

# Returns Without Receipt



## GREET THE GUEST & SEARCH SITOO FOR A RECEIPT:

### As a guest enters with a return

- Greet the guest and see how you can help.
- **ASK** "Is there another way to find the receipt, such as an emailed receipt or if they added their customer profile to the transaction?"
- **Search** their customer profile for the transaction:
  - **Tap** "Add Customer" > **Enter** their email > **Tap** Previous Transactions on their profile.



If you cannot find the original receipt, and the items **have tags**, are **unworn**, and **unwashed** then let the customer know they can **exchange** the items.

## OFFER SOLUTIONS:

### Help the Guest find items for an Exchange

Use Sitoo's search features to **search** by key words.

- Let the customer know they can shop around and **exchange** for other items; or you can check stock for different sizes or help them find an item if they have something in mind.
- **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 sizes and stock.



## NO RECEIPT EXCHANGE:

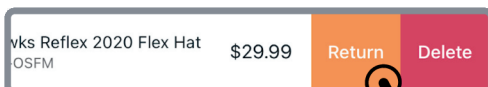
### If the guest proceeds with the exchange, follow this process in Sitoo:

- **Scan** the price tag of the item the guest wants to exchange.



If the items **won't scan** and are not on your sales floor, **do not accept an exchange** as these are likely not current season.

- On the items, **swipe left** and **tap Return**.



- **Tap** to select the items & **choose** the reason code.
- **Scan** the items that the guest is exchanging for.



If there is an **amount due** from the customer, complete the sale.

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## IN-STORE VOUCHER:

### Refund

If a **refund is due**, the balance can be issued as **In-Store Credit to a paper voucher** that the guest will need to hold onto.

- If they don't want an In-Store voucher, the guest can hold onto the item and exchange it at a time when they find an item to exchange it for.



- In-Store Credit **cannot** be used to purchase a gift card.
- An In-Store voucher is **IN STORE only** and cannot be redeemed online.

- The receipt will show **"Exchange - No Refund"** as the payment method.



If the guest comes back for a second return of the exchanged item, they can choose another item to exchange or In-Store credit.

- If they choose In-Store credit, select "Show All" for refund options.

## RETURN RECEIPTS:

- 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.

## Guest Steps

- Have the **guest sign** the return slip
- Guests will need to provide a valid government-issued **photo ID** when returning an item(s) without a receipt.
- The team member needs to **write in:**
  - Name
  - Phone number

**Validate ID**  
**Do NOT write in the ID number**

|   |        |
|---|--------|
| <b>RALLY HOUSE</b><br>LOCAL STUFF         |        |
| Rally House Stores, Inc.<br>store address |        |
| ***EXCHANGE - NO REFUND***                |        |
| *** STORE COPY ***                        |        |
| Receipt: #####                            |        |
| Staff: Rally Jeff                         |        |
| Date: 01/01/2023                          |        |
| Item                                      | Amount |
| -----                                     | -----  |
| ###-#####                                 | \$5.00 |
| -----                                     | -----  |
| <i>Rally Jeff</i>                         |        |
| Signature                                 | _____  |
| Name                                      | _____  |
| Phone                                     | _____  |
| Identification                            | _____  |



**File** the return slip in the EODR burrito.