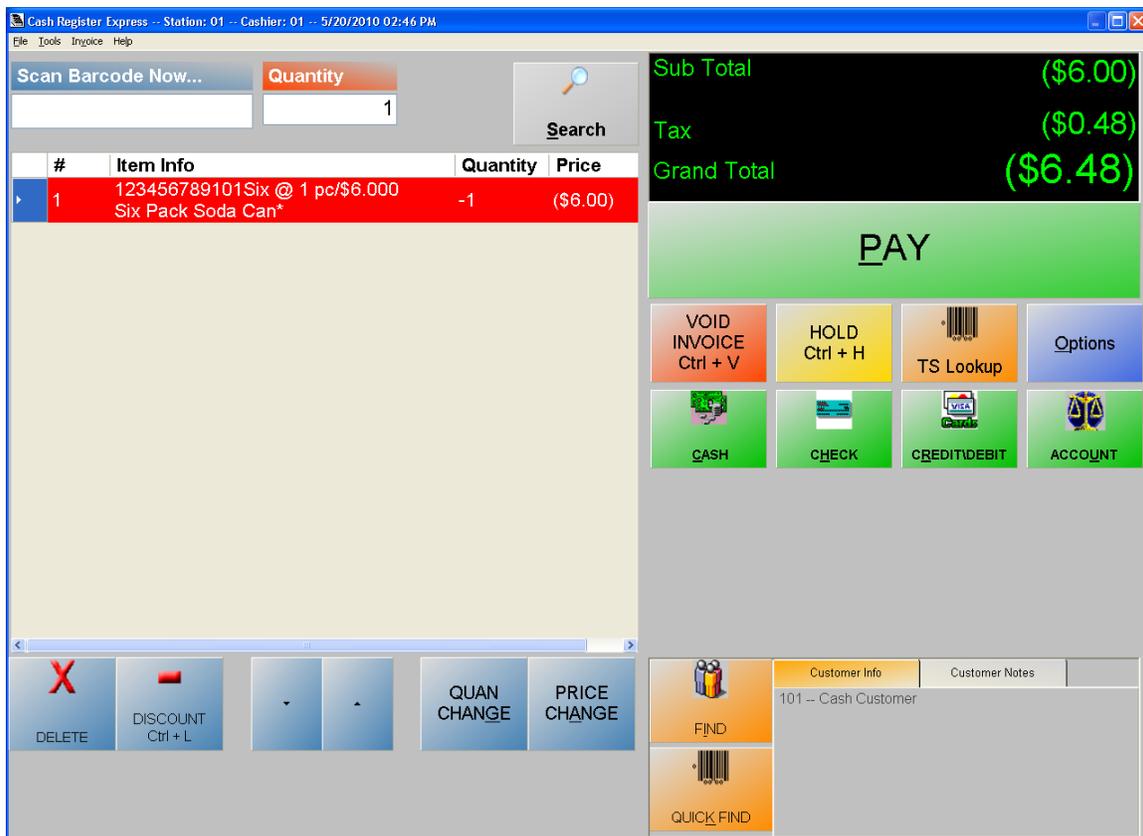


One Blue Hill Plaza, 16th Floor, PO Box 1546  
 Pearl River, NY 10965  
 1-800-PC-AMERICA, 1-800-722-6374  
 (Voice) 845-920-0800 (Fax) 845-920-0880

# 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: 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**.

**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

**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
- Regular Expression

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

Buttons: **Scale** | **Update** | **Exit**

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

Cash Register Express - Status: 01 - Cashier: 01 - 5/20/2010 02:43 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

Buttons: **QUAN CHANGE** | **PRICE CHANGE** | **FIND** | **QUICK FIND**

Customer tab: 101 - Cash Customer | Customer Notes

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**.

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

Scan Barcode Now... Quantity 1

#	Item Info	Quantity	Price
1	123456789101Six @ 1 per/\$6.00 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: 101 - Cash Customer

12. Select **PAY**.

Type Tender Amount & Select Tender Type Clear

(\$42.79)

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

Cash  
Credit Card  
Check  
Gift Card  
On Account  
Debit

Amount Remaining (\$42.79)

Paid So Far

Type	Amount	Details

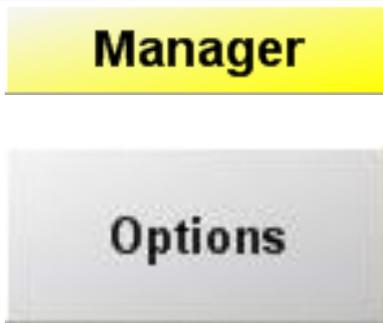
Cancel

\$ 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

**Idle Log Out**

0 minutes

**Valid Return Window**

-1 days

-1 = Disabled  
0 = Disallow Returns

**Log Exceptions for:**

Line Item Deletion

Line Item Discounts

No Sale

**Scale Barcode Parse Format**

Original Method    Custom format example: 2AAAAYPPPPPC

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}

Scale    Update    Exit

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

Cash Register Express - Status: 01 - Cashier: 01 - 5/20/2010 02:43 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    FIND    QUICK FIND

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**.

#	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: 101 - Cash Customer

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**

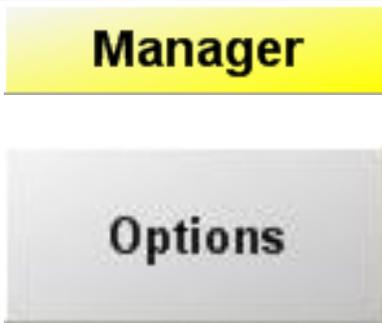
**OK**

**Keyboard**

**Cancel**

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

## Selecting the Return Media - Print Store Credit Slip



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 | 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    **Tax Rounding**  
 Use Mix N Match     Earn Bonus Points for \$'s     Exempt Tax from Foodstamp Purchases     Round after calculations  
 Combine Lines     Prompt Zip Code     Log Returns     Round before calculations  
 Prompt Cashier ID     Last Price Lookup     Prompt Customer    **Line Discount Prompt**  
 Prompt Salesperson     Customer Price Lookup     Prompt Reason     No reason code  
 Prompt Amount Tendered    Reason Codes     Ask for reason code

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

**Commission Prompt**  
 By Invoice  
 Split by item

**Idle Log Out**  
 minutes

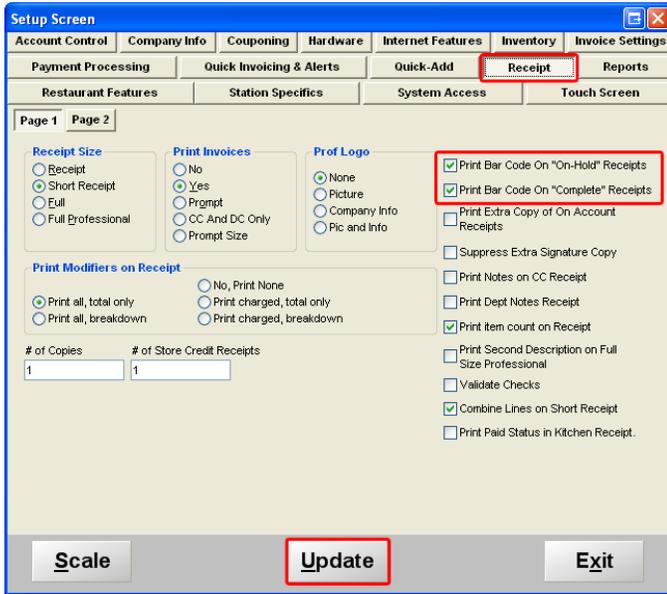
**Valid Return Window**  
 days  
 -1 = Disabled  
 0 = Disallow Returns

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

**Scale Barcode Parse Format**  
 Original Method    Custom format example: 2AAAAYPPPPPC  
 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:

Scale    Update    Exit

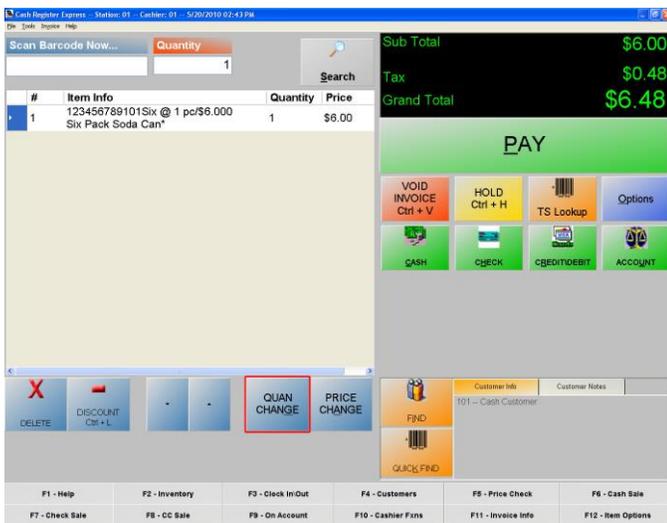
5. Select the **Invoice Settings** tab.
6. Under **Return Media** select **Print Store Credit Slip**.



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**.

The screenshot shows the 'PAY' screen in the Cash Register Express software. The top right corner displays the following totals: Sub Total (\$6.00), Tax (\$0.48), and Grand Total (\$6.48). The main area contains a grid of payment options: VOID INVOICE (Ctrl + V), HOLD (Ctrl + H), TS Lookup, Options, CASH, CHECK, CREDIT/DEBIT, and ACCOUNT. At the bottom, there are buttons for DISCOUNT (Ctrl + L), QUAN CHANGE, PRICE CHANGE, FFD, and QUICK FND. The customer information at the bottom right shows '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**.

Turquoise Steak and Grille  
www.pcAmerica.com  
1-800-722-6374

INVOICE# 21  
Closed to Cash Purchase

DATE\TIME: 5/20/2010 4:23:45 PM  
CASHIER: 100101  
STATION: 01

Item Count: 1

-1 BEEF CARPACCIO	(\$10.00)
1 STORE CREDIT	\$10.00
Subtotal	\$0.00
<b>GRAND TOTAL</b>	<b>\$0.00</b>

Gift Card/Store Credit Details:  
Transaction Description: Gift Activate  
Card #: \*\*\*1-21  
Transaction Amount: \$10.00  
Balance Added to the card: \$10.00  
Remaining Card Balance \$10.00

Name: \_\_\_\_\_  
Phone #: \_\_\_\_\_  
Signature: \_\_\_\_\_



Invoice: I1001-21

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

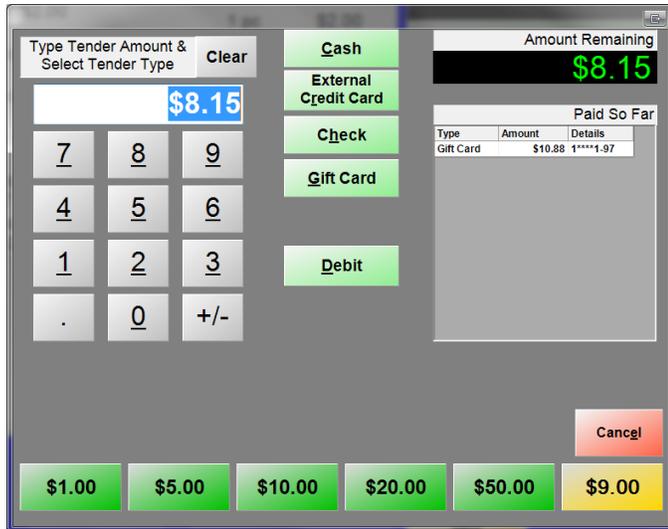
- [Redeeming Store Credit in Cash Register Express](#)
- [Redeeming Store Credit in Restaurant Pro Express](#)

## 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

The screenshot shows the Restaurant Pro Express POS interface. The top bar includes 'pcAmerica', 'Turquoise Steak and Grille', and navigation buttons for 'Manager', 'Help', and 'Exit'. Below this is a 'Select a Department' menu with categories like APPETIZERS, ENTREES, SIDES, DESSERT, BEVERAGES, and BAR MENU. A central window displays an invoice with the following items:

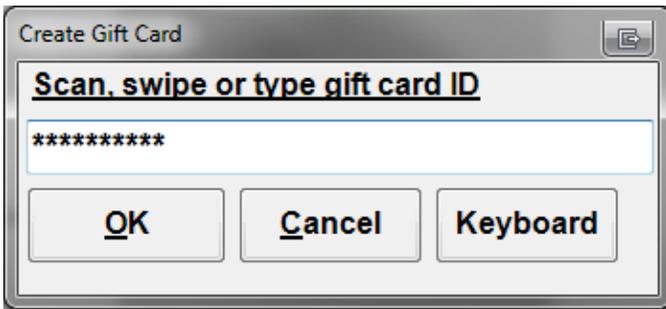
Description	Qty	Price
PEPSI	1	\$2.00
SPRITE	1	\$2.00
GINGER ALE	1	\$2.00
CAPPUCINO	1	\$3.75
SARATOGA SM	1	\$3.25
SARATOGA SM	1	\$3.25

At the bottom right of the invoice, it shows 'Tax \$1.42' and 'Grand Total \$17.67'. Below the invoice is a 'Cash Customer' button and a 'PAY' button.

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

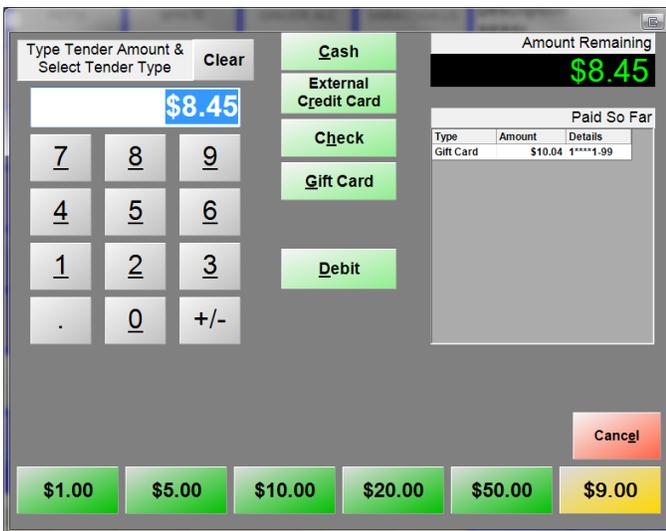
The screenshot shows the payment screen in Restaurant Pro Express. The top left has a field for 'Type Tender Amount & Select Tender Type' with a 'Clear' button and a numeric keypad. The amount '\$17.67' is entered. To the right, there are buttons for 'Cash', 'External Credit Card', 'Check', 'Gift Card', and 'Debit'. The 'Amount Remaining' is displayed as '\$17.67'. Below the keypad are buttons for '\$1.00', '\$5.00', '\$10.00', '\$20.00', '\$50.00', and '\$18.00'. A 'Cancel' button is at the bottom right.

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

The screenshot shows the 'Setup Screen' with the 'Invoice Settings' tab selected. The 'Return Media' section is highlighted with a red box, containing options for 'All Payment Methods', 'Gift Card Only', and 'Print Store Credit Slip'. The 'Log Returns' section is also highlighted with a red box, containing options for 'Log Returns', 'Prompt Customer', 'Prompt Reason', and 'Reason Codes'. The 'Valid Return Window' section is highlighted with a red box, containing a dropdown for days set to '-1' and radio buttons for '-1 = Disabled' and '0 = Disallow Returns'.

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**.

The screenshot shows the 'Setup Reason Codes' dialog box. The 'Reason Codes' section is titled 'Customer Returned'. The 'Reason Code Type' dropdown is set to 'Returns'. The 'Add', 'Delete', and 'Exit' buttons are visible on the right side.

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.