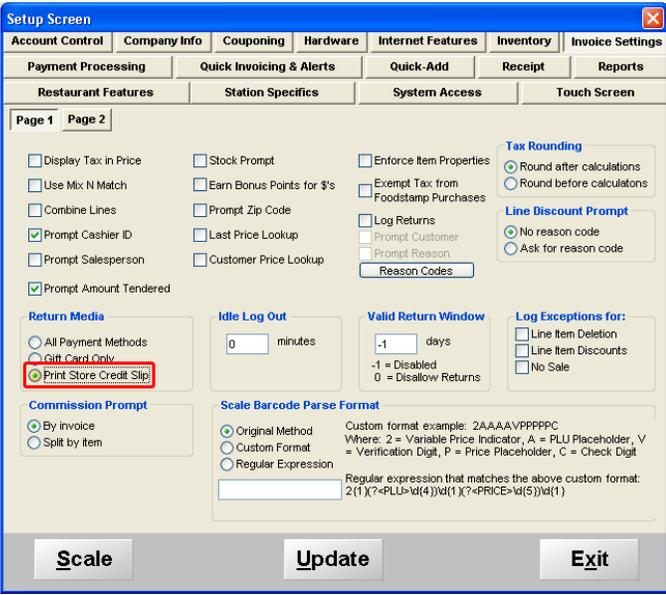
OK

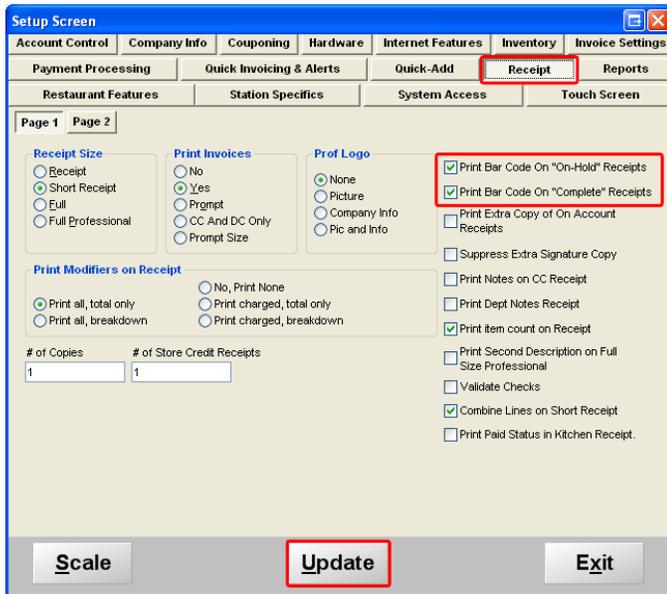
Keyboard

Cancel

15. Swipe the Gift Card through the MSR to add the balance to it.

Selecting the Return Media - Print Store Credit Slip

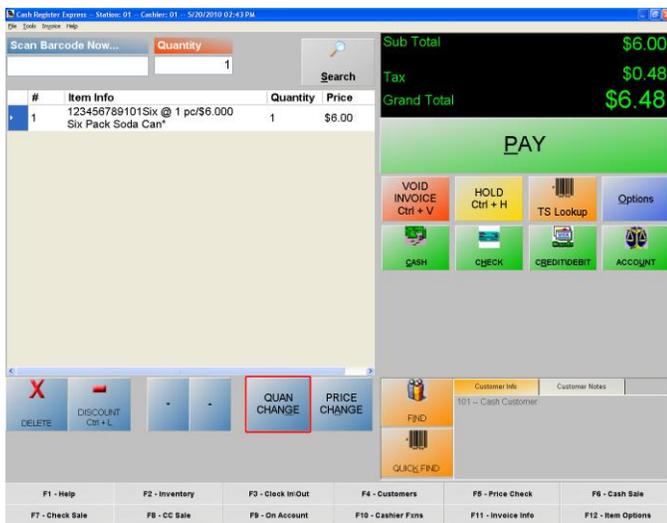
 	<ol style="list-style-type: none"> 1. Open CRE/RPE. 2. Select the Manager or Options button. 3. Enter the administrator password (default: admin) where applicable. 4. Select Setup then, Setup Screen.
	<ol style="list-style-type: none"> 5. Select the Invoice Settings tab. 6. Under Return Media select Print Store Credit Slip.



7. Select the **Receipt** tab.
8. Make sure that these two options are checked:
 - **Print Bar Code On “On-Hold” Receipts**
 - **Print Bar Code On “Complete” Receipts**
9. Select **Update**.

Note: To print a Bar Code on receipts your printer may have to be configured first. Please refer to your printers installation manual at:

<http://faq.pcamerica.com/hardware/printers>



10. Add some items to the invoice.
11. Select the item on the invoice if it has not already been selected.
12. Select **QUAN CHANGE**.

Enter quantity

-1

7	8	9
4	5	6
1	2	3
.	0	+/-

Clear Cancel

OK

13. When prompted for a new quantity, type **-1** and select **OK**.

Sub Total (\$6.00)
Tax (\$0.48)
Grand Total (\$6.48)

PAY

VOID INVOICE (Ctrl + V) HOLD (Ctrl + H) TS Lookup Options

CASH CHECK CREDIT/DEBIT ACCOUNT

DELETE DISCOUNT (Ctrl + L) QUAN CHANGE PRICE CHANGE FND QUICK FND

Customer Info: 101 - Cash Customer

14. Select **PAY**.

Question Box

Refunds should be processed via store credit. Would you like to override this?

Yes No

15. You will then be prompted to override the Store Credit Slip.
- If you select **Yes** (provided that the permission **Override Refund** is setup) then it will act the same as **Return All Media**.
 - If you select **No**, proceed to the next step.

Store Credit

Refunds will be issued via a store credit.

OK

16. Select **OK**.



17. The Receipt Printer will print two copies of the invoice.

18. The store copy will have an area where the customer must sign.

19. If setup correctly the barcode will print at the bottom of both receipts.



20. The Receipt Printer will then print the **Store Credit Slip**.

21. If setup correctly the barcode will print on the slip.

Note: The barcode will be in this format:

- **SC-1001-21**
SC = Store Credit
1001 = Store ID
21 = Invoice Number

Configuring employee permissions relating to returns

Refer to the document entitled “Employee Permissions (CRE)” on <http://faq.pcamerica.com>. See the **Returns, Issue Credit Slip, Override Refund, and Allow Old Returns** permissions, as they all relate to returning items.

Viewing reports on returns

Refer to the document entitled “Reporting” on <http://faq.pcamerica.com>. See the **Returns** and **Returns by Tender Type** reports.

Redeeming Store Credit

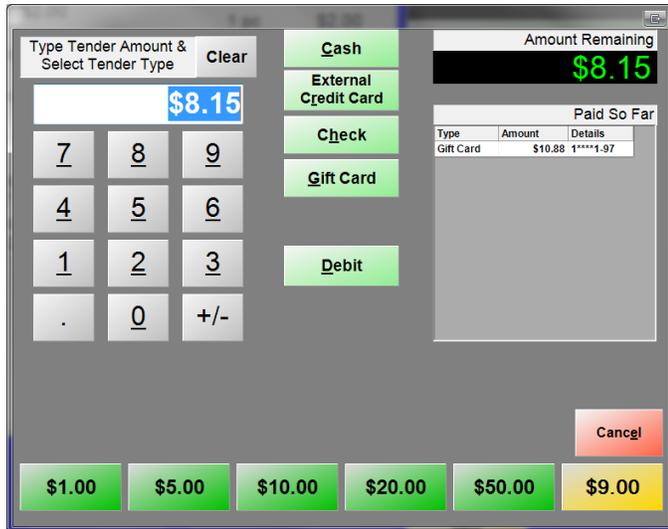
- [Redeeming Store Credit in Cash Register Express](#)
- [Redeeming Store Credit in Restaurant Pro Express](#)

Redeeming Store Credit in Cash Register Express



At the **Invoice Screen** add the items to be purchased then, scan the barcode that was printed on the store credit slip.

If no barcode exists then type in the information next to where it says **Store Credit:** on the store credit slip (i.e. SC-1001-21).



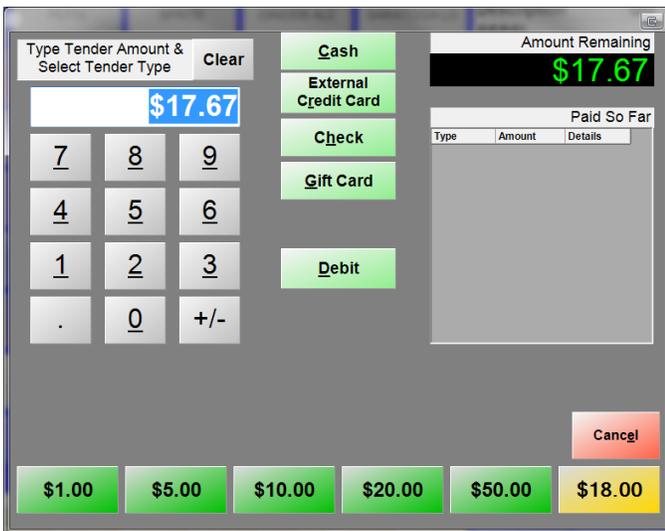
The store credit will automatically be taken off the balance.

Pay the remaining balance of the invoice to another tender type. The transaction is now complete.

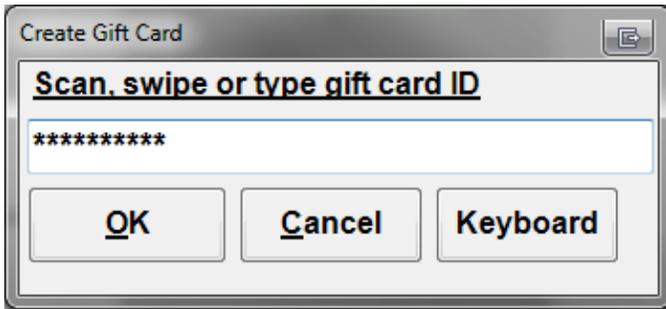
Redeeming Store Credit in Restaurant Pro Express



At the **Invoice Screen** add the items to be purchased then select **PAY**.

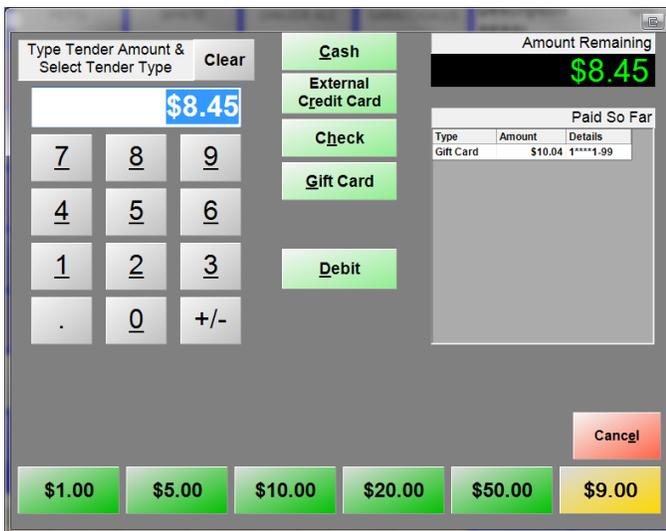


Select **Gift Card**.



Scan the barcode that was printed on the store credit slip.

If no barcode exists then type in the information next to where it says **Store Credit:** on the store credit slip (i.e. SC-1001-21) and select OK.



The store credit will automatically be taken off the balance.

Pay the remaining balance of the invoice to another tender type. The transaction is now complete.

Other Options

Setup Screen

Account Control Company Info Coupons Hardware Internet Features Inventory **Invoice Settings**

Payment Processing Quick Invoicing & Alerts Quick-Add Receipt Reports

Restaurant Features Station Specifics System Access Touch Screen

Page 1 Page 2

Display Tax in Price Stock Prompt Enforce Item Properties
 Use Mix: N Match Earn Bonus Points for \$'s Exempt Tax: from Foodstamp Purchases
 Combine Lines Prompt Zip Code Last Price Lookup Customer Price Lookup
 Prompt Cashier ID Prompt Salesperson Prompt Amount Tendered
 Prompt Customer Prompt Reason Reason Codes

Return Media
 All Payment Methods
 Gift Card Only
 Print Store Credit Slip

Valid Return Window
 -1 days
 -1 = Disabled
 0 = Disallow Returns

Log Returns
 Prompt Customer
 Prompt Reason
 Reason Codes

Tax Rounding
 Round after calculations
 Round before calculations

Line Discount Prompt
 No reason code
 Ask for reason code

Log Exceptions for:
 Line Item Deletion
 Line Item Discounts
 No Sale

At the **Invoice Settings** tab (where the **Return Media** is set) you can choose to **Log Returns**.

- You can choose to **Prompt Customer** - which will require that a customer be selected for any return.
- You can choose to **Prompt Reason** - which will require that a Reason Code be selected for any return. To setup reason codes please see below.

You can also set a **Valid Return Window**.

Setup Reason Codes

Reason Codes

Customer Returned

Reason Code Type
 Returns

At the **Invoice Settings** tab select the **Reason Codes** button.

Use the dropdown to select Returns for the **Reason Code Type**.

Select **Add** and then enter a new reason code.