


# How To Make A Return

- 1) Go to Transactions>Returns to open a new Returns screen. Ask customer to se original sales receipt.
- 2) Click on the Client Index field and enter customer. All returns **MUST** have a customer. If customer is not in database, Zoom out to Client Catalog to add them.
- 3) Click on Scan/Entry field and scan item's barcode. If there's no barcode, click F8 to do Item Search.
- 4) If there was a Discount on original sale you must enter discount now, otherwise you will be losing money.
- 5) If there was a Global Discount on original sale you must enter a Global Discount now, otherwise you will be losing money.
- 6) Click on Tender Type and select Store Credit as the tender.
- 6b) If your store policy allows, you can select Cash, Credit Card or other payment option if you will be refunding money to customer. Use same tender type as on original sales receipt.
- 7) Press F12 to print return receipt and save.

RETURNS

F1 Help F2 Exit F3 Customer F4 Matrix F5 Items F6 Quantity F7 Item Disc. F8 Lookup F9 Glob. Disc. F10 Payment F11 POT F12 Print

Invoice Type: Sales Ticket Store: Robson Employee: No. 10000023  
 Price List: Suggested Retail Price Sales Person: 257 Number: 123 Date: Mar 22, 2005

Photo:  Client: Company: Elizabeth Name: Elizabeth Address 1: 160 Burrard City: Vancouver Index: 2 Jill Elizabeth Tax ID: Last Name: Jill Phone: State: Client Num: 1000006

Ship To: Address 1: City: State: Phone: E-Mail: Ship to: Client Num: 0

ScanEntry	Style	Brand	Color	Size	SecSize	Qty	List Price	% Disc.	Discount	Net Price	End Price
Sn	Snap Dragon	NineWest	Carbon	Large		1	\$103.99	15.0%	\$15.60	\$88.39	\$88.39

Reference: Num. Items: 1 Notes: Subtotal: \$88.39  
 Invoice Flag: Cr/Ch Type: nylentry Credit/Charge: \$0.00  
 Total Payment: \$85.52 Unpaid Amount: \$0.00 % Disc.: 10.0% Discount: \$8.84  
 Tax: \$5.97  
 Total: \$85.52

Tender Type	Name	Number	Auth.	Net
Store Credit				\$85.52