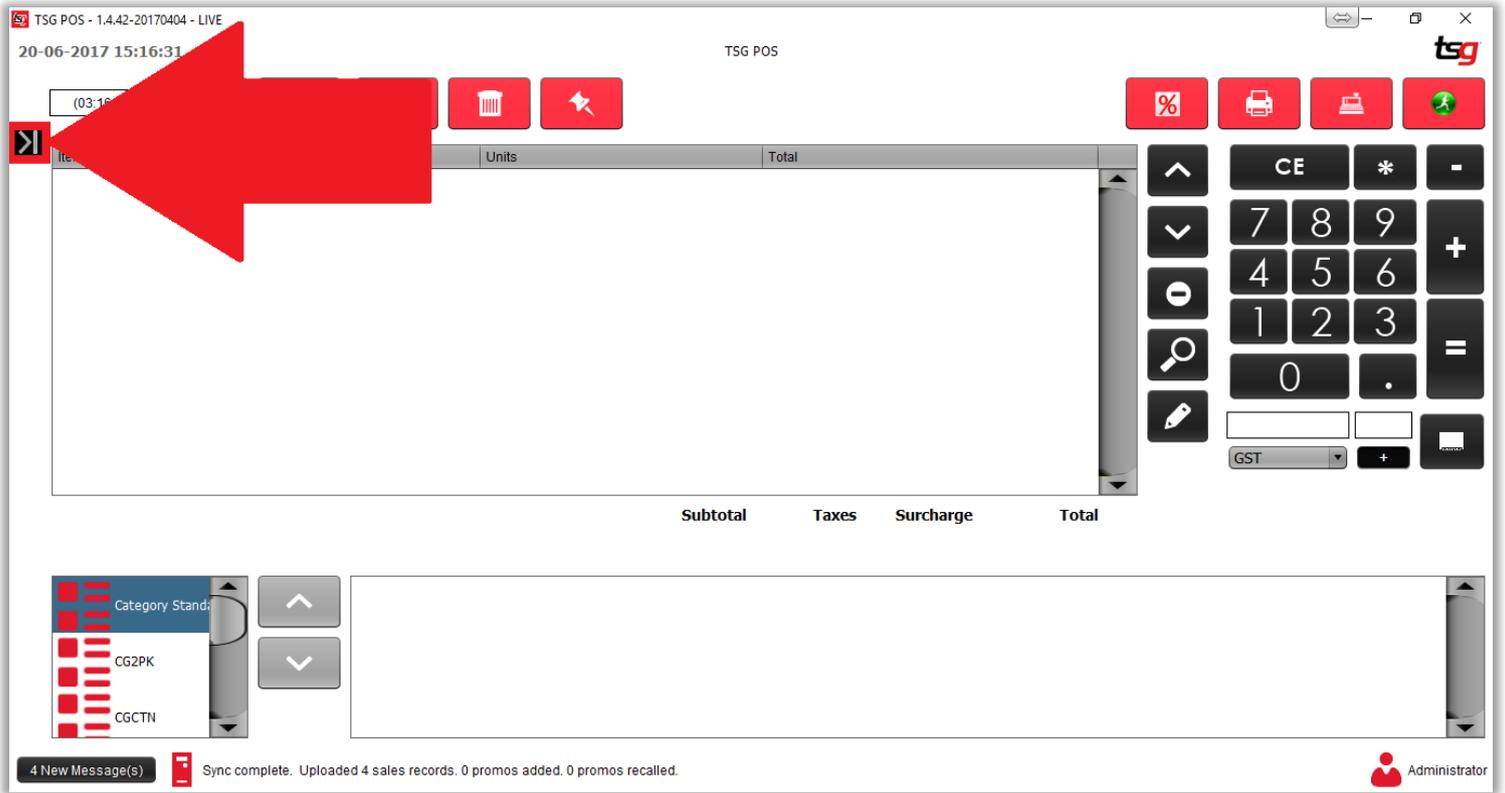




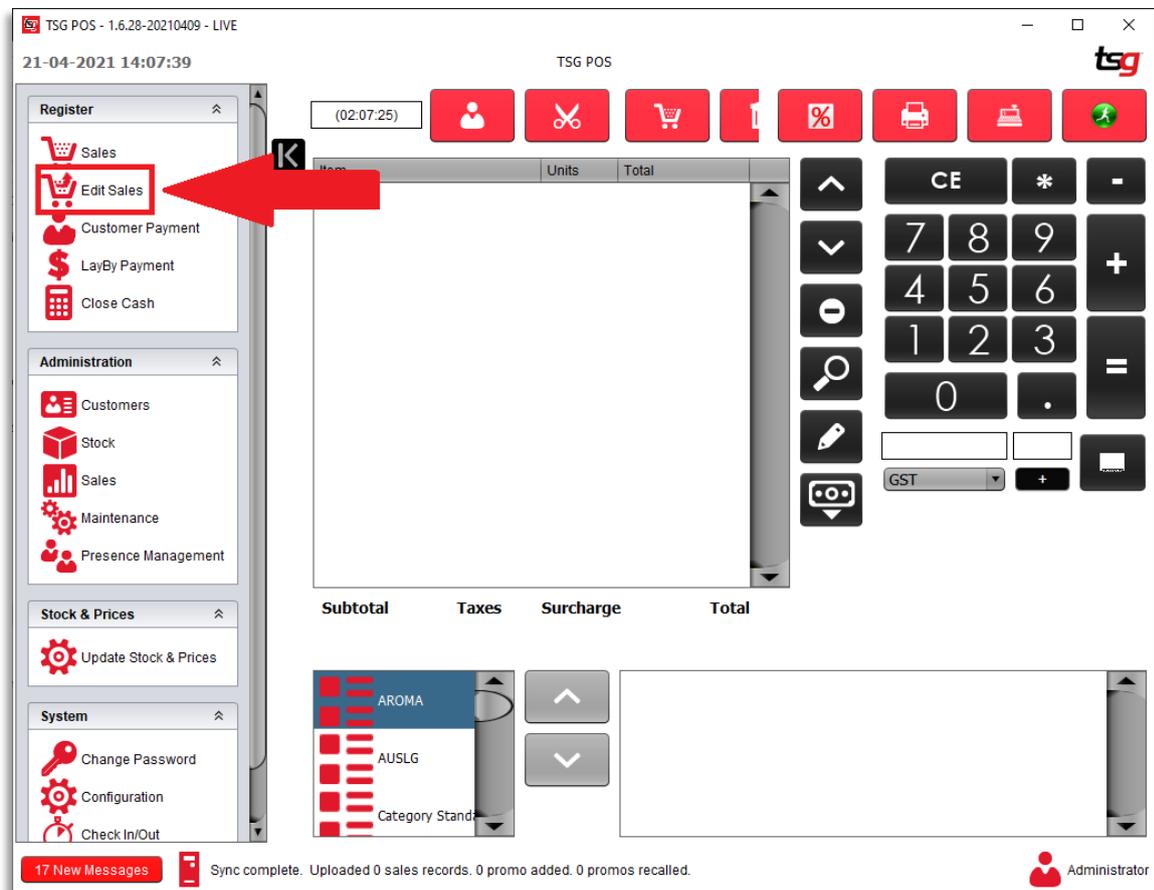
如何正确地在系统里执行退款?

退款

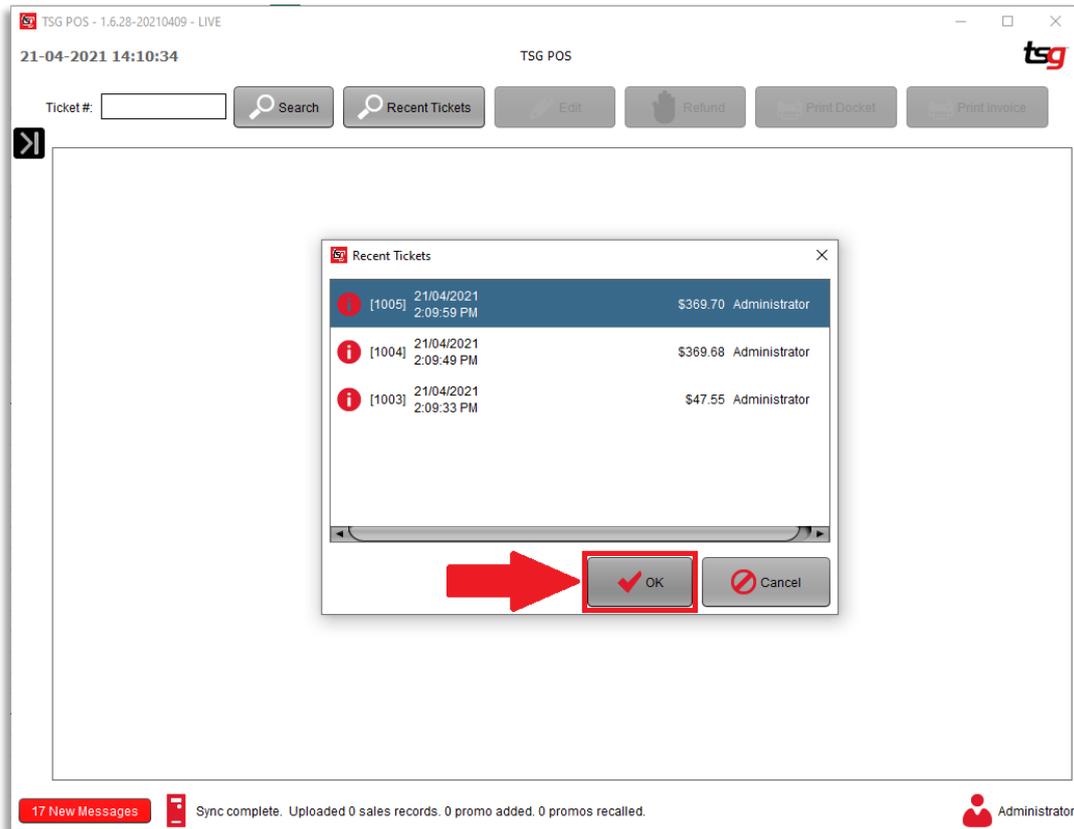
点击黑色箭头开始菜单.



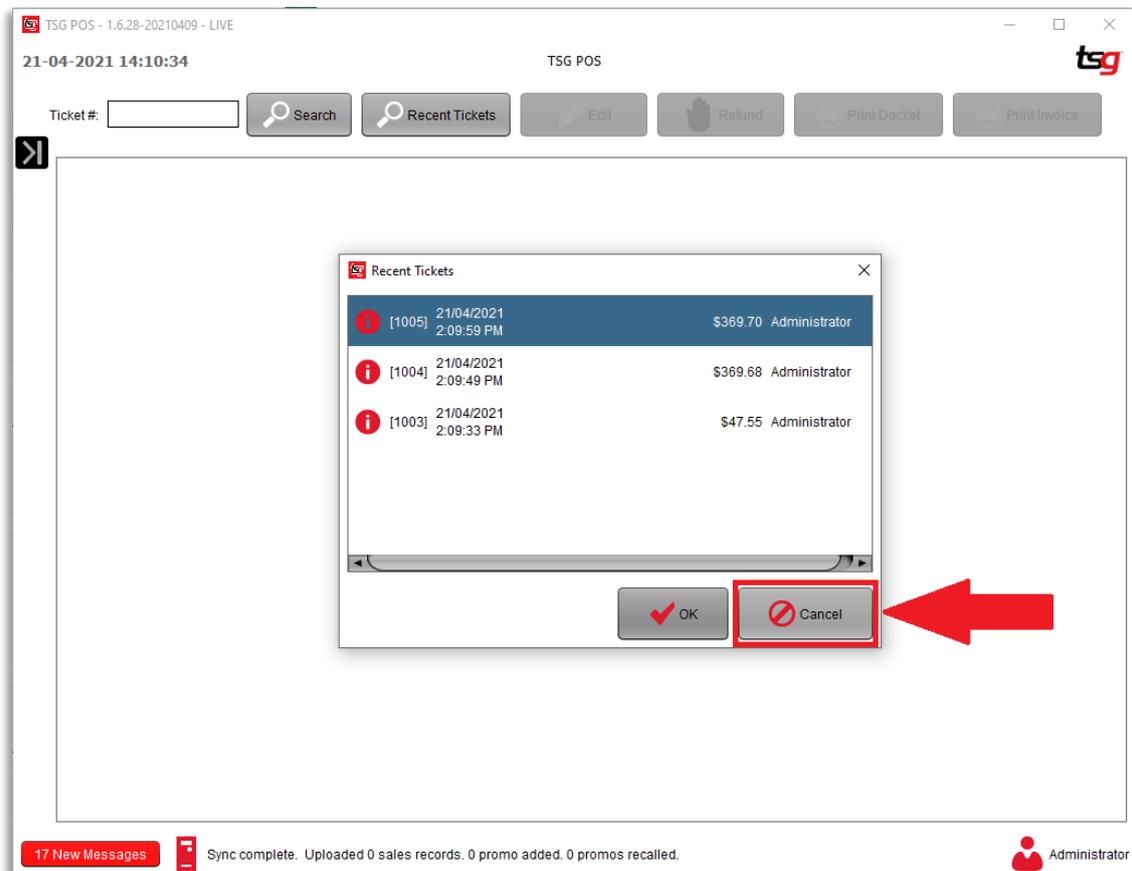
点击“Edit Sales” 按钮



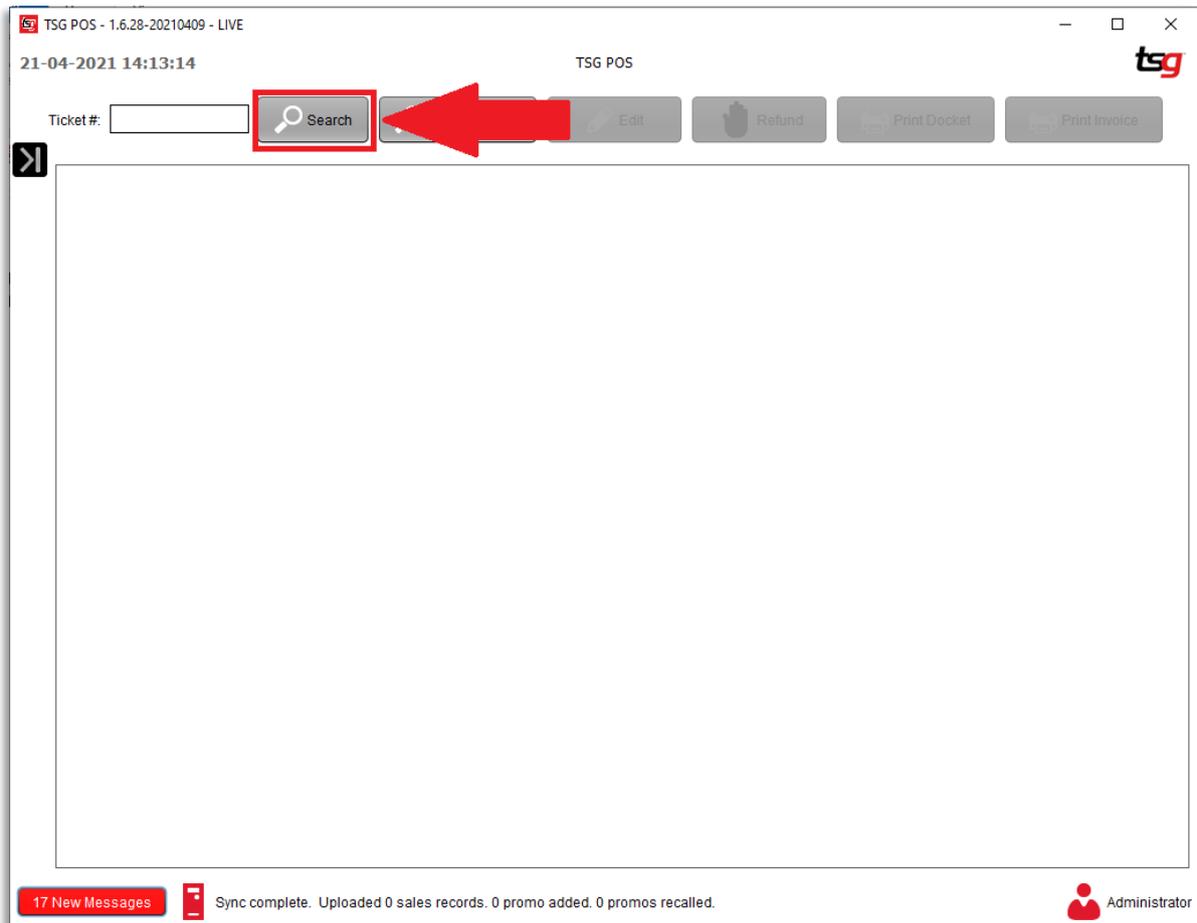
在最近交易里选择相应的收据 然后点击“OK”。



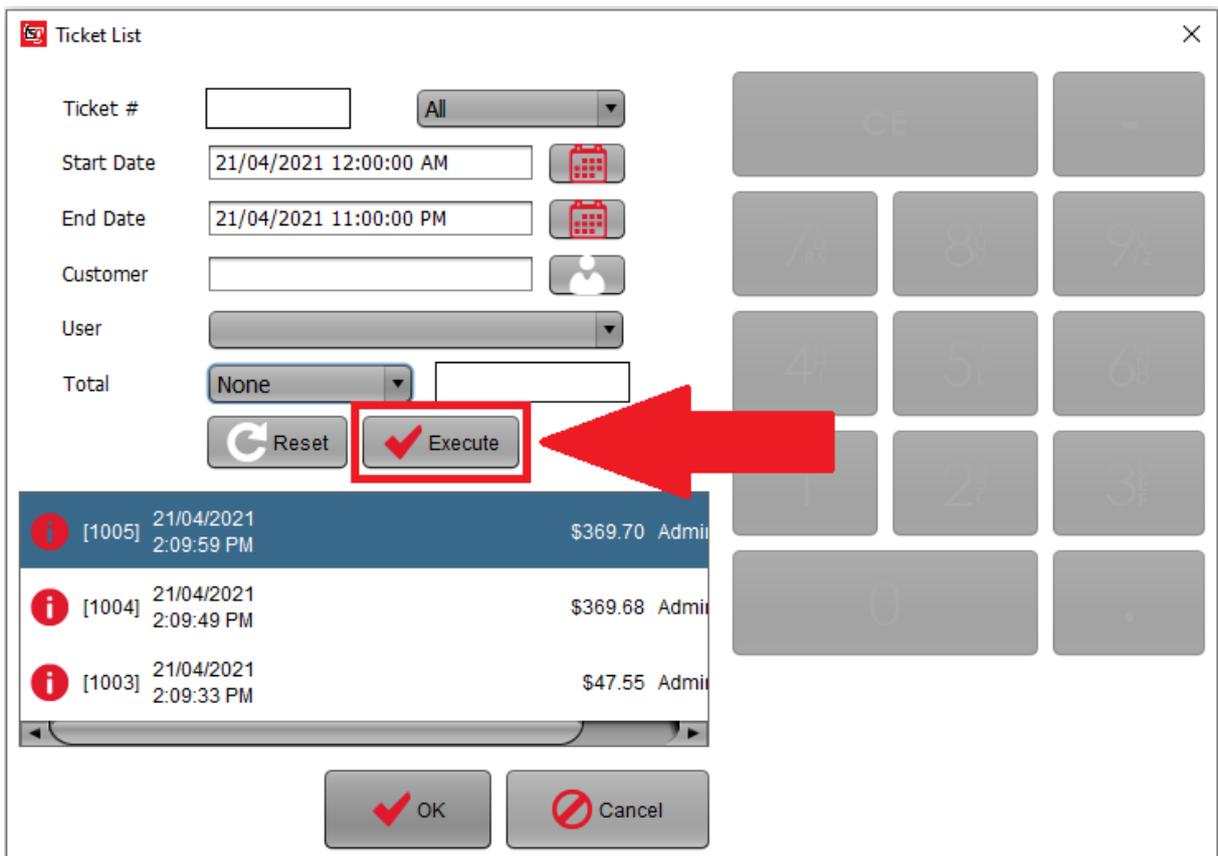
如果找不到相对的收入点击“cancel”。



然后点击“Search”。



在小窗口输入对应的查找时间或者直接输入收据号（如果客人还存有收据的话）点击“Execute”。



选择对应的收据然后点击“OK”。

你也可以使用 Transaction Log 报告去查找当天的所有交易。点击 Sales 菜单，然后点击 Transaction Log，你可以更改到更具体的时间或者选择付款方式来收窄搜索范围。找到相应交易后记下收据号

Transaction Log

Transaction Log
By Date

Start Date

End Date

Customer

Payment

- Bank
- Card
- Card Refund
- Cash
- (In) Cash
- (Out) Cash
- Refund

100%
1

Page 1 of 5

Printed:
2/1 8:35 AM

Transaction Log

Period: 01/03/2021 - 02/03/2021

Ticket No.	Date	Customer	Payment	Sum
502695	01/03/2021 6:17:05 AM		Card	\$107.42
502710	01/03/2021 7:02:14 AM		Card	\$54.54
502716	01/03/2021 7:35:02 AM		Card	\$52.25
502727	01/03/2021 8:02:08 AM		Card	\$84.02
502735	01/03/2021 8:19:48 AM		Cash	\$27.25
502746	01/03/2021 8:47:25 AM		Card	\$54.52
502747	01/03/2021 8:48:11 AM		Card	\$55.20
502749	01/03/2021 8:56:07 AM		Card	\$55.20
502755	01/03/2021 9:07:13 AM		Card	\$275.99
502756	01/03/2021 9:07:43 AM		Cash	\$35.75
502758	01/03/2021 9:11:33 AM		Cash	\$37.75
502766	01/03/2021 9:27:28 AM		Card	\$38.78
502768	01/03/2021 9:29:41 AM		Card	\$35.32
502769	01/03/2021 9:30:07 AM		Card	\$6.42

如果你只知道产品而不清楚时间，你可以使用 Product sales By Date 报告查找该产品的销售记录

Product Sales By Date

Product Sales By Date
By Date

Start Date

End Date

Barcode

Categories

Sub Categories

Suppliers

100%

Page 1 of 1

Product Sales By Date

Period: 01/03/2021 - 04/03/2021

Barcode	Ticket	Date	Name	Qty	Total
9327329013926	504515	4/03/21 6:27 PM	Parker & Simpson Blue 15g	1	\$26.83
9327329013926	504018	3/03/21 6:49 PM	Parker & Simpson Blue 15g	1	\$26.83

Printed:
28/04/2021 8:48 AM

Page 5

重新回到小窗口，输入收据号，点击“Execute”，选择收据然后按“OK”。

Ticket List ×

Ticket # ^{-1.23} ▾

Start Date

End Date

Customer

User

Total ▾

i [504515] 04/03/2021 \$29.51 Ka
6:27:46 PM

CE		
7 P O R S	8 T U V	9 W X Y Z
4 G H I	5 J K L	6 M N O
1	2 A B C	3 D E F
0		

你可以选择退款其中一个或者点击“Refund All”。
退款全部产品

The screenshot displays the TSG POS software interface. At the top, it shows the version 'TSG POS - 1.6.28-20210409 - LIVE' and the date '21-04-2021 14:21:40'. Below this are buttons for user selection, a red scissors icon, and a 'Cancel' button. The main area features a table with columns 'Item', 'Units', and 'Total'. A red arrow points from the 'Total' column of the table to a menu on the right containing three options: 'Refund One', 'Refund Line', and 'Refund All'. The bottom of the screen shows a notification for '17 New Messages', a sync status message, and the user role 'Administrator'.

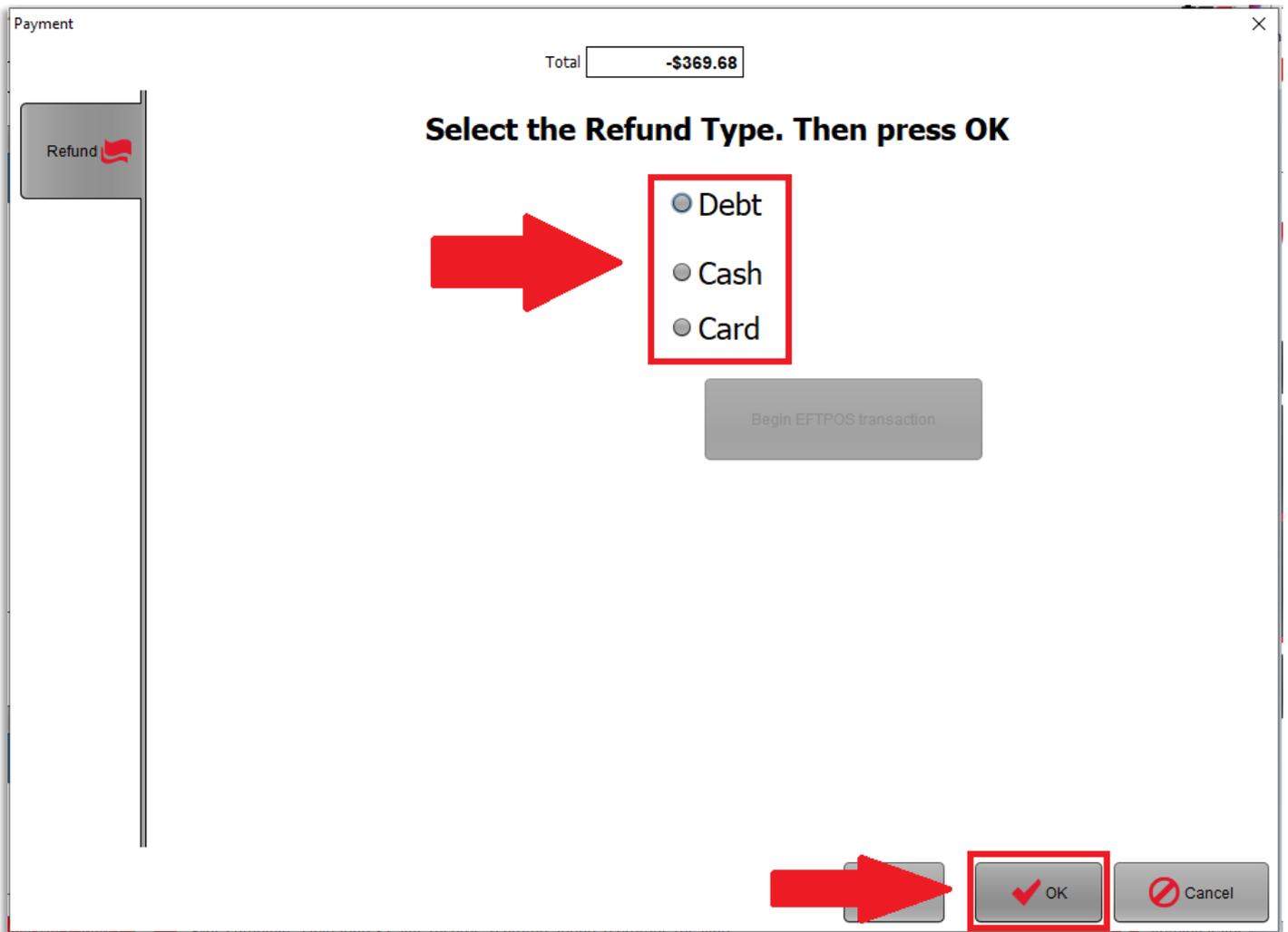
Item	Units	Total
Alpine Is 25/200 Rich Ctn	x1	\$369.68

Subtotal Taxes Surcharge Total

Refund One
Refund Line
Refund All

17 New Messages Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled. Administrator

点击“=”。点击相应的退款方式 然后点击“OK”。



退款完成

其他退款方法

扫以下产品条码然后确认价钱是跟之前一样，或使用修改“edit”按键更改价格

The screenshot displays the TSG POS software interface. At the top, it shows the system name 'TSG POS' and the date/time '12-04-2021 12:34:27'. A toolbar contains several red icons for user management, editing, and printing. The main area features a table with the following data:

Item	Units	Total
Alpine Is 25 Filter Pkt	x1	\$47.53

A red arrow points to a pencil icon in the right-hand keypad, which is used for editing the selected item. Below the table, a summary section shows:

Subtotal	Taxes	Surcharge	Total
\$43.21	\$4.32	\$0.00	\$47.53

At the bottom left, there is a category list with 'AROMA', 'AUSLG', and 'Category Stand'. A status bar at the bottom indicates '15 New Messages' and 'Sync complete. Uploaded 0 sales records. 0 promo added. 0 promos recalled.' The user name 'Administrat' is visible in the bottom right corner.

之后在数量的那一行使用“-“按键令单位变成负数.

The screenshot shows the 'Edit Line' dialog box with the following data:

Item	Alpine Is 25 Filter Pkt
Units	-5 ^{-1.23}
Price Ex GST	\$43.21
Price + Taxes	\$47.53
Taxes	GST
Subtotal	-\$216.05
Total	-\$237.65

The 'Units' field is highlighted with a red box, and a red arrow points to the '-' key on the numeric keypad. The keypad also shows keys for digits 0-9, a decimal point, and a 'CE' key.

Buttons:

再次确认卖价之后点击“OK”.

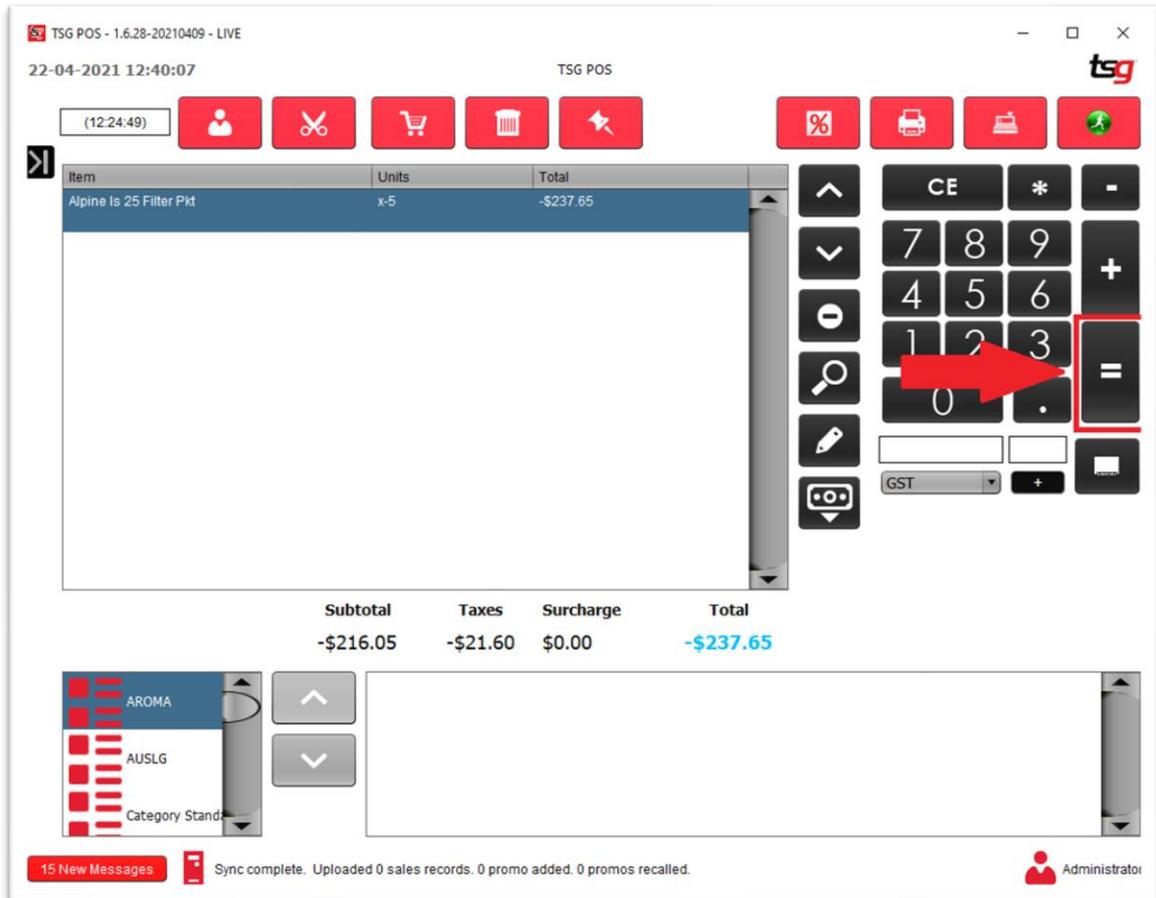
The screenshot shows the 'Edit Line' dialog box with the following data:

Item	Alpine Is 25 Original Pkt
Units	1 ^{-1.23}
Price Ex GST	\$50.91
Price + Taxes	\$56.00
Taxes	GST
Subtotal	\$50.91
Total	\$56.00

The 'Price + Taxes' field is highlighted with a red box, and a red arrow points to the 'OK' button. The numeric keypad is visible on the right side of the dialog.

Buttons:

确认金额和数量变成负数后然后点击“=” button.



选择相应的退款方式然后点击“OK”.

