

SCRIPT FOR PROCESSING A RETURN

1. Click POS tab
2. Click the second row RECEIPTS tab
3. If the person returning the item has brought the original Receipt
 - a. Find the Receipt number in the upper left of that document
 - b. Enter that number in the SPECIFIC Receipt box
 - c. Press FILTER
 - d. The Receipt displays
 - e. Go to step 5
4. If the person returning the item has NOT brought the original Receipt
 - a. Estimate the approximate original loan date (perhaps 6 weeks ago)
 - b. Press the THIS MONTH or LAST MONTH buttons to list RECEIPTS for the appropriate month (perhaps six weeks ago) or
 - i. Choose an earlier month in the MONTH: SELECT box
 - ii. Press FILTER to display that month
 - c. When in a given month, press the column heading NAME to sort the list by resident ame
 - d. Press a Receipt number for the proper resident (not the Name)
 - e. That Receipt displays
 - f. Review that receipt to confirm it is for the item(s) being returned
 - g. If it is the proper Receipt, go to step 5
 - h. If it is NOT the proper Receipt
 - i. Press the browser BACK button (usually "←")
 - ii. Go to step 4d for another Receipt for that resident (if any), or
 - iii. Go to step 4b to select a different month
5. The proper Receipt should now be displayed from the previous steps
6. For each item to be returned
 - a. Click the yellow drop-down box under RETURNED
 - b. Click the quantity shown (always 1)
 - c. Click RETURN ITEM
 - d. Negative 1 (in parentheses and in red) will show under RETURNED
7. Repeat steps 6a through 6d for any other items to be returned. At this time. *It is OK to return items at different times. The Receipt will stay open*
8. If the person returning item(s) wishes to have a printed Receipt
 - a. Press PRINT LARGE RECEIPT
 - b. Press PRINT AND CLOSE
 - c. Select the alternate printer – NOT the RICOH printer
 - d. Provide the printed Receipt
9. If the person returning item(s) wishes to have an email copy to be sent to the resident
 - a. Press PRINT LARGE RECEIPT
 - b. Press EMAIL RECEIPT to...
 - c. An email confirmation will display
 - d. Press CLOSE
10. Press the main POS tab to exit processing this Receipt