

Returns & Exchanges With a Receipt



GREET THE GUEST :

As a guest enters with a return

- Greet the guest and see how you can help the guest find another item.

... **ASK** "What brings you in for a return today?"



Check the date on the receipt to verify the purchase date is eligible for a return and meets the return policy.

If the purchase was **more than 120 days ago**, kindly explain that the return is outside our return policy window, but they are welcome to complete an exchange.

OFFER SOLUTIONS:

Guest Reason for return: Wrong Size

... **ASK** "Would you like me to check our inventory for a different size?"

Guest Reason: Other Reason

... **ASK** "Would you like to wait to complete the transaction until you have shopped around. I can also help you find another item."

if the guest says **No** proceed to Return

if the guest says **yes**

- **Tap** into the search page and scan the item.
 - On the item information screen, you can change size and see stock availability at nearby stores.

if the guest says **yes**

- Use Sitoo's search features to **search** by key words.
- **Flip** the screen to the customer and if an item they like has a picture, **click** on the picture to zoom in and you can check stock at nearby stores.

RETURN W/ RECEIPT:

Determine if the receipt is a Sitoo POS receipt, a receipt from a prior POS system, or an online order.



If the original payment was a gift card or if the guest has a gift receipt:

- **With-receipt GIFT returns** can be refunded to a **new** gift card.

- **Scan the Receipt** and check that no spaces populate before or after the receipt number.
- **Eligible items** for return will populate (prior partial return items will be excluded).
- **Tap** checkboxes next to the items the guest is returning and adjust the quantity, if needed.
- **Tap Select Code** to choose the return reason code.
 - If this step is skipped you can go back and add it by clicking the item(s) in the cart.
- **Tap Add to Cart** and verify the cart is correct.

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CUSTOMER IS EXCHANGING:

In an exchange, the Guest will either owe money, receive money back, or have an even exchange.

Return items will appear in the cart, **scan the new items** into the cart as normal.

Pay

If the guest OWES money The total will display **Pay if the guest owes money**

- If the guest owes \$ **complete** the transaction as normal.

Refund

If the guest is OWED money The total will display **Refund if the guest is owed money**

IF A REFUND IS DUE, ADD THE CUSTOMER PROFILE:

If there was a customer profile on the sale, it will carry over automatically.

If there was **NOT** a customer profile on the sale transaction, add the customer profile:

Add Customer



- **Select** Add Customer in the cart.
- **Ask** the guest "What's a good email for your return?"


When adding the email, if a **record is not found**, create a new customer.



- **Accepts Email** is defaulted to **GREEN** since they provided their email.
 - Leave this as is, unless the guest volunteers that they want to be opted out of marketing.

Customer profiles are required for refunds.

Here are some options if they decline to give their email:

- If the guest declines, say "Company policy requires customer records for refunds to prevent fraud. Can we add your email, but Opt you out of Marketing?"
 - If so, toggle *Accepts Email* on their profile so that it is **NOT GREEN**. 
- If the guest still refuses, say "Ok, no problem, we'll just need you to manually add a contact method to the return slip so we can keep a physical record."
- **Tap** Close.



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DUAL AUTHORIZATION will be required:

Cashier Enters their PIN **first**.

Secondary team member

- ✓ Verify there is a customer present.
- ✓ Verify the date of the receipt is within 120 days.
- ✓ Enters their PIN.

A dual authorization is needed to complete this transaction.

ENTER PIN

Cashier Pin

OTHER STAFF PIN

Other Staff Pin



DO NOT share PINs, this is *strictly prohibited*.

- The **original form** of payment will automatically populate as the refund method.
- **Tap Use**, then **tap Commit**.
 - If Card, this will go to the original card used.
 - If Cash, count the cash that the POS shows is owed and hand to the guest.
- Return receipts will always **PRINT**, but you should be able to send an email receipt as well.
- Give the customer their **original receipt** back and the **return receipt**, you will not need to make a copy of the original return receipt.
- Have the **guest sign** the return slip
- If they **did not** add a customer profile then write in their name & phone number.

RALLY HOUSE LOCAL STUFF	
Rally House Stores, Inc. store address	
*** REFUND ***	
*** STORE COPY ***	
Receipt: #####	
Staff: Rally Jeff	
Date: 01/01/2023	

Item	Amount
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###-#####	\$5.00

<u>Rally Jeff</u>	
Signature	

Name	

Phone	

Identification	



File the return slip in the EODR burrito.