

Returns

1



IN KEYBOARD SALES MODE:

To return a item, you have a few options.

Option 1– When using the Hot Keyboard,
With the sales invoice screen,

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

Returns

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POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: [Yellow Field]

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
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Bill To | Ship To | Note |

Quick Sale [Cyan Field]

Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

LineTotals:	0.00	SubTotal:	0.00
Taxable:	0.00	- Coupon:	0.00
SalesTax:	0.00	- Deposit:	0.00
Item Count:	0.00	Total:	0.00

0.00 Tender [F10]



IN KEYBOARD SALES MODE:

Option 2– Access the returning function in Sales Invoice Screen by pressing F4 on your keyboard.

1. Select Show More Options or [F2]
2. Select Return from Invoice or [F4]

Returns

POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Dsc.%	Total

Find Original Invoice

Enter the Invoice Number of the item(s) being returned, or choose an option below.

Invoice Number:

Search Customer Invoices [F2]

Search All Invoices [F3]

Can't Find/Choose From List [F4]

OK [F10] Cancel

Quick Sale

Bill To | Ship To | Note

Line Totals:	0.00	Sub Total:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	0.00	Total:	0.00

0.00

Tender [F10]

Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

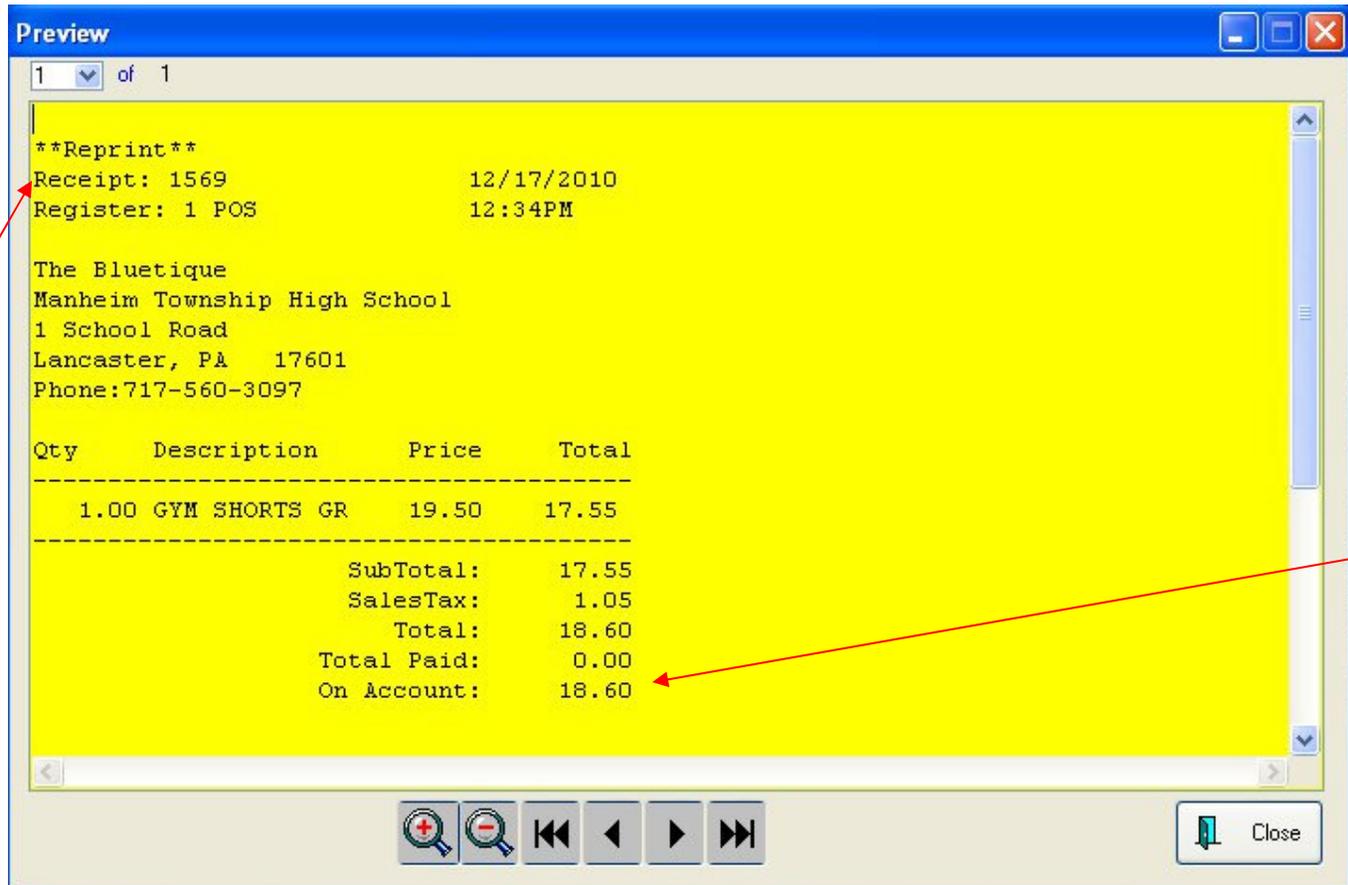
Keyboard Sales

IN KEYBOARD SALES MODE:

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



IN KEYBOARD SALES MODE:

If you have the original sales receipt (option 1)

1. Locate their invoice number at the top and enter it, when prompted (see previous page)
2. Note the method of payment –Cash, check, credit, house account, etc.

Note: You may want to have a return policy statement at the bottom of your receipt.

Returns

POSitive Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Invoice History

View

Reference #
Customer
Purchase Order #
Serial Number
Order Number

Properties

General
Bill To/Ship To
Notes
Prompts
General Ledger
Transaction Log
Service History
Documents

Actions

Make AR Payment
E-Mail
Change PO Number
Query
Reset

Locate: []

Invoice#	Station	Status	Date	Time	Customer	Invoice Total	Total (No Tax)	Tax 1	Tax 2
✓ 1574	1	Invoice	12/17/2010	2:05 PM	Quick Sale	2.62	2.62	0.00	0.00
✓ 1569	1	Invoice	12/17/2010	12:34 PM	SALLY JONES	18.60	17.55	1.05	0.00
✓ 1563	1	Invoice	12/17/2010	11:57 AM	SALLY JONES	17.49	16.50	0.99	0.00
✓ 1556	1	Invoice	12/17/2010	11:48 AM	Quick Sale	2.00	2.00	0.00	0.00
✓ 1525	1	Invoice	12/15/2010	5:47 PM	Quick Sale	35.38	33.49	1.89	0.00

Print Select Cancel

SKU	Description	Qty	B'Order	Price	Disc%	Total	T
✓ 5454545	AP CHEMISTRY LAB NOTE BOOK	1.00	0.00	16.50	0.00	16.50	Y
✓ CC	CANDY MISC.....	1.00	0.00	2.00	0.00	2.00	N
✓ 78548	SHORTS GREEN	1.00	0.00	14.99	0.00	14.99	Y

✗ = Item returned on another Invoice

Sold To: Quick Sale

Header

Time: 5:47 PM Terms: NONE
Cashier: POS Sales ID: POS
Register: 1 PO: []
Converted: No

Show Costs
Show Voids/Unused

Tender	Amount
Cash	35.38
SubTotal	33.49
SalesTax	1.89
Total	35.38

Taxable: 0.00 - Coupon: 0.00
SalesTax: 0.00 - Deposit: 0.00
Item Count: 0.00 Total: 0.00

0.00 Tender [F10]

Keyboard Sales

IN KEYBOARD SALES MODE:

Option 2: Hunt for the Receipt in Invoice History

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

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POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
AP CHEMISTRY LAB NOTE BOOK	1.00	16.50	0.00	16.50
AP BIOLOGY LAB NOTE BOOK	1.00	16.50	0.00	16.50

Tag Items to Return

SKU	Description	Qty	Price	Dsc%	Total
<input checked="" type="checkbox"/> 5454545	AP CHEMISTRY LAB NOTE BOOK	1.00	16.50	0.00	16.50
<input checked="" type="checkbox"/> 5454547	AP BIOLOGY LAB NOTE BOOK	1.00	16.50	0.00	16.50

Tag/Untag (Space) Tag All [F7] Untag All [F8]

Process [F10] Cancel

Turn From Choice [F4] Open Cash Drawer [F5]

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

LineTotals: 0.00 SubTotal: 0.00
Taxable: 0.00 - Coupon: 0.00
SalesTax: 0.00 - Deposit: 0.00
Item Count: 0.00 Total: 0.00

0.00 Tender [F10]



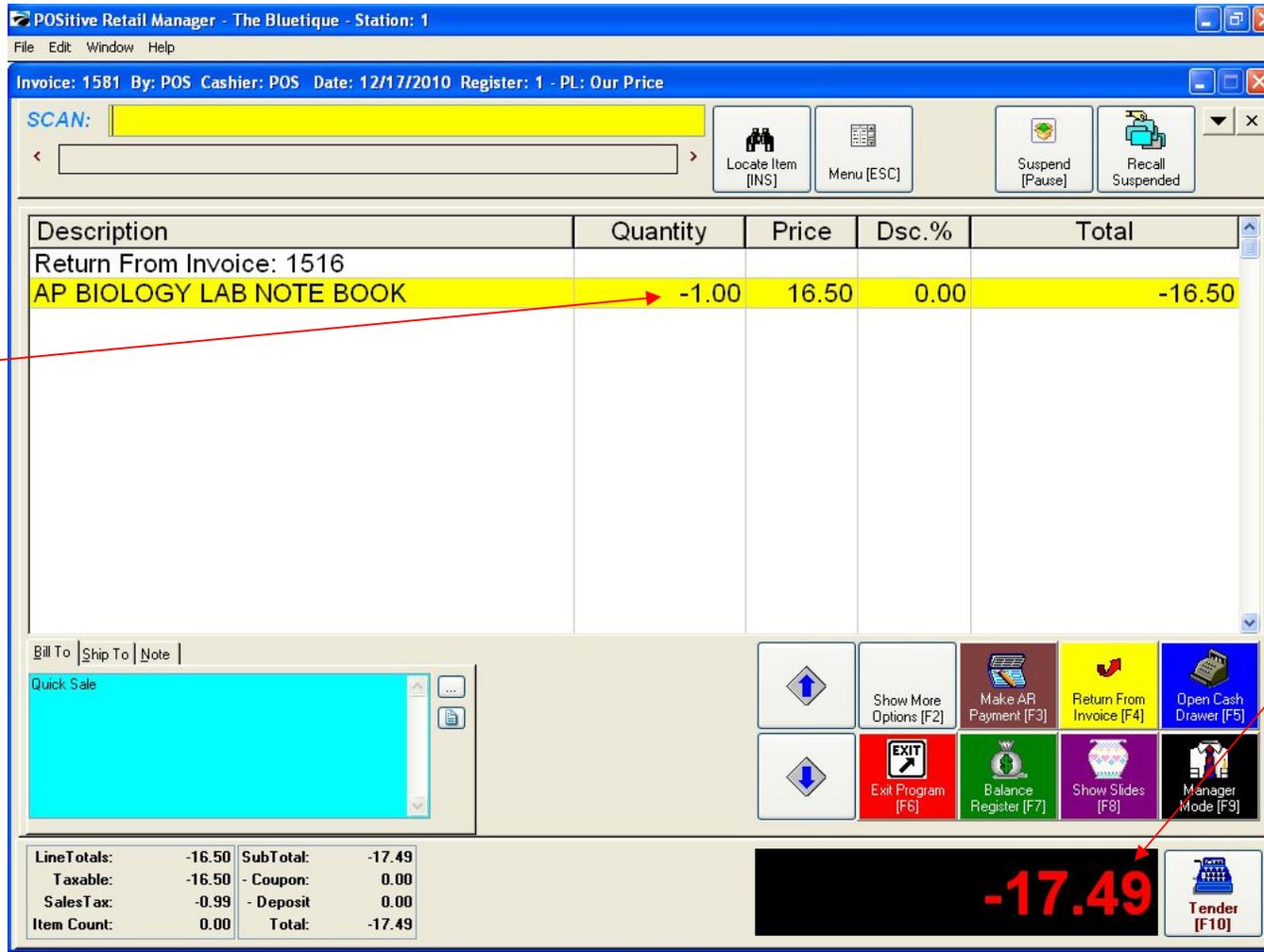
IN KEYBOARD SALES MODE:

Option 1 & 2

Once the invoice has been identified, 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



POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50

Bill To | Ship To | Note |

Quick Sale

↑ Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

↓ Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

LineTotals:	-16.50	SubTotal:	-17.49
Taxable:	-16.50	- Coupon:	0.00
SalesTax:	-0.99	- Deposit:	0.00
Item Count:	0.00	Total:	-17.49

-17.49 Tender [F10]

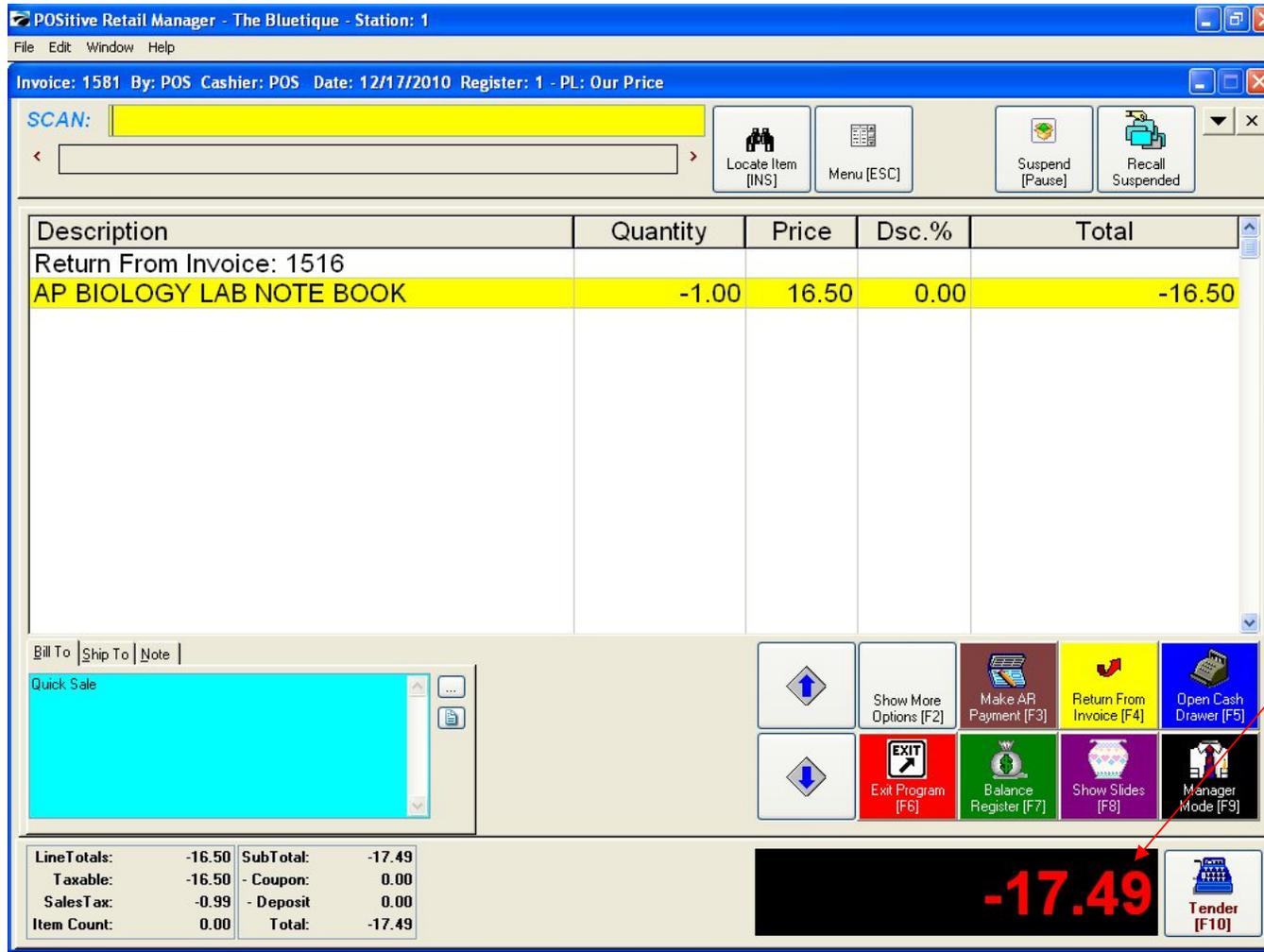


IN KEYBOARD SALES MODE:

The item selected will appear on the invoice screen.

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

Returns



POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50

Bill To | Ship To | Note |

Quick Sale

LineTotals: -16.50 SubTotal: -17.49
 Taxable: -16.50 - Coupon: 0.00
 SalesTax: -0.99 - Deposit: 0.00
 Item Count: 0.00 Total: -17.49

Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]
 Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

-17.49 Tender [F10]

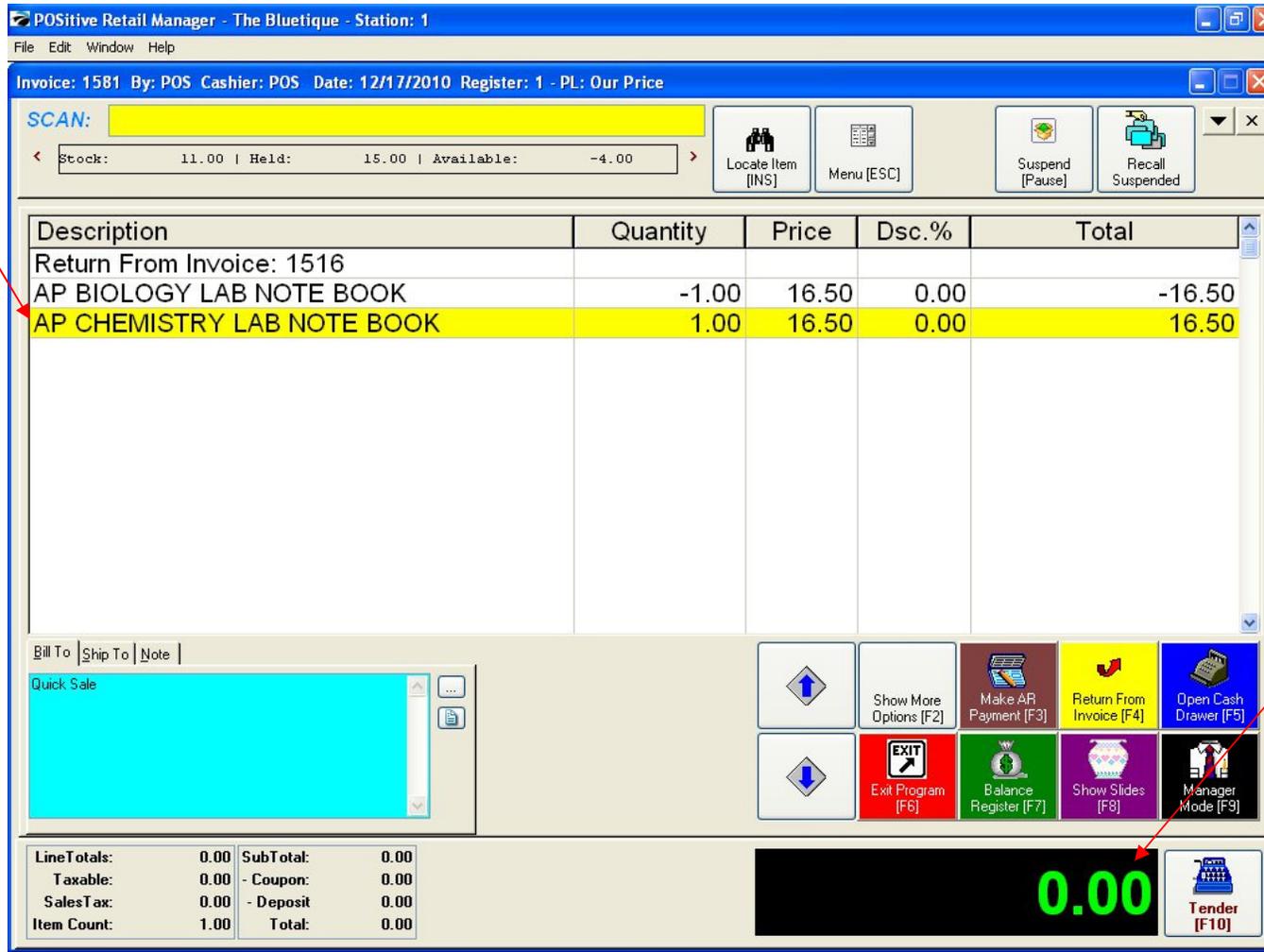
Keyboard Sales

IN KEYBOARD SALES MODE:

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



POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: [Yellow Highlighted]

Stock: 11.00 | Held: 15.00 | Available: -4.00

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50
AP CHEMISTRY LAB NOTE BOOK	1.00	16.50	0.00	16.50

Bill To | Ship To | Note

Quick Sale

LineTotals: 0.00 SubTotal: 0.00
 Taxable: 0.00 - Coupon: 0.00
 SalesTax: 0.00 - Deposit: 0.00
 Item Count: 1.00 Total: 0.00

0.00

Keyboard Sales

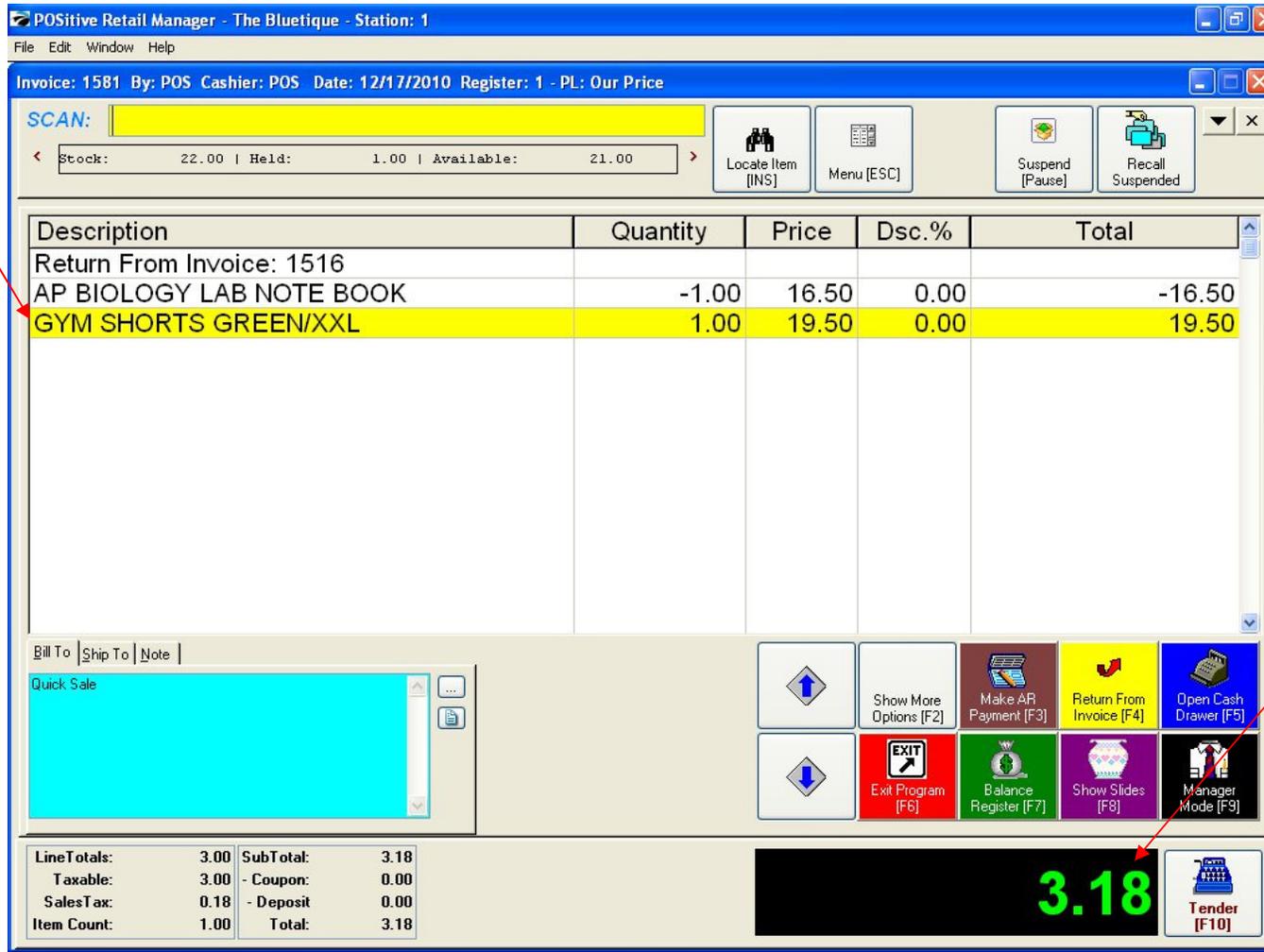
IN KEYBOARD SALES MODE:

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.

Note: You can also sell them a gift card for the balance due so net amount is \$0

Returns



POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Stock: 22.00 | Held: 1.00 | Available: 21.00

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50
GYM SHORTS GREEN/XXL	1.00	19.50	0.00	19.50

Bill To | Ship To | Note | Quick Sale

Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

Line Totals:	3.00	Sub Total:	3.18
Taxable:	3.00	- Coupon:	0.00
Sales Tax:	0.18	- Deposit:	0.00
Item Count:	1.00	Total:	3.18

3.18 Tender [F10]

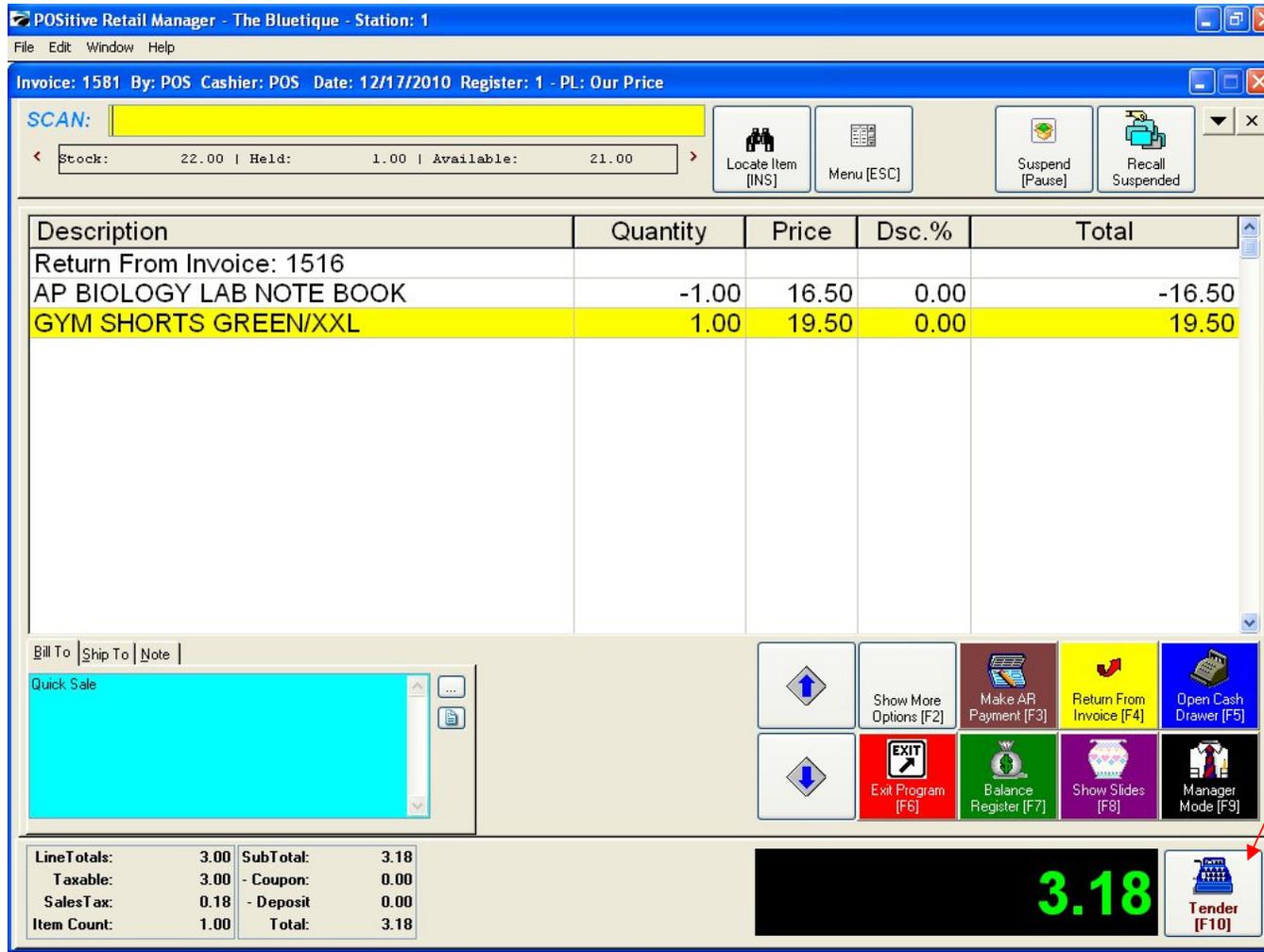


IN KEYBOARD SALES MODE:

If a 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



POSITIVE Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Stock: 22.00 | Held: 1.00 | Available: 21.00

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50
GYM SHORTS GREEN/XXL	1.00	19.50	0.00	19.50

Bill To | Ship To | Note

Quick Sale

LineTotals:	3.00	SubTotal:	3.18
Taxable:	3.00	- Coupon:	0.00
SalesTax:	0.18	- Deposit:	0.00
Item Count:	1.00	Total:	3.18

3.18

Tender [F10]

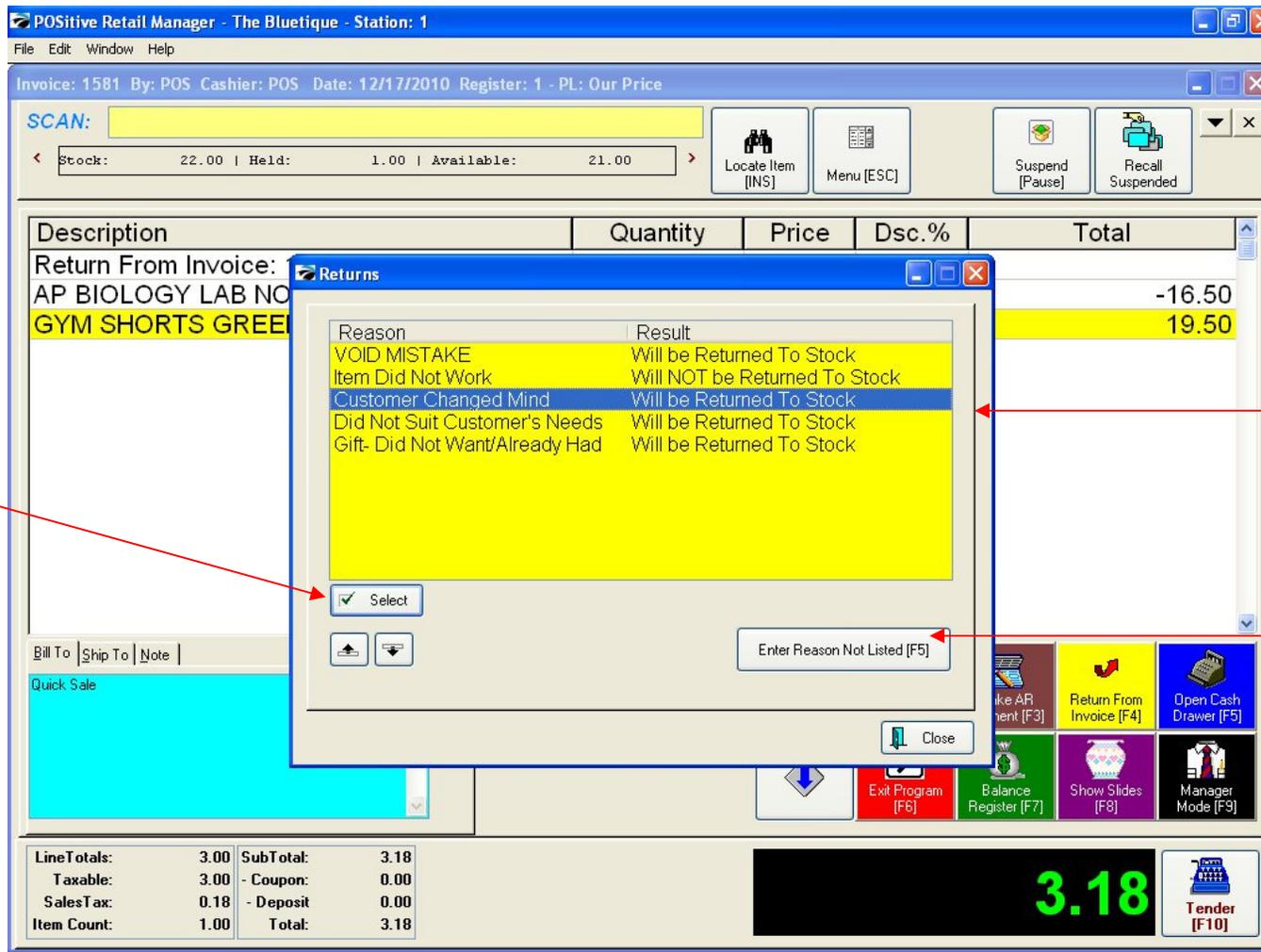


IN KEYBOARD SALES MODE:

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



POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Stock: 22.00 | Held: 1.00 | Available: 21.00

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total
Return From Invoice:				-16.50
AP BIOLOGY LAB NO				
GYM SHORTS GREE				19.50

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

Select

Enter Reason Not Listed [F5]

Close

Bill To | Ship To | Note | Quick Sale

LineTotals: 3.00 SubTotal: 3.18
 Taxable: 3.00 - Coupon: 0.00
 SalesTax: 0.18 - Deposit: 0.00
 Item Count: 1.00 Total: 3.18

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

3.18 Tender [F10]

Keyboard Sales

IN KEYBOARD SALES MODE:

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

1. Select from one of the 5 return 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

POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN:

Stock: 22.00 | Held: 1.00 | Available: 21.00

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description: Return From Invoice: 1581
AP BIOLOGY LAB NOTE
GYM SHORTS GREEN

Total: -16.50
19.50

Invoice Tender

Currency [F2] Gift Cert. [F3] Balance [F7] OK [F10]

Tender Type	Amount
Cash	3.18
Check	0.00
Visa	0.00
MasterCard	0.00
Discover	0.00
American Express	0.00

Balance Due: 3.18

Total Due: 3.18

Printer Selected: Generic Receipt Printer

Change Printers [F9] Press ESCAPE To Cancel

Put Balance On Account [F5]

Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Balance Register [F7] Show Slides [F8] Manager Mode [F9]

LineTotals: 3.00 SubTotal: 3.18
Taxable: 3.00 - Coupon: 0.00
SalesTax: 0.18 - Deposit: 0.00
Item Count: 1.00 Total: 3.18

3.18 Tender [F10]

Keyboard Sales

IN KEYBOARD SALES MODE:

A tender screen will appear. If tender is due from a 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

POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Stock: 7.00 | Held: 1.00 | Available: 6.00

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Total
Return From Invoice: 1581	
AP BIOLOGY LAB NOT	-16.50

Invoice Tender

Currency [F2] Gift Cert. [F3] Balance [F7] OK [F10]

Tender Type	Amount
Cash	0.00
Check	0.00
Visa	0.00
MasterCard	0.00
Discover	0.00
American Express	0.00

Balance Due: 17.49

Total: 17.49

Coupons: 0.00

Gift Cert: 0.00

To Refund: 17.49

Paid: 0.00

Put Balance On Account [F5]

Printer Selected: Generic Receipt Printer

Change Printers [F9] Press ESCAPE To Cancel

Bill To | Ship To | Note | Quick Sale

Line Totals:	-16.50	Sub Total:	-17.49
Taxable:	-16.50	- Coupon:	0.00
Sales Tax:	-0.99	- Deposit:	0.00
Item Count:	0.00	Total:	-17.49

Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Balance Register [F7] Show Slides [F8] Manager Mode [F9]

Tender [F10]

-17.49

Keyboard Sales

IN KEYBOARD SALES MODE:

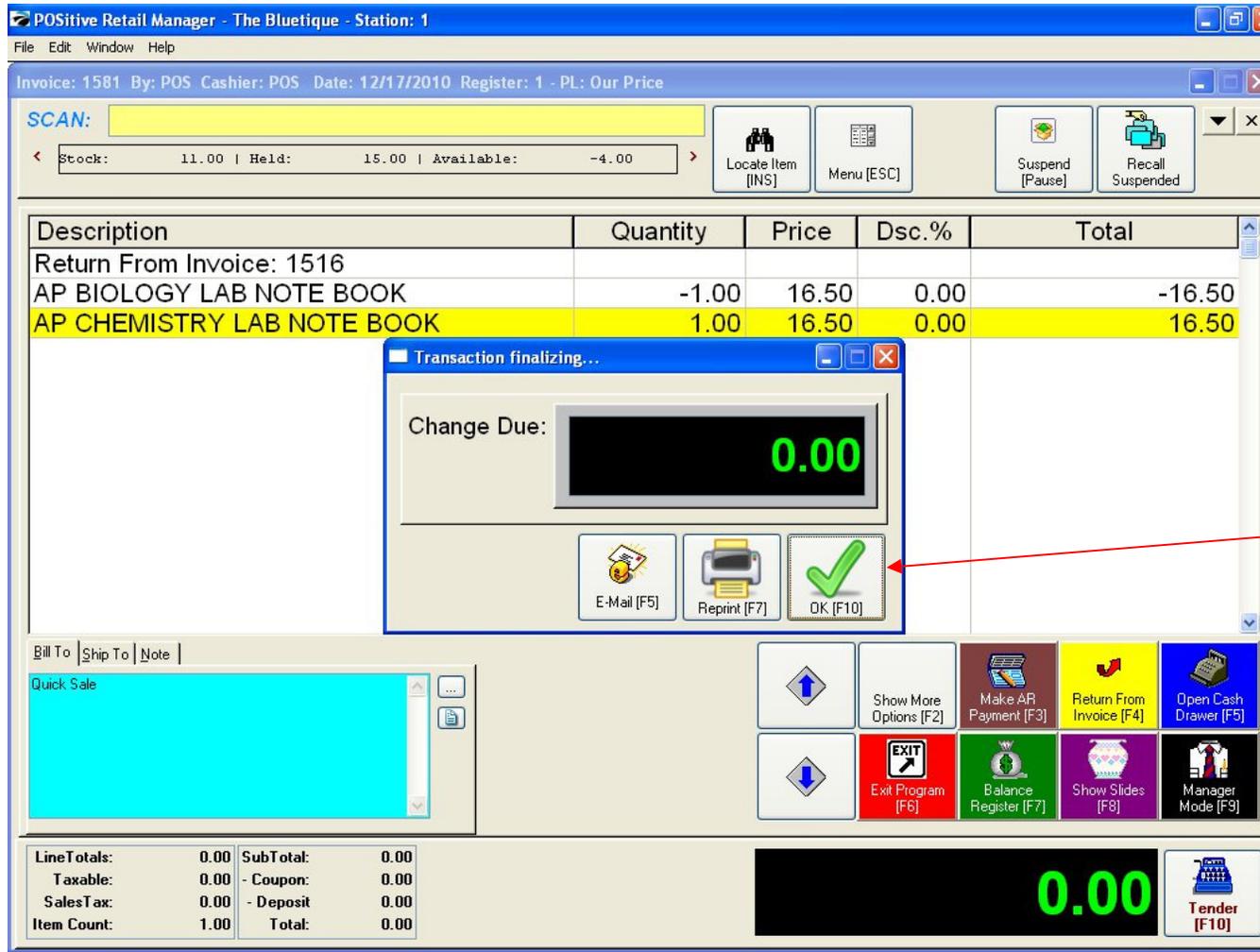
If tender is owed to the customer, a refund or negative exchange, a tender screen will appear with the refund amount appearing in red.

1. Identify the tender type (cash) for a negative sale.

Note: It is best practice to give a gift card for the negative sale amount.

1. Accept the default dollar amount, hit enter (F10) to process the sale.

Returns



POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1581 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Stock: 11.00 | Held: 15.00 | Available: -4.00

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1516				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50
AP CHEMISTRY LAB NOTE BOOK	1.00	16.50	0.00	16.50

Transaction finalizing...

Change Due: 0.00

E-Mail (F5) Reprint (F7) OK (F10)

Quick Sale

LineTotals:	0.00	SubTotal:	0.00
Taxable:	0.00	- Coupon:	0.00
SalesTax:	0.00	- Deposit:	0.00
Item Count:	1.00	Total:	0.00

0.00 Tender [F10]

Keyboard Sales

IN KEYBOARD SALES MODE:

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

POSITIVE Retail Manager - The Bluetique - Station: 1

Invoice: 1582 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SCAN: []

Description	Quantity	Price	Dsc.%	Total
Return From Invoice: 1563				
AP BIOLOGY LAB NOTE BOOK	-1.00	16.50	0.00	-16.50

Transaction finalizing...

Change Due: **17.49**

E-Mail [F5] Reprint [F7] OK [F10]

Bill To | Ship To | Note |

SALLY JONES
ROOM 123

Home:
Work:

Account: 2 Code: 2
Terms: 30

LineTotals:	-16.50	SubTotal:	-17.49
Taxable:	-16.50	- Coupon:	0.00
SalesTax:	-0.99	- Deposit:	0.00
Item Count:	0.00	Total:	-17.49

Show More Options [F2] Make AR Payment [F3] Return From Invoice [F4] Open Cash Drawer [F5]

Exit Program [F6] Balance Register [F7] Show Slides [F8] Manager Mode [F9]

-17.49 Tender [F10]

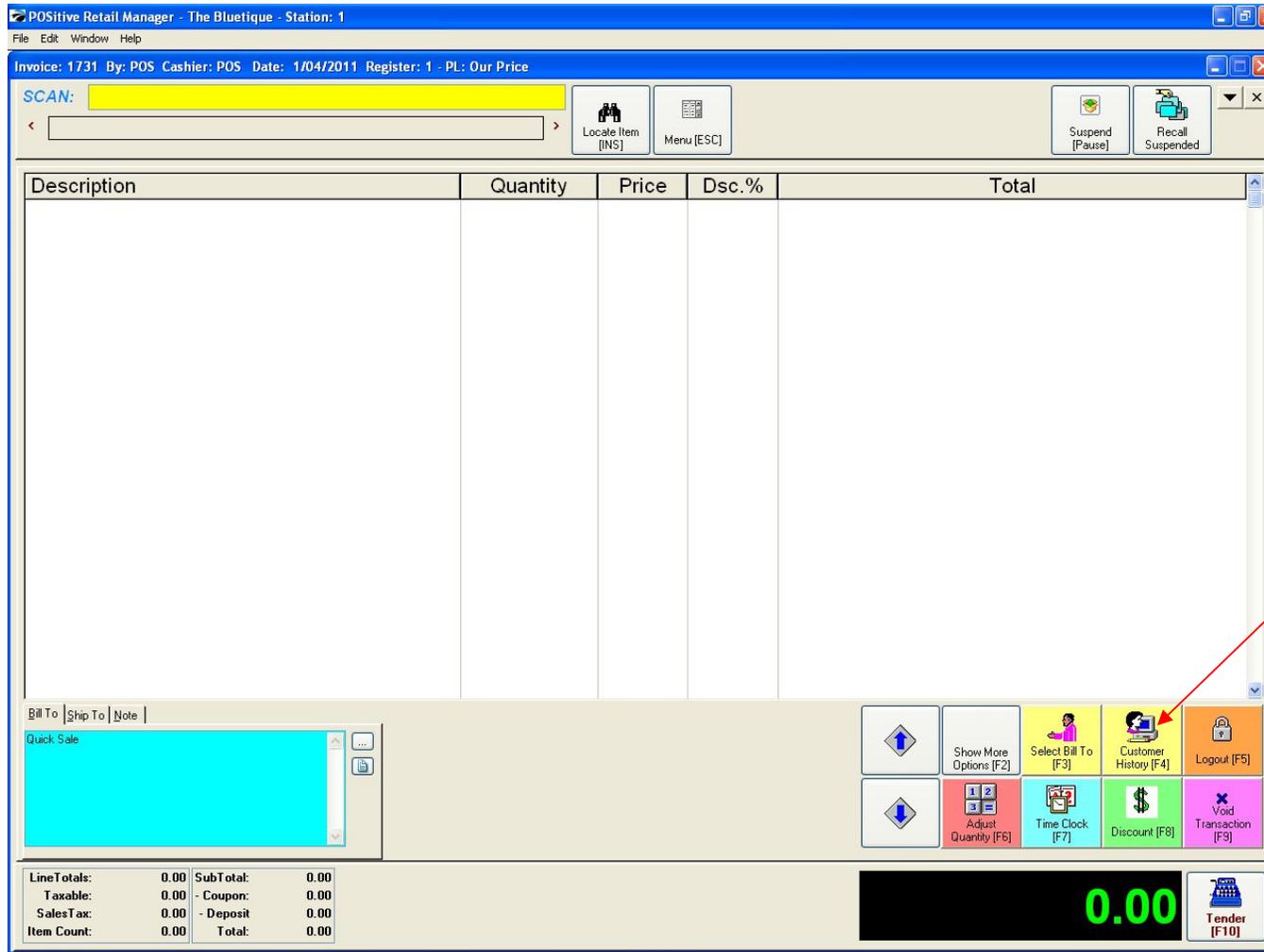


IN KEYBOARD SALES MODE:

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.

Returns



POSitve Retail Manager - The Bluetique - Station: 1

File Edit Window Help

Invoice: 1731 By: POS Cashier: POS Date: 1/04/2011 Register: 1 - PL: Our Price

SCAN: [Yellow Input Field]

Locate Item [INS] Menu [ESC]

Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc. %	Total

Bill To | Ship To | Note

Quick Sale [Cyan Input Field]

↑ Show More Options [F2] Select Bill To [F3] Customer History [F4] Logout [F5]

↓ Adjust Quantity [F6] Time Clock [F7] Discount [F8] Void Transaction [F9]

Line Totals: 0.00	SubTotal: 0.00
Taxable: 0.00	- Coupon: 0.00
Sales Tax: 0.00	- Deposit: 0.00
Item Count: 0.00	Total: 0.00

0.00 Tender [F10]



IN KEYBOARD SALES MODE:
To see any returned invoices...

1. Select Customer History (F4).

Returns

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POSitve Retail Manager - The Bluetique - Station: 1

Invoice: 1731 By: POS Cashier: POS Date: 1/04/2011 Register: 1 - PL: Our Price

SCAN: []

Locate Item [INS] Menu [ESC] Suspend [Pause] Recall Suspended

Description	Quantity	Price	Dsc.%	Total										
Invoice History														
View														
Reference #	Invoice#	Station	Status	Date	Time	Customer	Invoice Total	Total (No Tax)	Tax 1	Tax 2				
Customer	1724	1	Return	1/03/2011	7:02 PM	Quick Sale	-25.00	-25.00	0.00	0.00				
Purchase Order #	1718	1	Invoice	1/03/2011	4:14 PM	Quick Sale	71.50	70.00	1.50	0.00				
Serial Number	1717	1	Invoice	1/03/2011	4:13 PM	Quick Sale	50.00	0.00	0.00	0.00				
Order Number	1715	1	Invoice	1/03/2011	4:13 PM	Quick Sale	56.56	54.49	2.07	0.00				
	1714	1	Invoice	1/03/2011	4:11 PM	Quick Sale	56.17	52.99	3.18	0.00				
Properties														
General	SKU	Description	Qty	B'Order	Price	Disc%	Total	T						
Bill To/Ship To	012	HOODIE MASCOT LOGO BLACK/LARGE	-1.00	0.00	25.00	0.00	-25.00	N						
Notes	Return From Invoice: 1711													
Prompts	☒ = Item returned on another Invoice													
General Ledger	Sold To: Quick Sale													
Transaction Log	Tender: Cash Refund Amount: 25.00													
Service History	SubTotal: -25.00													
Documents	SalesTax: 0.00													
	Total: -25.00													
Actions					Header					Customer history [F4]	Logout [F5]			
Make AR Payment	Time: 7:02 PM				Terms: NONE		Show Costs				Adjust Quantity [F6]	Time Clock [F7]	Discount [F8]	Void Transaction [F9]
E-Mail	Cashier: POS				Sales ID: POS		Show Voids/Unused				0.00	Tender [F10]		
Void	Register: 1				PD:									
Change PO Number	Converted: No													
Query														
Reset														
Line Totals: 0.00					SubTotal: 0.00									
Taxable: 0.00					Coupon: 0.00									
SalesTax: 0.00					Deposit: 0.00									
Item Count: 0.00					Total: 0.00									

Keyboard Sales

IN KEYBOARD SALES MODE:
Your Invoice History will appear

1. All returned invoices will have a red arrow in front of them.

Returns

Invoice: 1584 By: POS Cashier: POS Date: 12/17/2010 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
Quick Sale					

Line Totals: 0.00 SubTotal: 0.00
 Taxable: 0.00 - Coupon: 0.00
 SalesTax: 0.00 - Deposit: 0.00
 Item Count: 0.00 Total: 0.00

Cursor Down Cursor Up 0.00

IN TOUCHSCREEN SALES MODE:

1. Select Manager

Returns

Invoice: 1700 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
Quick Sale					

Line Totals: 0.00 SubTotal: 0.00
 Taxable: 0.00 - Coupon: 0.00
 SalesTax: 0.00 - Deposit: 0.00
 Item Count: 0.00 Total: 0.00

Exit Program Logout Go to Sales

Balance Reg. Daily Sales Summary Gift Certificates Edit Bill To

Invoice History Make AR Payment Note Calendar

Open Cash Drawer Report Center Price Check Return From Invoice

Discount Time Clock Show Costs Void

Manager Mode

Cursor Down Cursor Up

0.00

IN TOUCHSCREEN SALES MODE:

1. Select Return from Invoice

Returns

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
Quick Sale					

Enter the Invoice Number of the item(s) being returned, or choose an option below.

Invoice Number:

Search Customer Invoices [F2]

Search All Invoices [F3]

Can't Find/Choose From List [F4]

OK [F10] Cancel

Line Totals:	0.00	SubTotal:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	0.00	Total:	0.00

Cursor Down Cursor Up

0.00

1 2 3

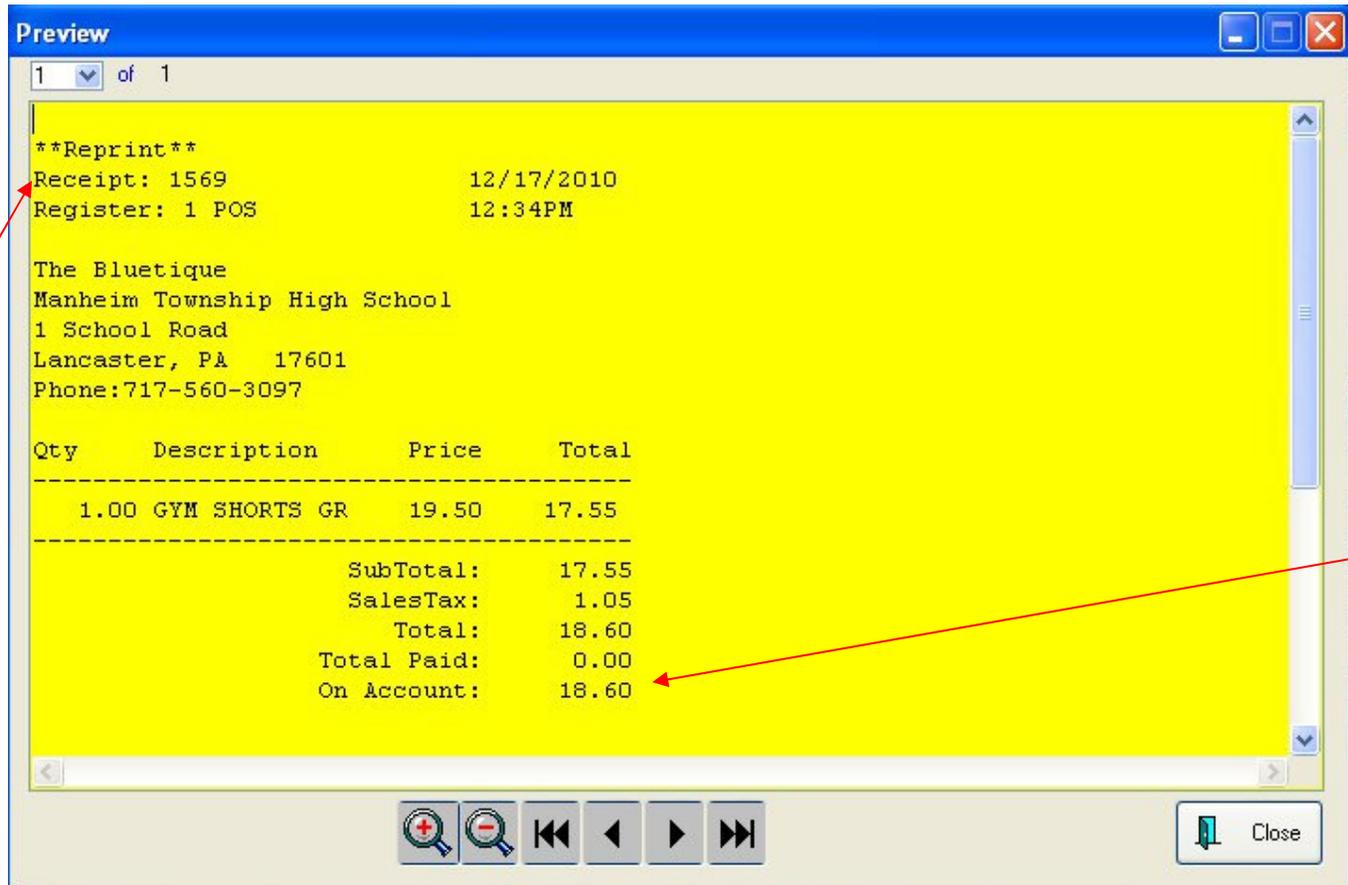


IN TOUCH SCREEN SALES MODE:

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



IN TOUCHSCREEN SALES MODE:

If you have the original sales receipt (option 1)

1. Locate their invoice number at the top and enter it, when prompted (see previous page)
2. Note the method of payment –Cash, check, credit, house account, etc.

Note: You may want to have a return policy statement at the bottom of your receipt.

Returns

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

Reference	Station	Date	Time	Total
1697	1	1/03/2011	11:37 AM	20.67
1693	1	1/03/2011	11:11 AM	45.00
1681	1	12/29/2010	4:29 PM	0.00
1677	1	12/29/2010	4:21 PM	0.66
1676	1	12/29/2010	4:20 PM	25.00
1673	1	12/29/2010	4:13 PM	18.60
1672	1	12/29/2010	4:12 PM	54.60

SKU	Description	Qty	B'Order	Price	Disc%	Total
123456	GYM SHORTS GREENXXL	1.00	0.00	19.5	0.00	19.50

Quick Sale

Line Totals: 0.00
Taxable: 0.00
Sales Tax: 0.00
Item Count: 0.00

Deposit: 0.00
Total: 0.00

0.00



IN TOUCHSCREEN SALES MODE:

Option 2, Hunt for the receipt in Invoice History

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

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
5454547	AP BIOLOGY LAB NOTE BOOK	5.00	16.50		
5454545	AP CHEMISTRY LAB NOTE BOOK	0.00	18.50		
5454545	AP CHEMISTRY LAB NOTE BOOK	0.00	18.50		
AA	APPAREL MISC-----	-1.00	0.00		
	Apparel Misc				
BB	BEVERAGE MISC-----	13.00	0.00		
	Beverages Misc				
CC	CANDY MISC-----	0.00	0.00		
	Candy Misc				
789456	CHEEZE ITS 3 OZ	-1.00	1.00		
12345	CHERRY SLUSHIE	-1.00	1.00		
	CHERRY SLUSHIE				

Sorted By: Description

Find at beginning

Find Anywhere

Line Totals: 0.00
Taxable: 0.00
Sales Tax: 0.00
Item Count: 0.00

Deposit Total: 0.00
Total: 0.00

0.00



IN TOUCHSCREEN SALES MODE:

Option 3

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

1. Locate (find by description) the item(s) being returned or scan the SKU (Barcode)

Note: If you scan, make sure you click SKU Column as default lookup

Returns

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
5454547	AP BIOLOGY LAB NOTE BOOK				
78548	SHORTS GREEN				
789456	CHEEZE ITS 3 OZ				

Quick Sale

Line Totals:	0.00	SubTotal:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	0.00	Total:	0.00

0.00



IN TOUCHSCREEN SALES MODE:

Option 1 & 2

Once the invoice has been identified, 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

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99

Quick Sale

Line Totals:	-14.99	SubTotal:	-15.89
Taxable:	-14.99	- Coupon:	0.00
Sales Tax:	-0.90	- Deposit:	0.00
Item Count:	0.00	Total:	-15.89

Cursor Down Cursor Up

-15.89

IN TOUCHSCREEN SALES MODE:
The item selected will appear on the invoice screen.

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

Returns

Invoice: 1704 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99

Quick Sale

Line Totals:	-14.99	Sub Total:	-15.89
Taxable:	-14.99	- Coupon:	0.00
Sales Tax:	-0.90	- Deposit:	0.00
Item Count:	0.00	Total:	-15.89

Cursor Down Cursor Up

-15.89

IN TOUCHSCREEN SALES MODE:

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

Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHOTS GREEN	-1.00	14.99	0.00	-14.99
✓ 78545	SHOTS GREEN XL	1.00	14.99	0.00	14.99

Quick Sale

Line Totals:	0.00	Sub Total:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	1.00	Total:	0.00

0.00



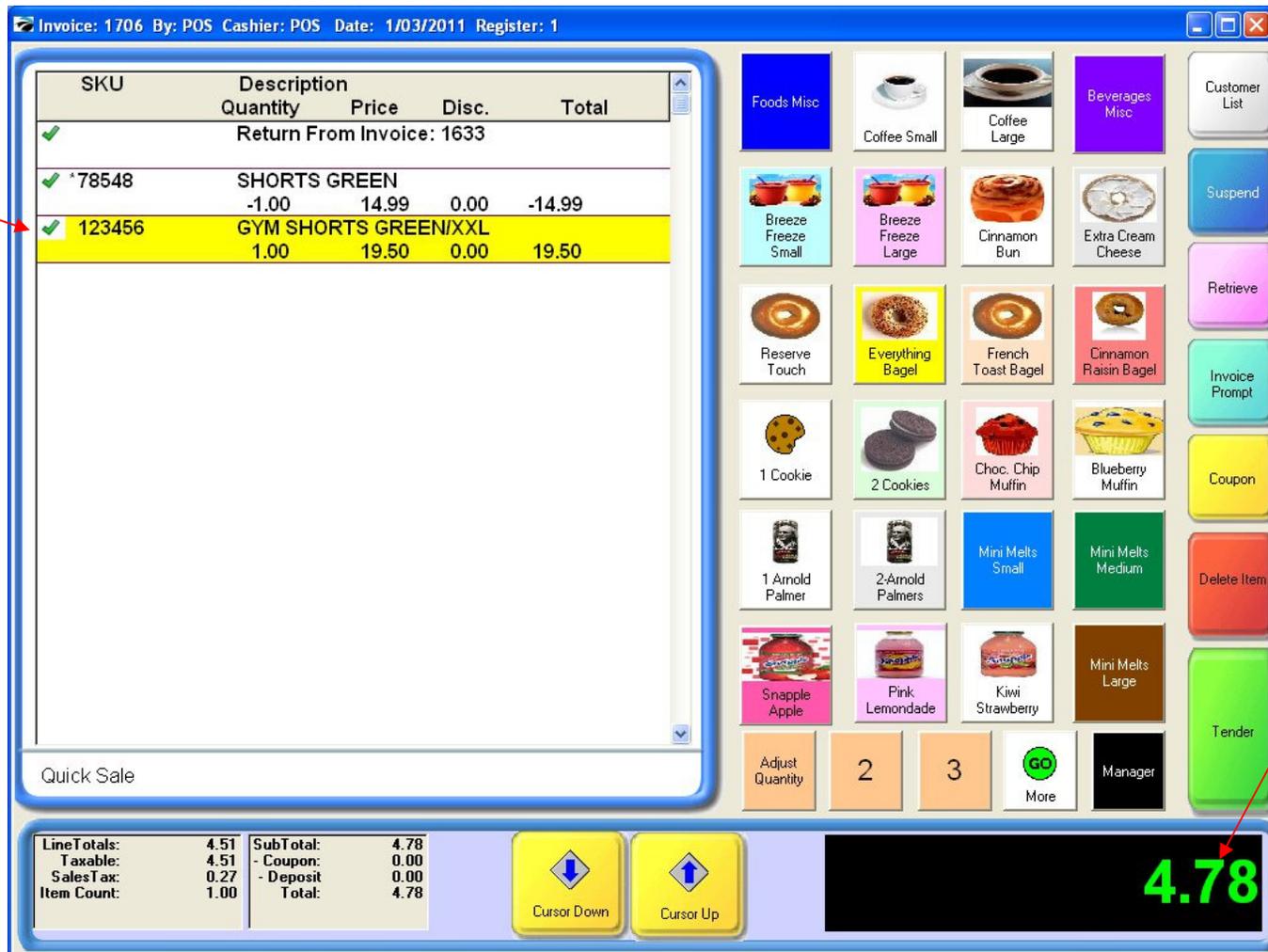
IN TOUCHSCREEN SALES MODE:

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.

Note: Or sell them a gift card for the balance due so net amount is \$0.

Returns



Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
	Return From Invoice: 1633				
*78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99
123456	GYM SHORTS GREEN/XXL	1.00	19.50	0.00	19.50

Quick Sale

Line Totals:	4.51	Sub Total:	4.78
Taxable:	4.51	- Coupon:	0.00
Sales Tax:	0.27	- Deposit:	0.00
Item Count:	1.00	Total:	4.78

4.78



IN TOUCHSCREEN SALES MODE:

If a 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

Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99
✓ 123456	GYM SHORTS GREEN/XXL	1.00			

Reasons for Return:

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

Buttons: Select, Enter Reason Not Listed [F5], Close

Summary:

Line Totals:	4.51	SubTotal:	4.78
Taxable:	4.51	- Coupon:	0.00
Sales Tax:	0.27	- Deposit:	0.00
Item Count:	1.00	Total:	4.78

Touch Screen Sales

IN TOUCHSCREEN SALES MODE:

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

1. Select from one of the 5 return 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

Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99
✓ 123456	GYM SHORTS GREEN/XXL	1.00	19.50	0.00	19.50

Balance Due: **4.78**

Clear

\$1 \$5 1 2 3
 \$10 \$20 4 5 6
 \$50 \$100 7 8 9
 . 0 00

Total Due: 4.78

Cancel

Cash [F2] Check [F3] Credit [F4] Gift Certificate [F6]

1. Enter Amount Tendered
 2. Select Type of Tender
 If Tendering the exact Amount Due, just select the Tender Type.

Quick Sale

Line Totals:	4.51	SubTotal:	4.78
Taxable:	4.51	- Coupon:	0.00
Sales Tax:	0.27	- Deposit:	0.00
Item Count:	1.00	Total:	4.78

Cursor Down Cursor Up

4.78

1

2



IN TOUCHSCREEN SALES MODE:

A tender screen will appear. If tender is due from a 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

Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99

Balance Due: **15.89**

0.00

Total Due: 15.89

Quick Sale

Line Totals:	-14.99	SubTotal:	-15.89
Taxable:	-14.99	- Coupon:	0.00
Sales Tax:	-0.90	- Deposit:	0.00
Item Count:	0.00	Total:	-15.89

Cursor Down Cursor Up

-15.89

1. Enter Amount Tendered
2. Select Type of Tender
If Tendering the exact Amount Due, just select the Tender Type.

Touch Screen Sales

IN TOUCHSCREEN SALES MODE:

If tender is owed to the customer, a 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 (F10) to process the sale.

Returns

Invoice: 1706 By: POS Cashier: POS Date: 1/03/2011 Register: 1

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1633				
✓ *78548	SHORTS GREEN	-1.00	14.99	0.00	-14.99
✓ 78545	SHORTS GREEN XL	1.00	14.99	0.00	14.99

Change Due: **0.00**

E-Mail [F5] Reprint [F7] **OK [F10]**

Quick Sale

Line Totals:	0.00	SubTotal:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	1.00	Total:	0.00

Cursor Down Cursor Up **0.00**

1



IN TOUCHSCREEN SALES MODE:

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

Invoice: 1707 By: POS Cashier: POS Date: 1/03/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
✓	Return From Invoice: 1697				
✓ *123456	GYM SHORTS GREEN/XXL	-1.00	19.50	0.00	-19.50

Change Due: **20.67**

E-Mail [F5] Reprint [F7] OK [F10]

Quick Sale

Line Totals:	-19.50	SubTotal:	-20.67
Taxable:	-19.50	- Coupon:	0.00
Sales Tax:	-1.17	- Deposit:	0.00
Item Count:	0.00	Total:	-20.67

Cursor Down Cursor Up

-20.67



IN TOUCHSCREEN SALES MODE:

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.

Returns

Invoice: 1729 By: POS Cashier: POS Date: 1/04/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
Quick Sale					

LineTotals: 0.00 SubTotal: 0.00
 Taxable: 0.00 - Coupon: 0.00
 SalesTax: 0.00 - Deposit: 0.00
 Item Count: 0.00 Total: 0.00

Adjust Quantity 2 3 GC More Manager

0.00

Touch Screen Sales

The screenshot shows a POS system interface with a grid of food items. The 'Manager' button is highlighted with a red arrow and the number 1. The interface includes a 'Quick Sale' section, a summary table, and a large display showing '0.00'.

IN TOUCHSCREEN SALES MODE:
To see any returned invoices...

1. Select Manager Button

Returns

Invoice: 1729 By: POS Cashier: POS Date: 1/04/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
Quick Sale					

Touch Screen Sales

Manager Mode

Line Totals:	0.00	Sub Total:	0.00
Taxable:	0.00	- Coupon:	0.00
Sales Tax:	0.00	- Deposit:	0.00
Item Count:	0.00	Total:	0.00

Cursor Down Cursor Up

0.00

Buttons: Exit Program, Logout, Go to Sales, Balance Reg, Daily Sales Summary, GIFT CARD, Edit Customer, Customer History, Make AR Payment, Make Notes, Digital Sign Slides, Open Cash Drawer, Report Center, Price Check, Return From Invoice, Discount, Time Clock, Show Costs, Cancel (Void) Invoice

IN TOUCHSCREEN SALES MODE:
To see any returned invoices...

1. Select Customer History button

Returns

Invoice: 1729 By: POS Cashier: POS Date: 1/04/2011 Register: 1 - PL: Our Price

SKU	Description	Quantity	Price	Disc.	Total
1724					-25.00
1718					71.50
1717					50.00
1715					56.56
1714					56.17
1713					38.10
1712					40.74

Reference	Station	Date	Time	Total
1724	1	1/03/2011	7:02 PM	-25.00
1718	1	1/03/2011	4:14 PM	71.50
1717	1	1/03/2011	4:13 PM	50.00
1715	1	1/03/2011	4:13 PM	56.56
1714	1	1/03/2011	4:11 PM	56.17
1713	1	1/03/2011	4:10 PM	38.10
1712	1	1/03/2011	4:10 PM	40.74

SKU	Description	Qty	B'Order	Price	Disc%	Total
012	Return From Invoice: 1711 HOODIE MASCOT LOGO BLAC	-1.00	0.00	25.0	0.00	-25.00

Quick Sale

Line Totals: 0.00
Taxable: 0.00
Sales Tax: 0.00
Item Count: 0.00

0.00

Touch Screen Sales

IN KEYBOARD SALES MODE:
Your Invoice History will appear

1. All returned invoices will have a negative amount in the Total Column.
2. In the Reference box, the description will state that this is a return.