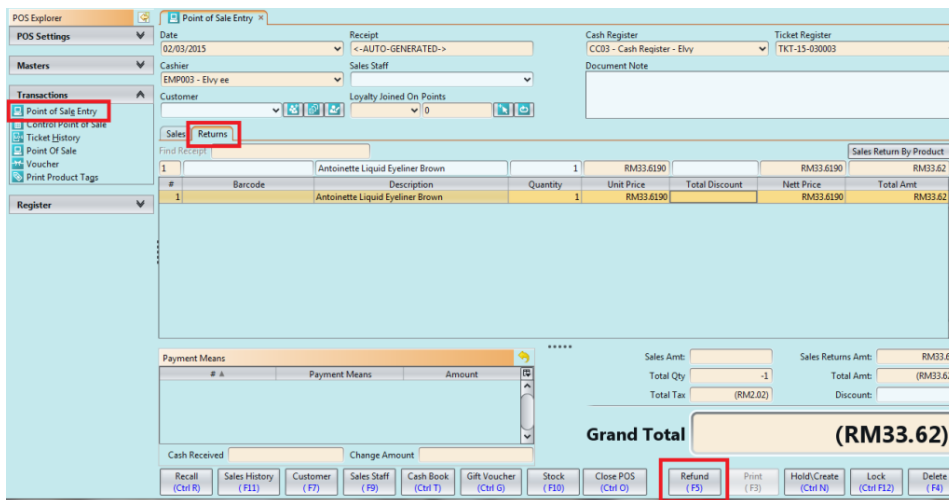


How to manage a Customer returning a purchased Item in POS?

1. Click on **"Returns"** tab
2. Select Return by Product or Return by Receipt
3. Scan the item's barcode or enter receipt's number, and press enter
4. Click on **"Refund"** button



The screenshot displays the POS Explorer software interface. On the left, the 'Transactions' menu is open, and the 'Returns' button is highlighted. The main window shows a 'Sales Return By Product' table with the following data:

#	Barcode	Description	Quantity	Unit Price	Total Discount	Nett Price	Total Amt
1		Antoinette Liquid Eyeliner Brown	1	RM33.6190		RM33.6190	RM33.62

Below the table, the 'Grand Total' is shown as (RM33.62). At the bottom, the 'Refund' button is highlighted in the toolbar.

5. Select mode of refund (Credit Voucher or Cash)
6. Click **"OK"** button when done

Sales Returns

Sales Returns
Sales Returns by Credit Voucher / Cash Refund

☒ Issue Credit Voucher ☐ Refund Cash

Issued On: 02/03/2015 Serial #: <-AUTO-GENERATED->

Voucher Type: Credit Voucher - - Credit Face Value: RM33.62

Valid From: 02/03/2015 Valid Till: 02/05/2015

Issued To: Issued By:

Issue At: CC03 - Cash Register - Elvy ☐ Redeemed

Description:

OK Cancel

Process Flow

Cashiers

