Family Purchases 2 Items - 1 Item is Defective and Refunded, Item Not Returned to Inventory (Refund Example)

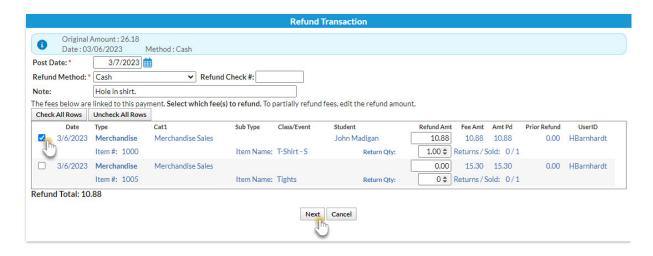
Last Modified on 03/08/2023 11:48 am EST

A family paid cash for a T-shirt and a pair of tights. They have a \$0.00 current balance. The shirt was returned defective and refunded in full with cash. The family balance will remain at \$0.00. The shirt will not be put back into inventory.



Process a Refund

- 1. Click the R on the payment line.
- 2. Change the Post Date if needed.
- 3. Select **Cash** from the *Refund Method* drop-down.
- 4. Leave the Tights unchecked since they are not being refunded.
- 5. Check the T-Shirt and leave the **Return Qty** set at 1 and click **Next**.



- 6. Click Next in the Are Fees Still Due? window because Store items cannot be marked as still due.
- 7. Uncheck Add Back to Qty on Handbecause the item will not be added back to the inventory.
- 8. Click Submit Refund.

Family Transaction Tab View

• A Refund - Merchandise has been added for \$10.88, and aRefund Adjustment has been added so

that the family's balance is correct.

- The family balance remains at \$0.00.
- The R icon is still visible for the payment because it has only been partially refunded.



Sales Detail Report View

The return of the item is recorded (the Qty returned is not added back to the item's Qty on Hand).

