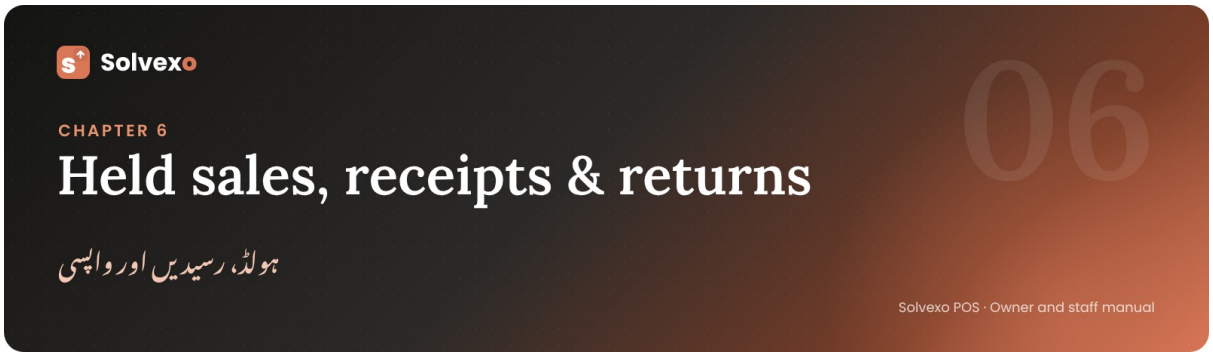
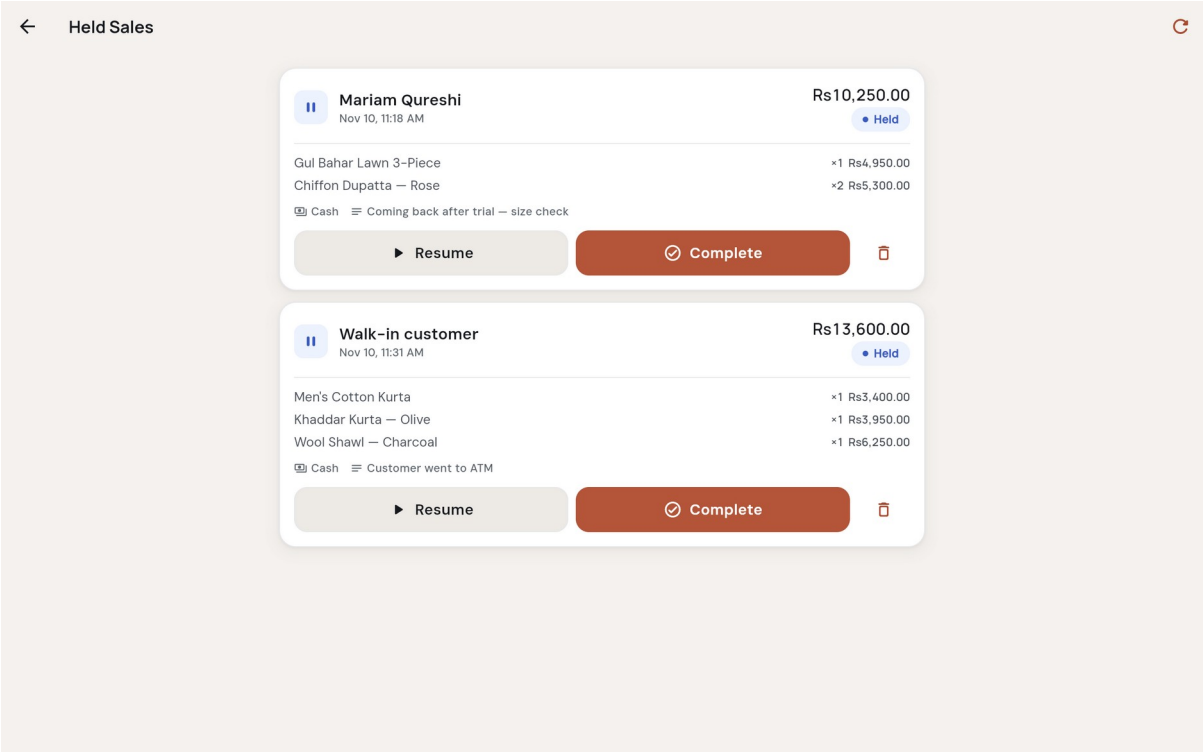


Chapter 6: Held sales, receipts and returns

Screen 6.1: Hold a sale and resume it

Use case: the customer steps away (to fetch money, or try something on). Park the sale, serve the next customer, and come back to it.

Who: everyone.



Held Sales list with a held sale card and the Resume and Complete buttons

To hold a sale:

1. In the cart, tap **Hold**.
2. Tap **Hold sale**.

To come back to it:

1. Tap the **Held sales** icon at the top of the Sell screen (or **More → Held sales**).
2. On the sale, tap **Resume** to put it back in the cart, or **Complete** to finish it straight away by choosing how it was paid.

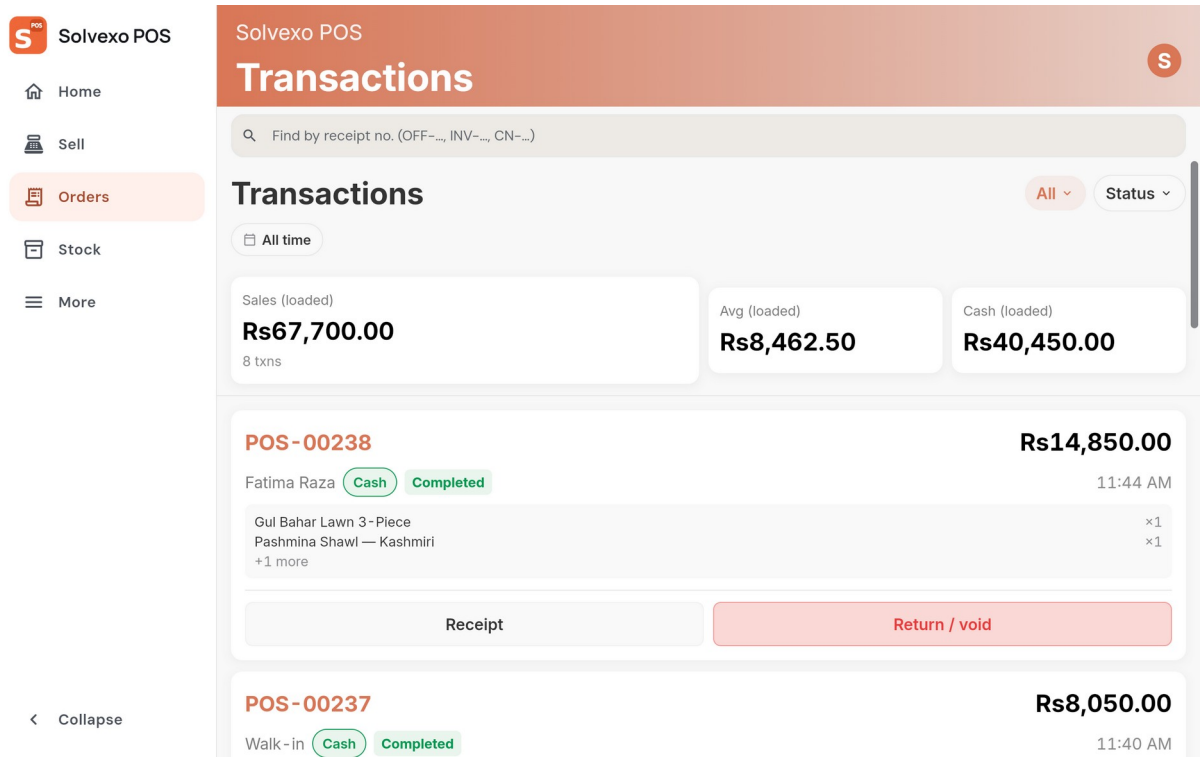
To delete a held sale, tap the bin icon, confirm **Discard** and choose a reason.

> Note: a held sale doesn't take stock until it is completed. A coupon is not kept on a held sale; it is checked again when you resume. You can't close your shift while there are held sales.

Screen 6.2: Orders (today's sales)

Use case: find a sale to reprint its receipt or start a return.

Who: everyone.



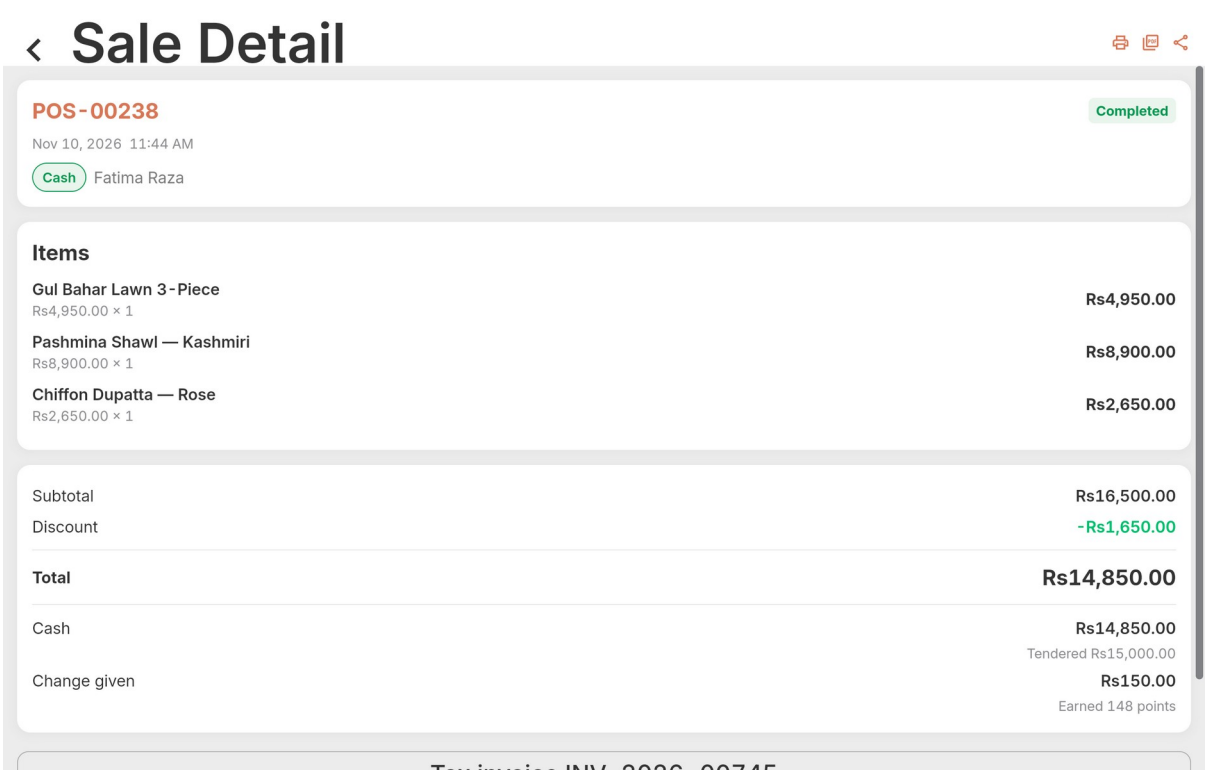
Transactions list with receipt numbers, status and payment badges

1. Open the **Orders** tab. It shows the sales of the current shift.
2. Filter by date, **Filter by Payment** or **Filter by Status** if you need to.
3. To find any sale in the store (for example for a return at another counter), type its receipt number in **Find by receipt no.**
4. Tap **Receipt** to open the sale, or **Return / void** to start a return.

Screen 6.3: Sale detail and tax invoice

Use case: see everything about one sale, reprint the receipt or open the tax invoice.

Who: everyone.



Sale Detail with the items, totals, payments and the Tax invoice and Return or void buttons

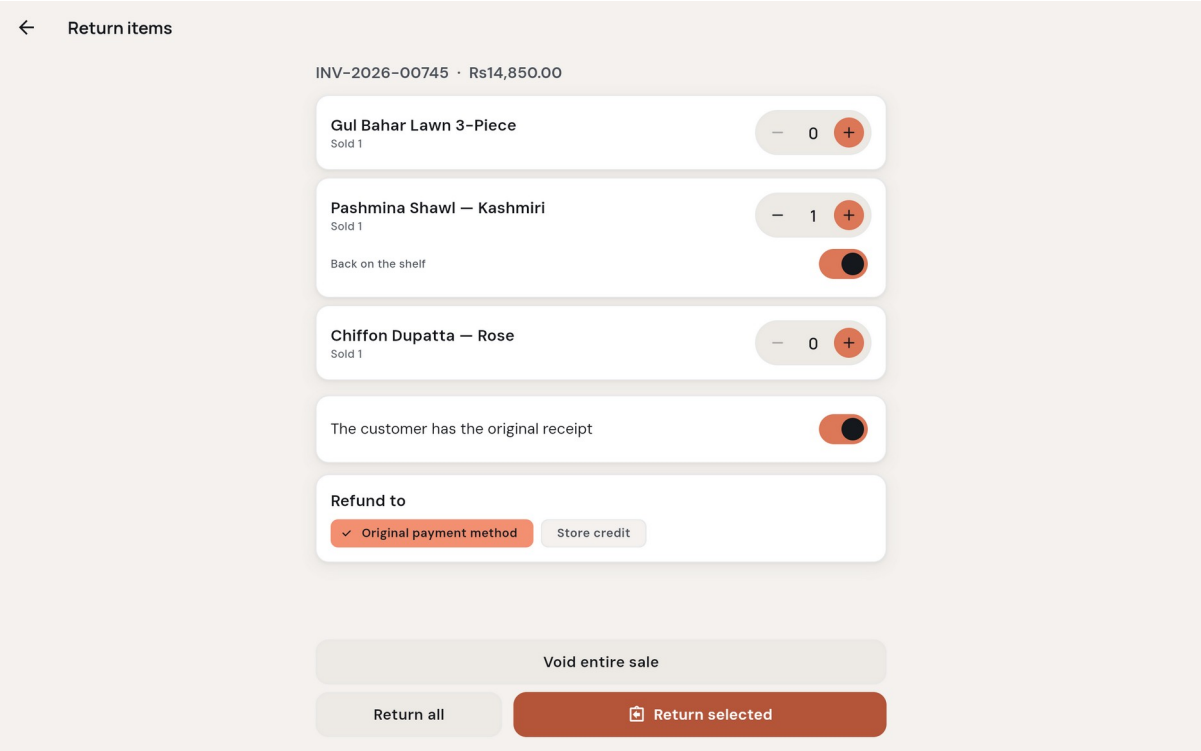
- The icons at the top **print**, make a **PDF** or **share** the receipt. Reprints are marked **COPY**.
- **Tax invoice** opens a numbered tax invoice (INV-…) with your NTN and STRN (from **Store tax profile**). You can **Print**, **Share PDF** or **Share link**.
- **Return or void** starts a return (Screen 6.4).

> Note: tax invoices are not reported to FBR automatically in this version.

Screen 6.4: Returns, refunds and voids

Use case: take items back and give the customer their money back, or cancel a whole sale.

Who: managers, and cashiers if the owner allows it (**Store tax profile → Cashiers may process returns**). Big or late returns, and returns without a receipt, need a manager's approval.



Return items with the original receipt switch, item quantities and Back on the shelf

1. Open the sale (Screen 6.3) and tap **Return or void**.
2. Leave **The customer has the original receipt** on if they have it.
3. For each item coming back, set the quantity. To take everything back, tap **Return all**.
4. For each item, choose **Back on the shelf** (it goes back into stock) or **Not going back on the shelf** and say why (for example "damaged").
5. If the sale has a customer, choose **Refund to**: **Original payment method** or **Store credit**.
6. Tap **Return selected**, choose the reason and tap **Continue**. If a manager is asked for, they approve with their email and PIN.

What you'll see: Return recorded, a **Credit note** number (CN-…), and **Now give the customer**, which tells you exactly what to hand back (for example "Give Rs 2,450 in cash from the drawer" or "Refund … on the card machine"). Print the return receipt or the credit note if needed.

To void a whole sale (manager): on the return screen, tap **Void entire sale**, choose a reason and confirm.

> Note: returns, refunds and voids need internet. Card and other payments are refunded first and cash last; change given is never refunded.

باب 6: ہولڈ، رسیدیں اور واپسی

6.1 Held sales—گاہک کچھ دیر کے لیے جائے تو کارٹ میں **Hold** اور پھر **Hold sale** دبائیں۔ واپس آنے پر **Held sales** کھول کر **Resume** (کارٹ میں واپس) یا **Complete** (ادائیگی کا طریقہ چن کر مکمل) دبائیں۔ ہولڈ سیل ہوتے ہوئے شفٹ بند نہیں ہو سکتی۔

اسکرین 6.2: **Orders** — موجودہ شفٹ کی فروخت۔ کسی بھی رسید کو **Find by receipt no.** سے تلاش کریں۔ **Receipt** سے سیل کھولیں یا **Return / void** سے واپسی شروع کریں۔

اسکرین 6.3: **Sale detail** — رسید دوبارہ پرنٹ، PDF یا شیئر کریں۔ **Tax invoice** سے NTN اور STRN والی ٹیکس انوائس ملتی ہے۔ یہ ابھی FBR کو خودکار طور پر نہیں جاتی۔

اسکرین 6.4: واپسی، ریفنڈ اور **void** — سیل کھول کر **Return or void** دبائیں۔ ہر واپس آنے والی چیز کی مقدار لکھیں، **Back on the shelf** یا **Not going back on the shelf** (وجہ کے ساتھ) چنیں، **Return selected** دبا کر وجہ منتخب کریں اور **Continue**۔ **Now give the customer** بتاتا ہے کہ گاہک کو کتنی رقم کیسے واپس کرنی ہے۔ پوری سیل منسوخ کرنے کے لیے مینیجر **Void entire sale** دبائے۔ رسید کے بغیر یا بڑی واپسی پر مینیجر کی منظوری چاہیے، اور ان سب کے لیے انٹرنیٹ ضروری ہے۔