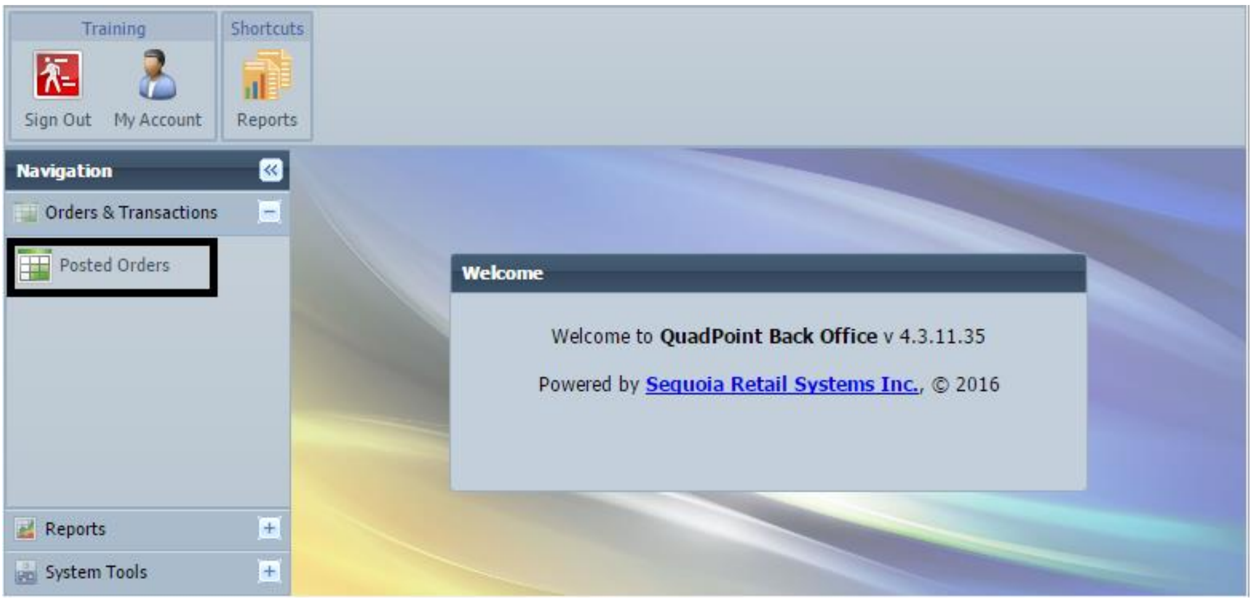
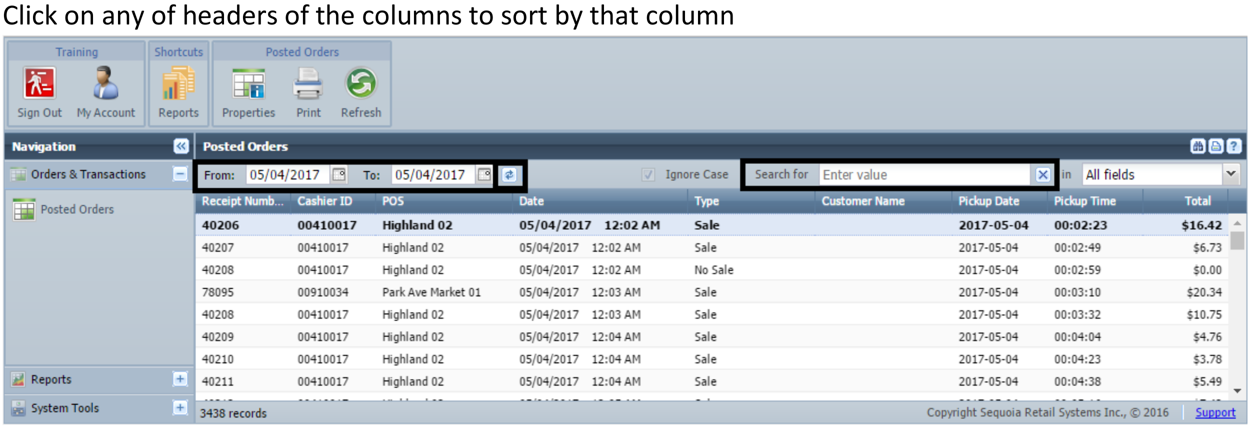
How to Reprint a Receipt

Before printing the receipt, the following data is required: date and time of the transaction, last four of the card number (as applicable), name on the card (as applicable) and the total. If you are unable to locate the receipt or if the customer does not provide all of the data, use the Journal by Tender report to assist in locating the receipt. It displays all of the transactions without having to open up each receipt to locate the transaction.

1. Log into QuadPoint BackOffice
2. Go to Orders & Transactions
3. Go to Posted Orders



4. Select the date or date range desired by adjusting the **From** and **To** fields. To select a single day, make the From and To dates the same
5. Click on the Refresh icon next the **To** date field to apply the date changes
6. Narrow the search by entering the register name (ex. Highland) in the **Search for** field
7. Click on any of headers of the columns to sort by that column



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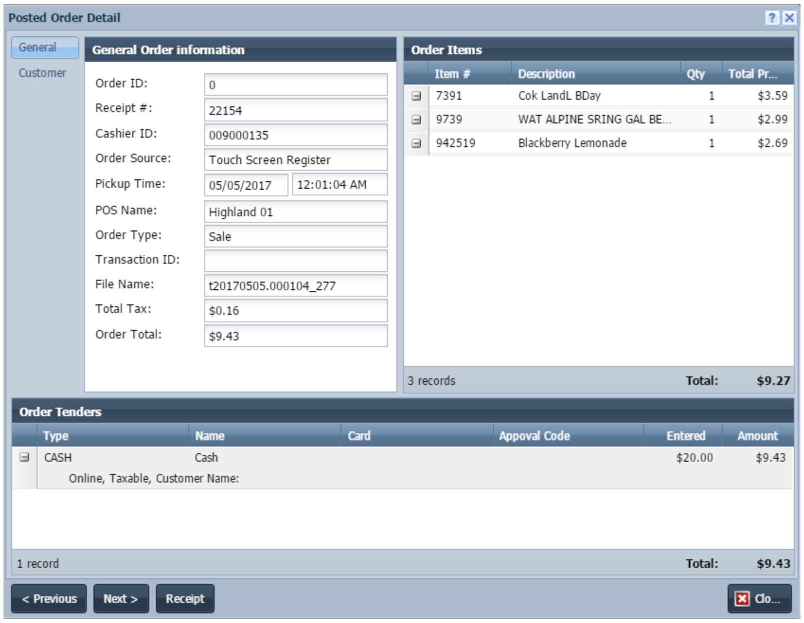
8. Once the receipt has been located, click on Properties in the top tool bar or right click on the receipt and select Posted Order Properties
9. A window with the transaction details will popup. Click on the receipt button and a copy of the receipt will pop up.



10. Click on print on the button to print the receipt.

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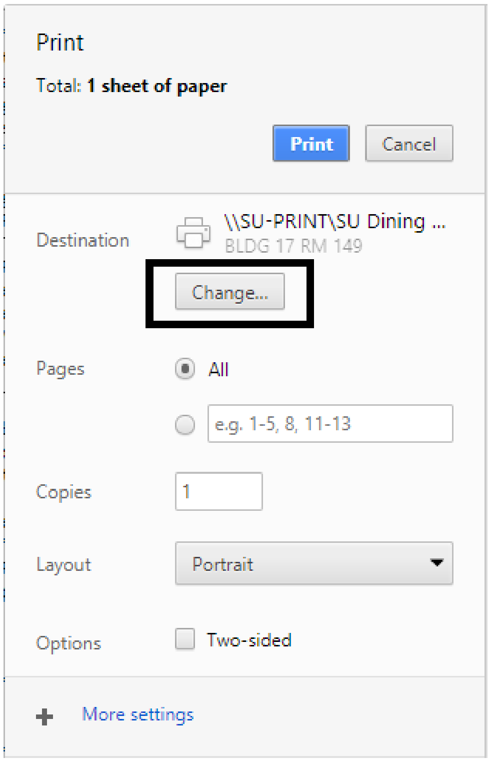
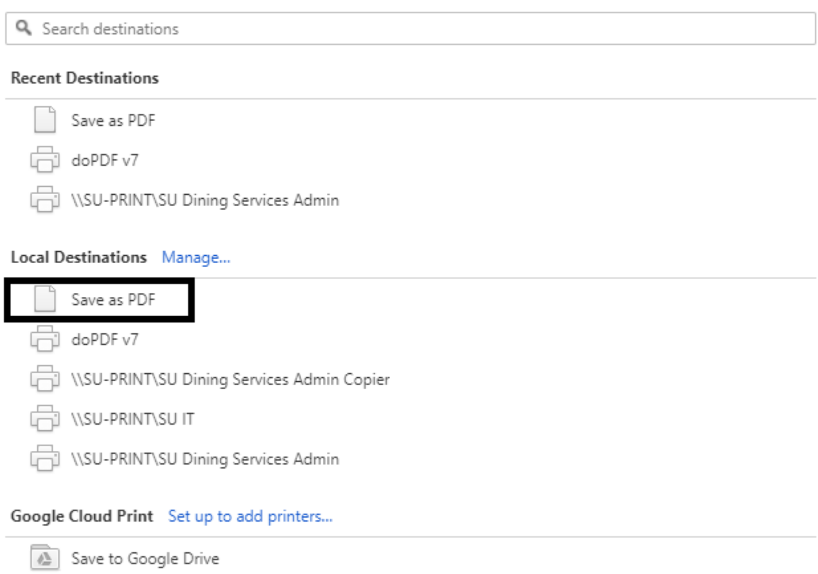
11. At the prompt, select the print and the receipt can be printed by clicking on the blue Print button or click on **Change**… and select **Save a PDF** to save it as a PDF and have the ability to print it and/or attach it in an email to the customer





Any issues or questions? Please email Su-DiningRequests@email.arizona.edu