## How to: Return an Item

The store policy is "NO RETURNS" but under certain circumstances it may be appropriate, if so follow steps below.

The way to return a sale is to do a transaction for a negative amount of the item being returned. In other words process the sale as you would normally but you will be changing the total amount into a negative number as follows:

Scan your items as you would a regular sale.

[F9] Change Qty

Once you have entered the item, highlight it by clicking on it and turning it dark blue and then on the bottom of the screen, press

	End Eogoat Caston	iers vendors		s setup rime	Card	TONT OF ONLY SOLL		
ustomer		Store Credit:	\$0.00	Ren. Price:	\$400.00	Miscellaneous Quick Launch		
**THANK YOU**		A/R Balance:	\$0.00	Discount:	\$0.00	Shift-F12 Gift Card / Certificate		
		A/R Limit:	\$0.00	Subtotal:	\$400.00			
		Points:	0	Hst:	\$48.00	Shift-F11 Clear Out All items		
				Tax2:	\$0.00	Shift 510 Change Description		
				2	\$0.00	Shirt-r tu Change Description		
nter SKU / CODE and Select Clerk Clerk : [fff		• Cashier:	fff	Total:	\$448.00	Shift-F9 Paid In /Out		
etalis						Shift#8 Insert Blank Line		
Print Receipt Print	it Gift Receipt	Total Items:	1	QOH: 98 [ESC	] Logout Cashier			
Code	Description	Clerk	Qty Unit	Price Ext Price	Hst T	Shift-F7 Change Ship To Address		
1024	Computer	fff	1 \$	00.00 \$400.00	x	Shift-F6 Rental / Reservation		
						Shift-F5 Gift Registry		
						Shift-F4 Sales Return		
						Shift-F3 Web Store Management		
						Shift-F2 Transaction Item Attributes		

The Change Quantity window will appear. Use the **New Qty** field to enter in the quantity of the item(s) being returned as a <u>negative number</u>. Then press **Make Changes** to apply your changes. You will be sent back to the transaction window.

hange Quantity	
Current Oty:	1
New Qty:	-1
	17
Aake Changes	Cancel



Now, use the button to process payment as you would for any normal sale. The payment window will pop up with a red negative number in the amount owing field, signifying that the customer is owed that amount. Enter a negative payment amount into the field for the payment method you wish to use and

click

Complete Transaction

to complete the return.

At this point you may need to swipe the customer's credit card again. We DO NOT give cash out of the register. If the customer requires a cash refund, take their name, address & phone number and after review by an administrator we will send a check.

If the customer would like an even exchange, or an exchange for something within the <u>same artist</u>, follow steps on next page. Remember to accomplish this the new item being bought must be of equal or HIGHER value.

First scan the new item that's being sold, then the item being returned which you will then change to a negative number by highlighting it and clicking on CHANGE QTY to a negative number.

Customer				C	ustome	er Account							
**THANK YOU**			Store Credit:				\$	0.00	Reg. Price:	6		\$22.0	
				A/R Balance:				\$0.00		Discount:			\$0.0
						A/R Limit:		\$	0.00	Subtotal:			\$22.0
,						Points:			0	Tax:			\$1.7
										*REBATE:			\$0.0
										:	<u> </u>		\$0.0
Enter SKU / CODE and	Select Clerk					,	12				-		
		Clerk	: barb		•	Cashier:	barb			Total:			\$23.70
Details													
Print Receipt	Print Gift Receipt				ŝ	Total Items:		)		QOH: -1	[ESC] Logout Cashier		
Code	Description		Clerk	Qty	Unit	Price	Ext Pri	e Tax	*	Produc	PWT	Ext PWT	Reg.Price
1235	Table Runner Orange and	d Brown	barb	1		\$50.00	\$50.0	x 00		RH90	\$54.00	\$54.00	\$50.00
1234	2 Cotton Quilted Placema	ats Spices	barb	-1		\$28.00	(\$28.0	0) x		RH69	\$30.24	(\$30.24)	\$28.00
[F1] POS Help	[F2] Discount	[F3] Re	ecall Trns.		[F4] Open Till			5] SKU	Lookup	[F6] Chg	Customer		
[F7] Change Price	[F8] Change Tax	[F9] Cł	nange Qty		[F 10]	Change Clerk		11] Del	ete Item	[F 12]Misc	ellaneous		Payment

The amount due will be visible and now the payment can be processed as usual.