

# Returns and Voids

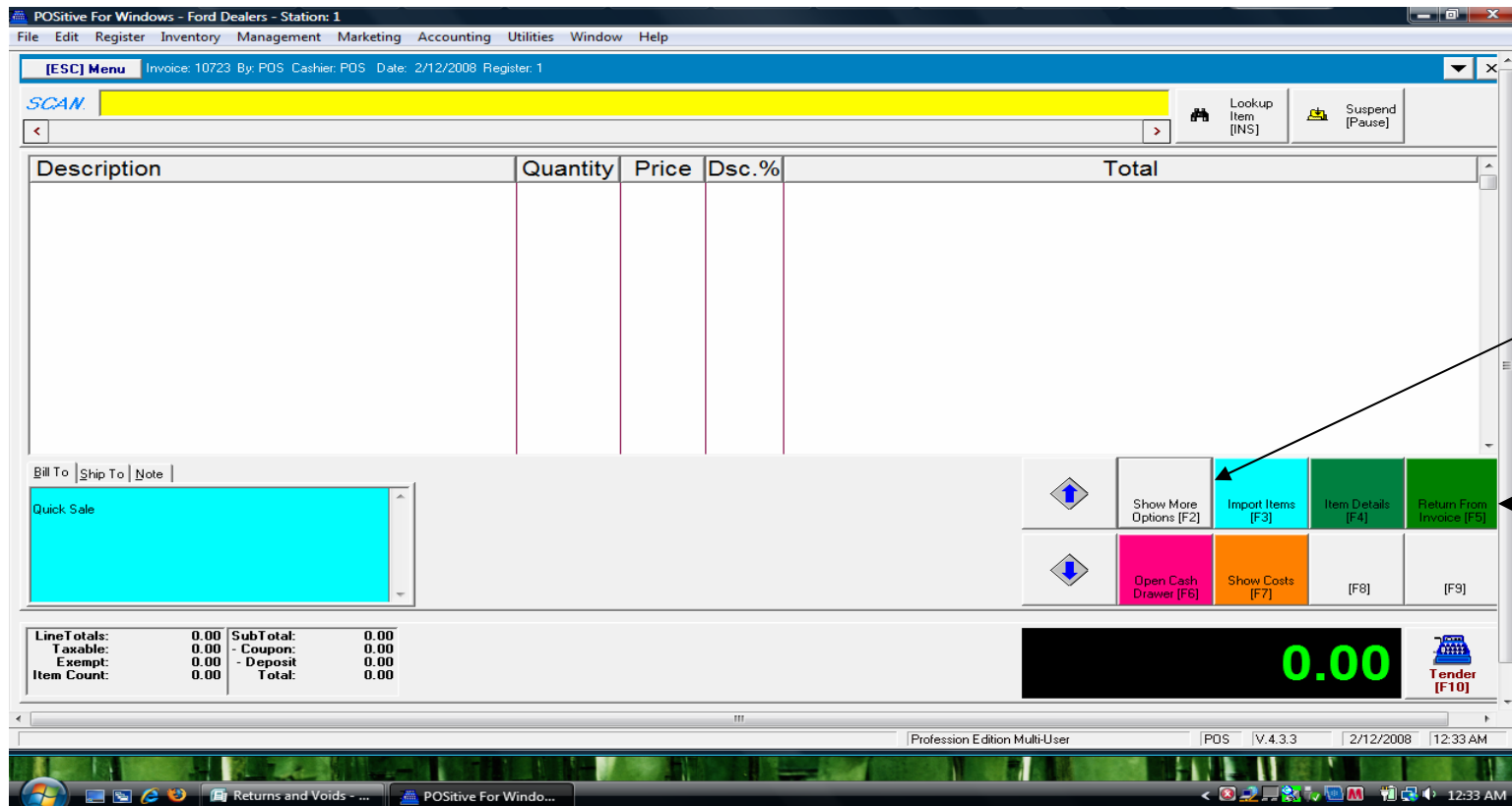


Option 1— **When using a Credit Card Keyboard**

With the Sales Invoice Screen appearing, to Access the Return Function

1. Push **The Void / Return hot key on your POS Keyboard**

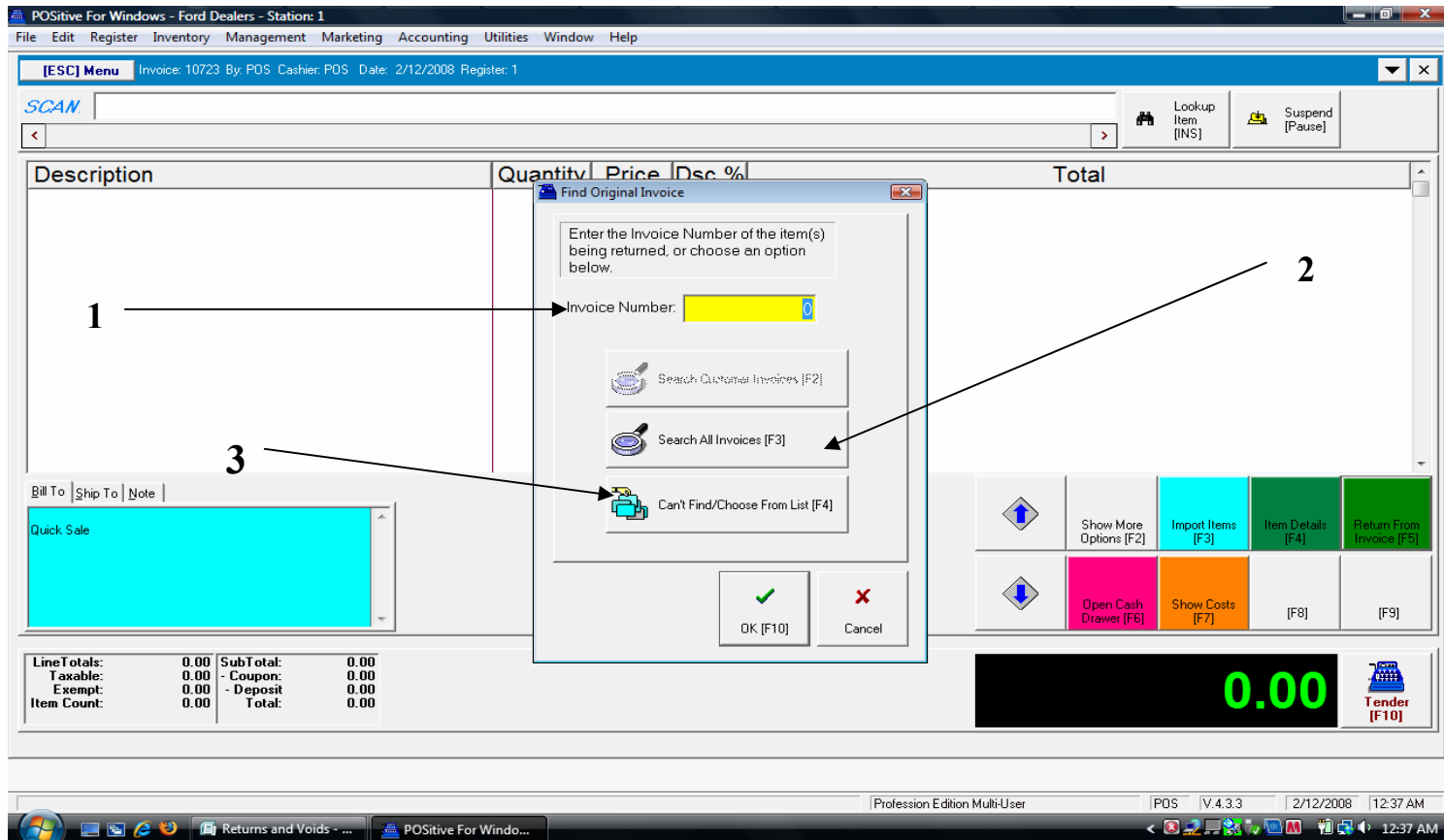
# Returns and Voids



Option 2—Access the Return Function—In the Sales Invoice screen using a mouse

1. **Click the Show more Options button (F2) to view a 2nd set of buttons. Select the Return from Invoice button to start the return procedure.**
2. **You can also access this screen by entering Ctrl D.**

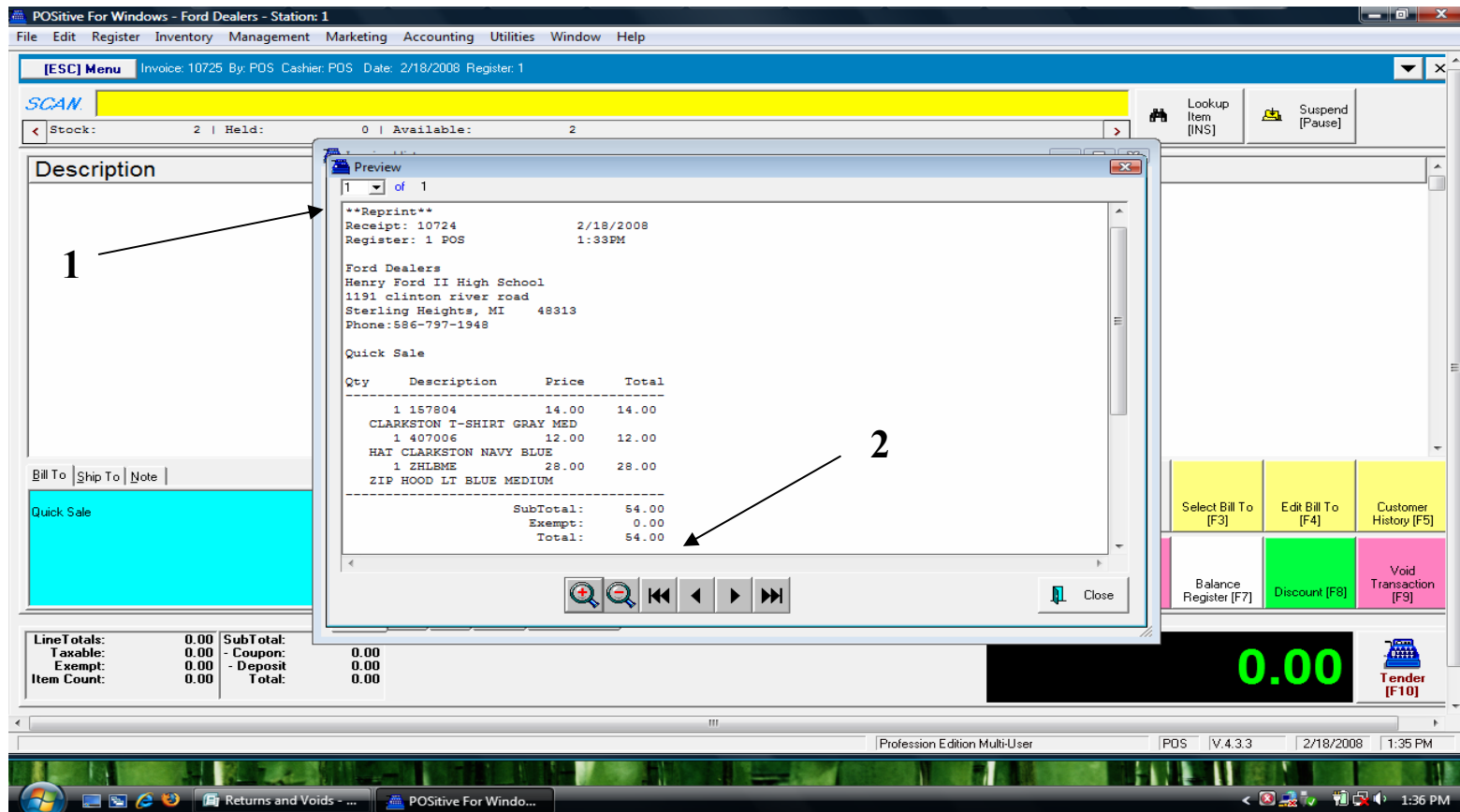
# Returns and Voids



Locate the original sale by one of three methods. Use the screen tabs provided.

1. Enter the invoice number from the original sale if known.
2. Look up the invoice from when the customer purchased the item(s)
3. If either of the above are unknown, enter the SKU for the item being returned.

# Returns and Voids (Option 1) - Invoice # Known



From the original sales receipt (option 1)

1. Locate the invoice number and enter it on when prompted.
2. Check the method of payment—cash, check, credit, house account, etc.

# Returns and Voids (Option 2) Identify the Sale

The screenshot shows the POSITIVE For Windows software interface. The main window is titled "Invoice History" and contains a table of invoices. The table has the following data:

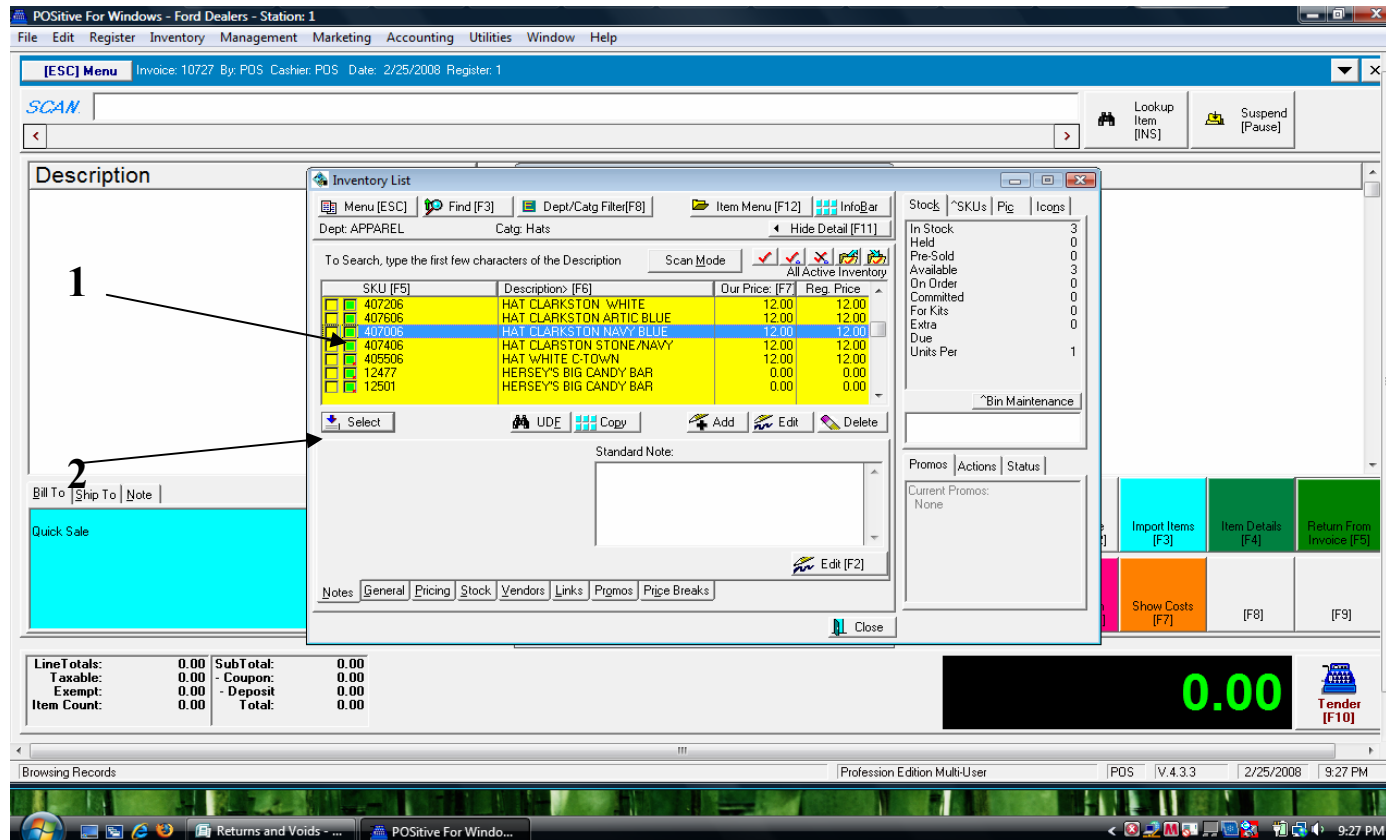
Invoice#	Station	Status	Date	Time	Customer	Invoice Total
10704	1	Invoice	12/20/2007	1:55 PM	Quick Sale	0.02
10699	1	Invoice	12/20/2007	9:47 AM	Quick Sale	1.01
10693	1	Invoice	12/19/2007	1:54 PM	Quick Sale	67.15
10691	1	Invoice	12/19/2007	10:45 AM	Quick Sale	3.00
10690	1	Invoice	12/19/2007	10:30 AM	Quick Sale	3.50

Below the table, there is a section for "Sold To:" with a "Quick Sale" button. To the right, there is a "Tender" section with a "Check" button and a "Check #" field. The "Tender" section also displays a "SubTotal" of 67.15, an "Exempt" amount of 0.00, and a "Total" of 67.15. At the bottom right of the screen, there is a large green display showing "0.00" and a "Tender [F10]" button.

An Invoice History screen will appear. Arrow up or down to view sales details.

1. Choose the particular sale that contains the item being returned.
2. Once identified (highlighted), hit the select button.

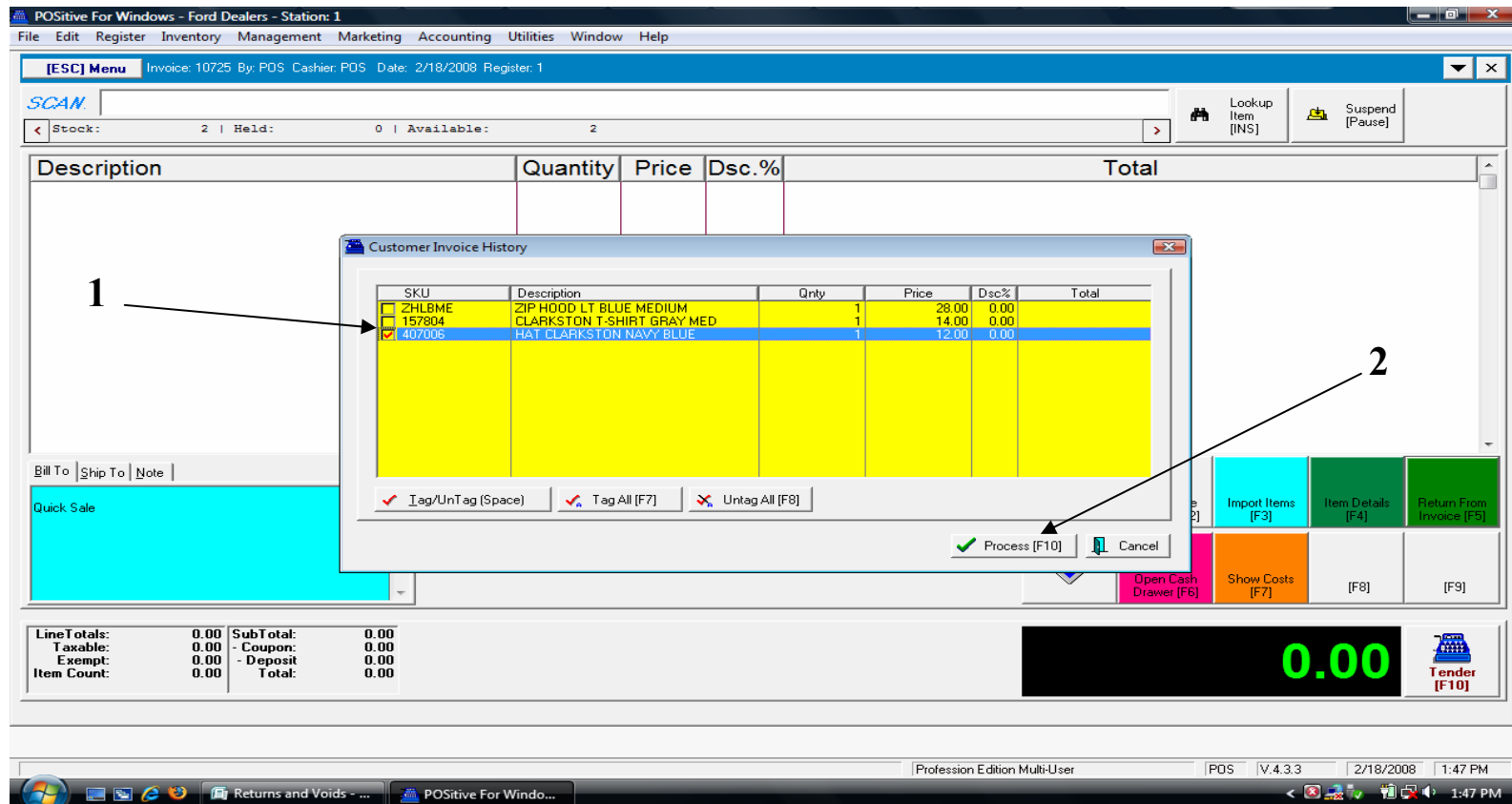
# Returns and Voids (Option 3) Identify the Sale



An Inventory List screen (all inventory items) will appear if invoice # is unknown to locate the specific SKU(s).

1. **Locate (find) the item(s) being returned or scan the SKU if still attached.**
2. **Once identified (highlighted), hit the select button.**

# Returns and Voids—Identify Specific Item



Once the invoice has been identified (options 1 & 2), the Customer Invoice History screen will appear. Arrow up or down to view sales details.

1. **Choose (highlight) the specific item(s) being returned. Check or tag them.**
2. **Once identified (tagged), hit the process (F10) button.**

# Returns and Voids—Process the Return

POSitive For Windows - Ford Dealers - Station: 1

[ESC] Menu Invoice: 10725 By: PDS Cashier: PDS Date: 2/18/2008 Register: 1

SCAN

< Stock: 2 | Held: 0 | Available: 2 >

Description	Quantity	Price	Dsc. %	Total
Return From Invoice: 10724				
HAT CLARKSTON NAVY BLUE	-1	12.00	0.00	-12.00

1

Bill To | Ship To | Note |

Quick Sale

Show More Options [F2] Import Items [F3] Item Details [F4] Return From Invoice [F5]

Open Cash Drawer [F6] Show Costs [F7] [F8] [F9]

Line Totals:	-12.00	Sub Total:	-12.00
Taxable:	0.00	Coupon:	0.00
Exempt:	0.00	Deposit:	0.00
Item Count:	0.00	Total:	-12.00

-12.00 Tender [F10]

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The item selected will appear on the invoice screen.

1. Notice the negative in the quantity column.
2. Also a negative amount will appear in red in the invoice total box.

# Returns and Voids—Total or Partial Refund

POSitive For Windows - Ford Dealers - Station: 1

File Edit Register Inventory Management Marketing Accounting Utilities Window Help

[ESC] Menu Invoice: 10725 By: PDS Cashier: PDS Date: 2/18/2008 Register: 1

SCAM

< Stock: 2 | Held: 0 | Available: 2 >

Description	Quantity	Price	Dsc. %	Total
Return From Invoice: 10724				
HAT CLARKSTON NAVY BLUE	-1	12.00	0.00	-12.00

Bill To | Ship To | Note |

Quick Sale

Show More Options [F2] Import Items [F3] Item Details [F4] Return From Invoice [F5]

Open Cash Drawer [F6] Show Costs [F7] [F8] [F9]

Line Totals:	-12.00	Sub Total:	-12.00
Taxable:	0.00	Coupon:	0.00
Exempt:	0.00	Deposit:	0.00
Item Count:	0.00	Total:	-12.00

**-12.00** Tender [F10]

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If the returned item will have no further adjustment, the transaction will result in a negative sale.

1. The negative amount in red will be the amount of the refund.

# Returns and Voids—Even Exchange

The screenshot shows a POS system window titled "POSitive For Windows - Ford Dealers - Station: 1". The main window displays an invoice for "Return From Invoice: 10724". The invoice table is as follows:

Description	Quantity	Price	Dsc. %	Total
Return From Invoice: 10724				
HAT CLARKSTON NAVY BLUE	-1	12.00	0.00	-12.00
HAT CLARSTON STONE/NAVY	1	12.00	0.00	12.00

Below the table, there are buttons for "Show More Options [F2]", "Import Items [F3]", "Item Details [F4]", "Return From Invoice [F5]", "Open Cash Drawer [F6]", "Show Costs [F7]", "[F8]", and "[F9]". A large green "0.00" is displayed in the bottom right corner, indicating the net amount due. A "Tender [F10]" button is also visible. A "Quick Sale" button is highlighted in cyan. A "1" with an arrow points to the new item row, and a "2" with an arrow points to the "0.00" total.

If a similar new item will be purchased in place of the returned item.

1. Scan the item or enter the SKU to have the item appear on the invoice.
2. Note the net amount due is zero, due to the even exchange.

# Returns and Voids—Uneven Exchange

The screenshot shows a POS application window titled "POSitive For Windows - Ford Dealers - Station: 1". The main window displays an invoice for "Invoice: 10725 By: PDS Cashier: PDS Date: 2/18/2008 Register: 1". The invoice table is as follows:

Description	Quantity	Price	Dsc. %	Total
Return From Invoice: 10724				
HAT CLARKSTON NAVY BLUE	-1	12.00	0.00	-12.00
SS POLO WHITE MEDIUM	1	18.00	0.00	18.00

Below the table, there are buttons for "Import Items [F3]", "Item Details [F4]", "Return From Invoice [F5]", "Open Cash Drawer [F6]", "Show Costs [F7]", "[F8]", and "[F9]". A "Tender [F10]" button is also visible. The net amount due for the exchange is displayed as 6.00.

Annotations: A large number "1" with an arrow points to the "SS POLO WHITE MEDIUM" row in the invoice table. A large number "2" with an arrow points to the "Tender [F10]" button.

If an new item will be purchased in place of the returned item, either for more or less than the original.

1. **Scan the item or enter the SKU to have the item appear on the invoice.**
2. **Note the net amount due for the exchange.**

# Returns and Voids—Complete the Return

POSitive For Windows - Ford Dealers - Station: 1

[ESC] Menu Invoice: 10725 By: PDS Cashier: PDS Date: 2/18/2008 Register: 1

SCAN

Stock: 2 | Held: 1 | Available: 1

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 10724				
HAT CLARKSTON NAVY BLUE	-1	12.00	0.00	-12.00
SS POLO WHITE MEDIUM	1	18.00	0.00	18.00

Bill To | Ship To | Note

Quick Sale

Line Totals: 6.00 SubTotal: 6.00  
 Taxable: 0.00 Coupon: 0.00  
 Exempt: 0.00 - Deposit: 0.00  
 Item Count: 1.00 Total: 6.00

6.00

Tender [F10]

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To complete the Return Function.

1. Proceed to the Tender Function, either by clicking the tender button, hitting the F10 key, or if positive tender is due, the appropriate tender hot key.

# Returns and Voids—Complete the Return

The screenshot shows the POSitive For Windows interface. A 'Returns' dialog box is open, displaying a list of reasons and their results. The reasons listed are:

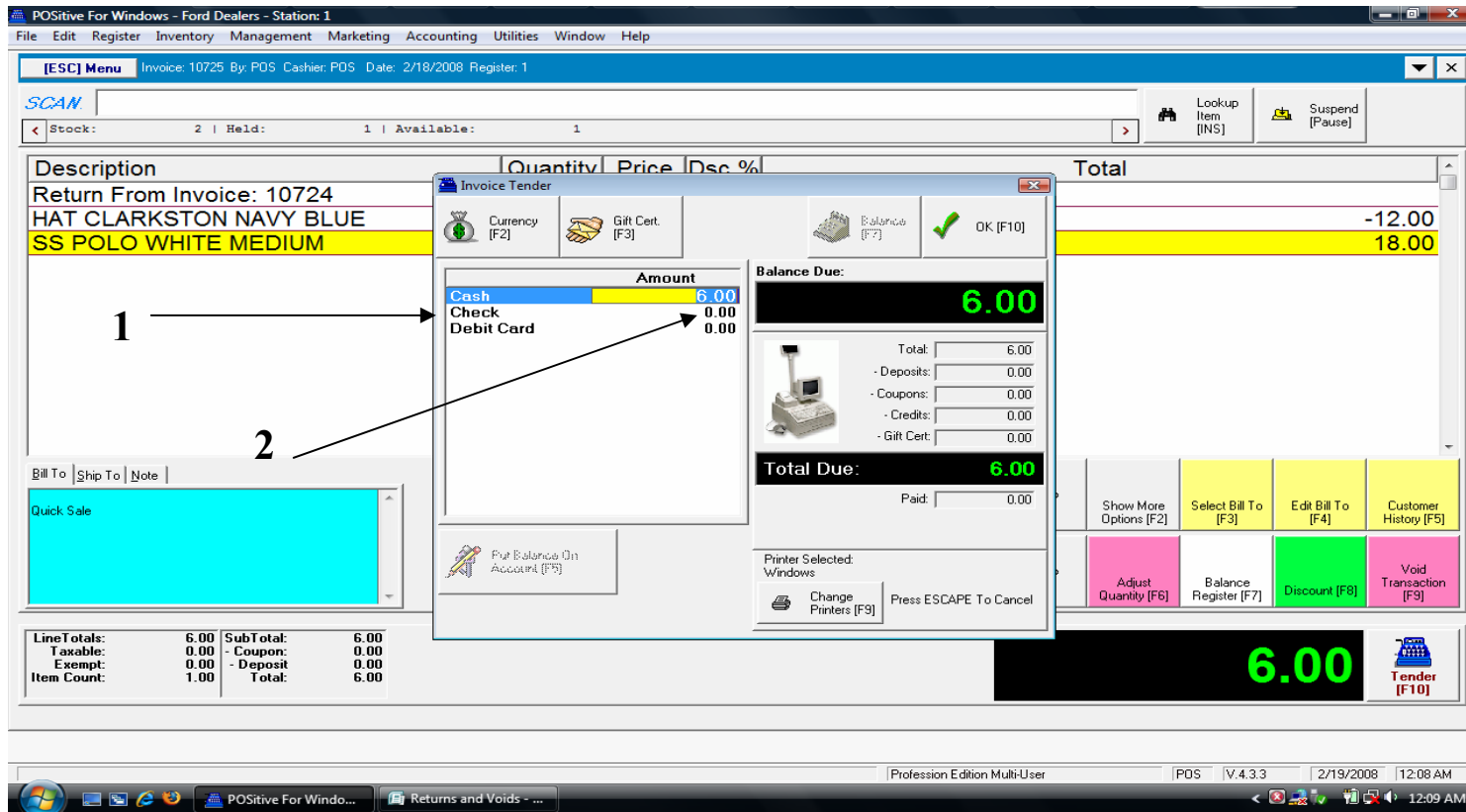
Reason	Result
VOID MISTAKE	Will be Returned To Stock
Item Did Not Work	Will NOT be Returned To Stock
Customer Changed Mind	Will be Returned To Stock
Did Not Suit Customer's Needs	Will be Returned To Stock
Gift- Did Not Want/Already Had	Will be Returned To Stock

The dialog box also includes a 'Select' button, an 'Enter Reason Not Listed [F5]' button, and a 'Close' button. The main window shows a return for 'SS POLO WHITE MEDIUM' with a total of 18.00. The bottom of the screen shows a total of 6.00 and a 'Tender [F10]' button.

A Returns Reason screen will appear. Identify the reason for the return.

1. Select from one of the 5 reasons listed on the default list, or
2. Select to enter a new reason not listed (F5).
3. After reason is highlighted, hit the Select tab to process

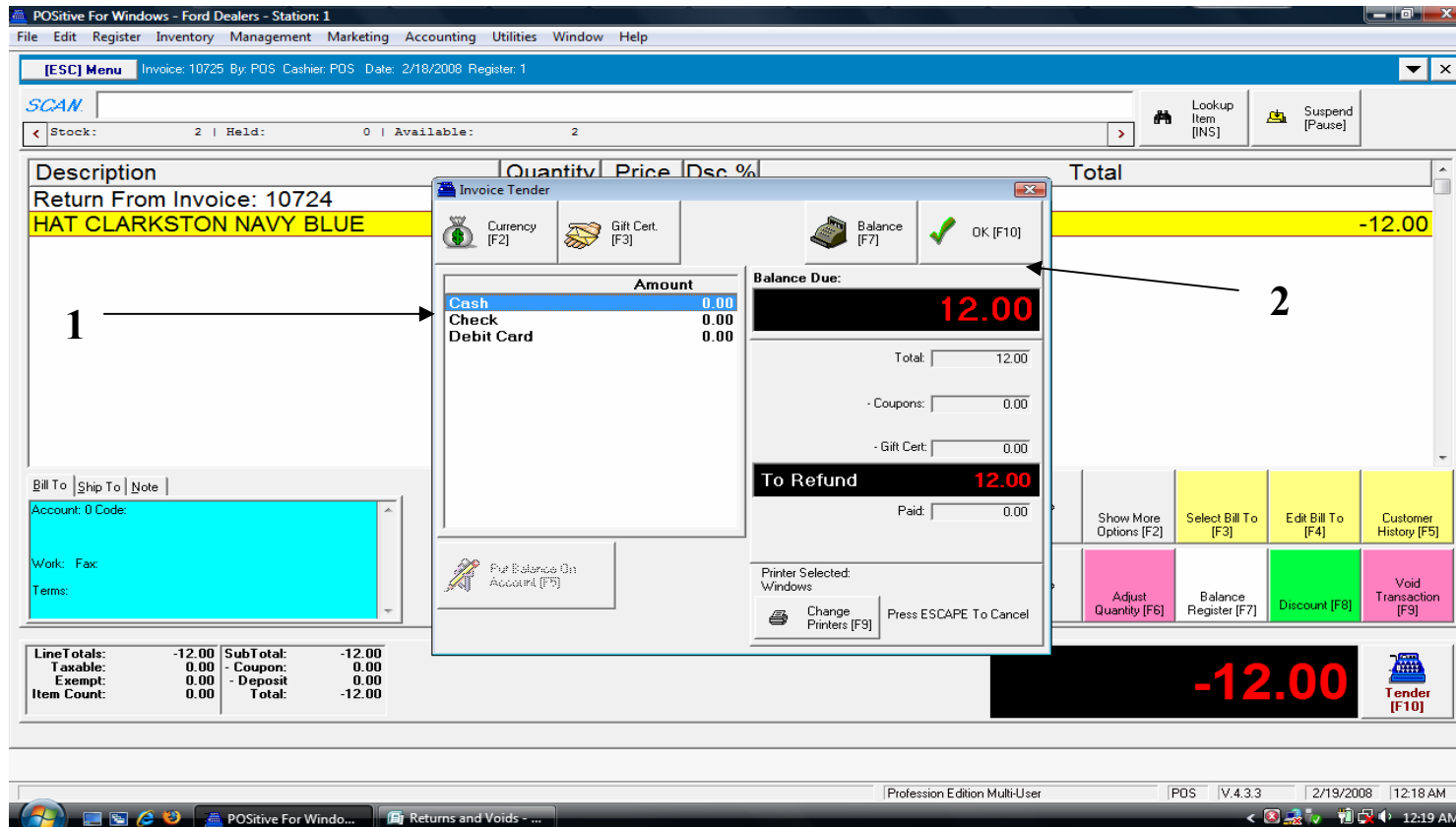
# Returns and Voids—Complete the Return



A Tender screen will appear. If tender is due from an positive exchange, the amount will appear in green.

1. Identify the tender type for a positive sale.
2. Enter the amount tendered and hit enter to process the sale.

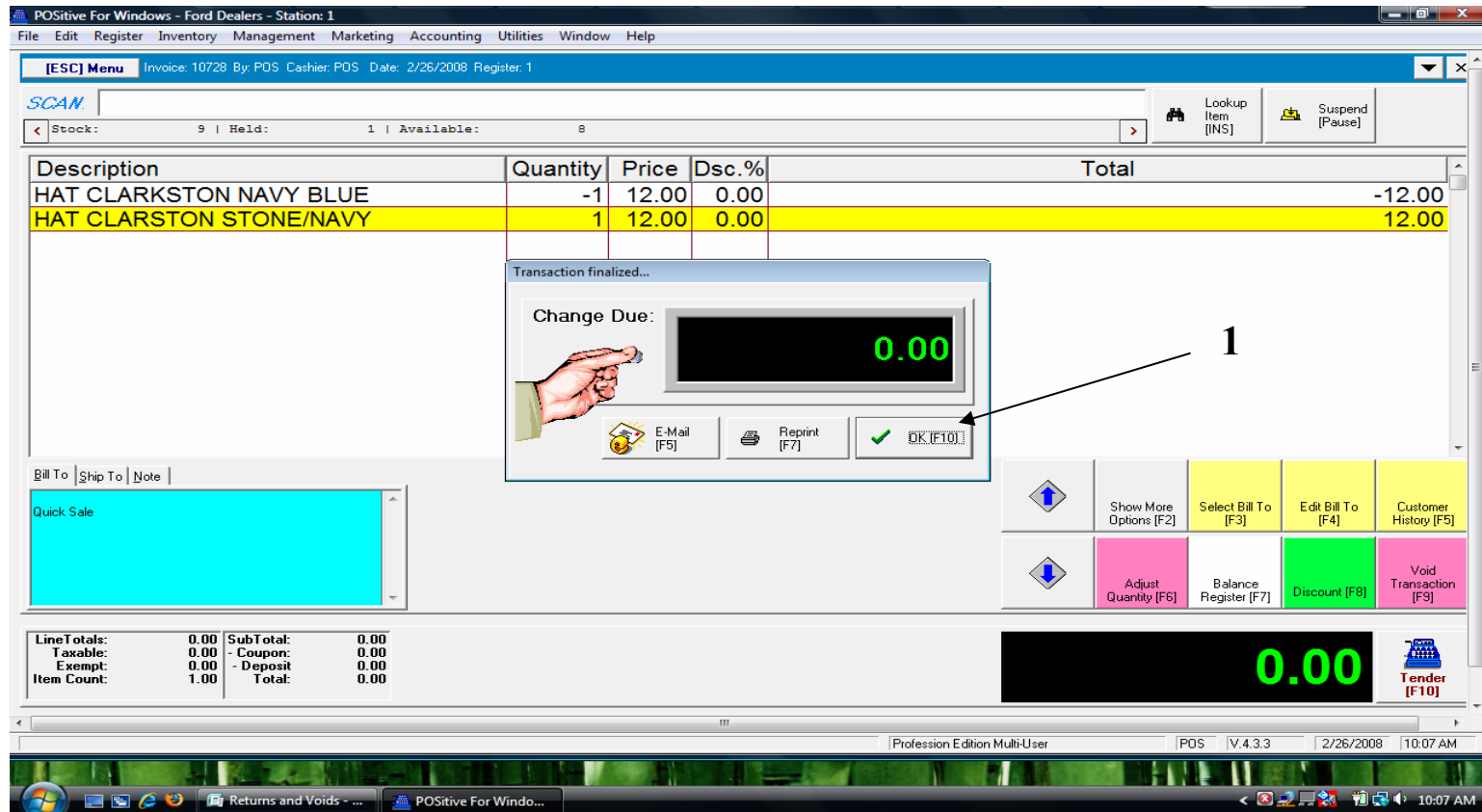
# Returns and Voids—Complete the Return



If tender is owed the customer (refund or negative exchange). A Tender screen will appear with the refund amount appearing in red.

1. Identify the tender type (cash) for a negative sale.
2. Accept the default dollar amount, hit enter (or F10) to process the sale.

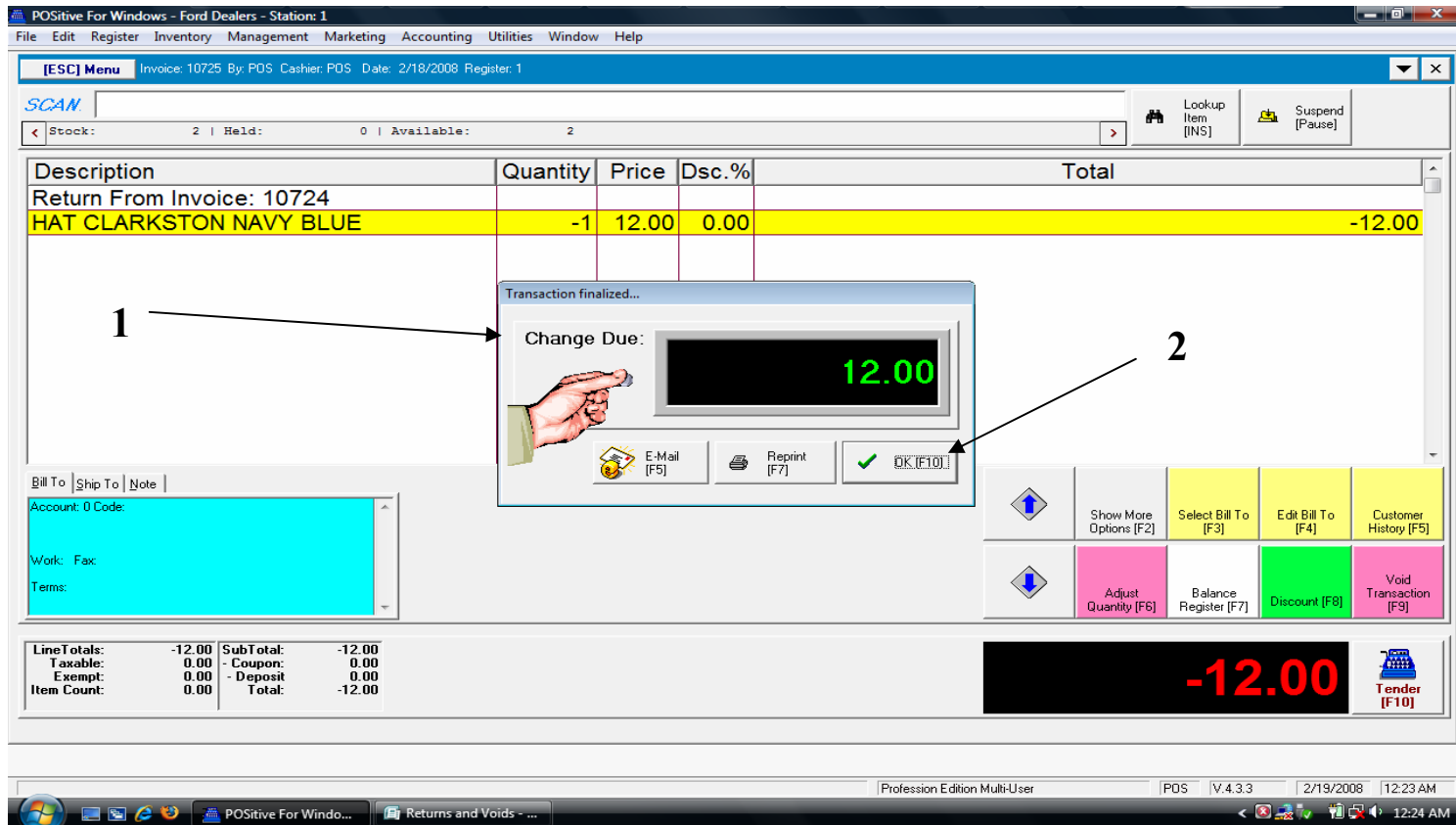
# Return Even Exchange—Complete the Return



For Even Exchanges, the Change Due screen will appear (skipping the tender screens). No tender is owed or due, the cash drawer will not open.

1. Click OK (F10) to totally complete the sale.

# Returns and Voids—Complete the Return



The Change Due screen will appear. If tender is owed to or due from the customer, the cash drawer will open.

1. Give the customer the refund amount due (displayed) or collect sale due.
2. Click the OK button (F10) to totally complete the sale.