

Validated Return can be completed for a customer not on the original sale

Summary:

Validated Return can be completed for a customer not on the original sale

Validated returns are allowed even if the customer on the original ticket is not the same as the customer performing the return

Solution:

This is by design. A validated return can be started as a sale ticket for a walk-in customer. The person returning the item may not be the person that purchased the item. NCR Counterpoint only verifies that the item was purchased and adjusts the original sale ticket to indicate the quantity returned.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=261>