

Return a Store Item

Last Modified on 11/24/2021 4:37 pm EST

You can return an item from the **Make Sale/Post Fees** page. Click on the **Return Item** button, and then enter the item # in the yellow highlighted line. If the item # is entered first, click on the line to highlight it yellow, and then click the **Return Item** button. The return will be indicated by a negative amount for that transaction.

This will adjust the inventory, and post a merchandise credit to the account. If you are refunding money (instead of giving a merchandise credit), refer to [Store Refunds](#) for the required steps.

Select Store Items ▾

Return Item

Location*	Item #	Item Name	Qty	Student	Class/Event	Note	Price	Account	Amount
EDU	1234	Black and Wh	1			Black and White Hoodie	-25.00		-26.88 ✕

Post Fees ?

If the customer wants money refunded instead of a merchandise credit, post an Adjustment (Debit) fee while you are processing the return.

Location*	Type*	Category1*	SubType	Orig Amount	Discount	GST	Amount
EDU	Adjustment (Debit)			25.00		<input checked="" type="checkbox"/> 1.88	-26.88 ✕

Session: Student: Class/Event: Note:



Do not delete the merchandise credit as this will impact store reporting.