

TECH-2x Page 1 of 2

Category Technical
Course POS Config
Version 1.0
Client Generic
Software 2.17.0.1

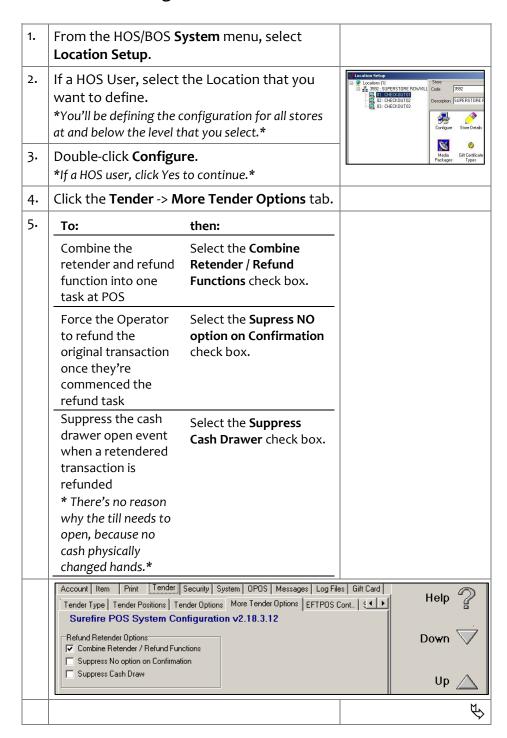
Hints and Tips

- 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 repopulate 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





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.

