

## 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.

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

[F9] Change Qty

The screenshot displays the Amber POS software interface. At the top, there is a navigation bar with icons for POS, Day End, Logout, Customers, Vendors, Inventory, Reports, Setup, and Time Card. The main area is divided into several sections:

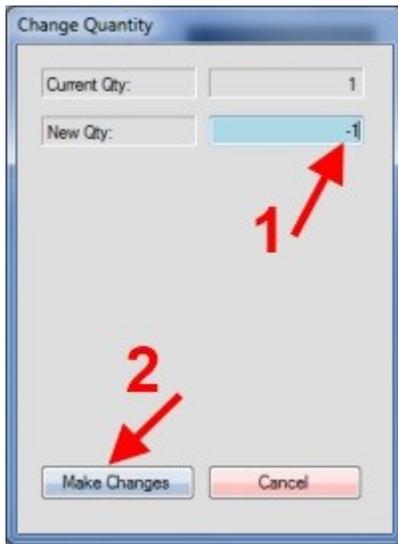
- Customer:** A text box containing "\*\*THANK YOU\*\*".
- Customer Account:** Fields for Store Credit (\$0.00), A/R Balance (\$0.00), A/R Limit (\$0.00), and Points (0).
- Reg. Price:** \$400.00
- Discount:** \$0.00
- Subtotal:** \$400.00
- Hst:** \$48.00
- Tax2:** \$0.00
- Total:** \$448.00 (highlighted in a black box)

Below these sections is a "Details" area with checkboxes for "Print Receipt" and "Print Gift Receipt", and a "Total Items" field showing "1". A table lists the items:

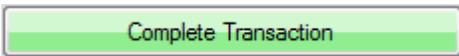
Code	Description	Clerk	Qty	Unit	Price	Ext Price	Hst	T...
1024	Computer	fff	1		\$400.00	\$400.00	x	

At the bottom of the screen, there is a row of function buttons: [F1] POS Help, [F2] Discount, [F3] Recall Trns., [F4] Open Till, [F5] SKU Lookup, [F6] Chg Customer, [F7] Change Price, [F8] Change Tax, [F9] Change Qty (indicated by a red arrow), [F10] Change Clerk, [F11] Delete Item, [F12] Miscellaneous, and a green "Payment" button.

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



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  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 same artist, follow steps on next page. Remember to accomplish this the new item being bought must be of equal or HIGHER value.

