

TECH-2X Page | 1 of 2

Category	Technical
Course	POS Config
Version	1.0
Client	Generic
Software	2.17.0.1

Hints and Tips

- ✓ There are two parts to retendering:
 - Retender the previous sale to the correct tender.
 - Refund the original, incorrectly tendered transaction.
- ✓ You can only re-populate a transaction at POS if the original transaction:
 - was the previous transaction finalised by the POS user
 - did not include a gift card purchase or tender
 - was not tendered to integrated EFT
 - was not a voided transaction or a refunded transaction.
- ✓ You must **Refund the original transaction** the SAME day, so that sales balance and reports are correct.
 - Your POS configuration (and store policy) determines if you prompt this to happen after retendering is completed (if you **combine retender/refund functions**), or give operators the choice to do it as a separate task immediately or at the end of the day (from any register.)

Configure Retender Previous Function

Use the POS Retender Previous Transaction function to re-populate a transaction with products and customer data from the previous finalised sales transaction; this is useful if you incorrectly finalised the previous transaction to the wrong tender (i.e. cash, when the customer wanted to pay by eftpos).

Procedure to Configure Retender Previous Transaction

1.	From the HOS/BOS System menu, select Location Setup .									
2.	If a HOS User, select the Location that you want to define. <i>*You'll be defining the configuration for all stores at and below the level that you select.*</i>									
3.	Double-click Configure . <i>*If a HOS user, click Yes to continue.*</i>									
4.	Click the Tender -> More Tender Options tab.									
5.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">To:</th> <th style="width: 50%;">then:</th> </tr> </thead> <tbody> <tr> <td>Combine the retender and refund function into one task at POS</td> <td>Select the Combine Retender / Refund Functions check box.</td> </tr> <tr> <td>Force the Operator to refund the original transaction once they've commenced the refund task</td> <td>Select the Supress NO option on Confirmation check box.</td> </tr> <tr> <td>Suppress the cash drawer open event when a retendered transaction is refunded <i>* There's no reason why the till needs to open, because no cash physically changed hands.*</i></td> <td>Select the Suppress Cash Drawer check box.</td> </tr> </tbody> </table>	To:	then:	Combine the retender and refund function into one task at POS	Select the Combine Retender / Refund Functions check box.	Force the Operator to refund the original transaction once they've commenced the refund task	Select the Supress NO option on Confirmation check box.	Suppress the cash drawer open event when a retendered transaction is refunded <i>* There's no reason why the till needs to open, because no cash physically changed hands.*</i>	Select the Suppress Cash Drawer check box.	
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TECH-2x Page | 2 of 2

Hints and Tips

- ✓ The change is sent to the POS when File Transfer next runs; if a HOS user, this occurs after HOS Export/Import next runs.

6.	Click the System -> Miscellaneous Menu tab.	
7.	Click the Page tab where you want to place the Retender button/s.	
8.	Use the navigation arrow to click and move the Retender Prev Transaction function into a menu slot.	
9.	If you opted at step 5 to keep the two processes as separate tasks (rather than combine into one task), use the navigation arrow to click and move the Refund Retendered Prev Transaction function into a menu slot.	
10.	If required, change the caption/s text. <i>*This is the label name which will show at POS.*</i>	
11.	Click Save .	
12.	Click Yes to confirm the save action.	
13.	Click Close .	
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