

How to do a sales return with store credit?



HDPOS smart Tutorials

In HDPOS smart **store credit** is given when a sales return is made - instead of giving cash, a credit is given to the customer that can be used for a future purchase. There are some instances when the customer may come back on a later date and wants to convert this store credit to cash.

Follow the below steps to do sales return with store credit.

1. Run **HDPOS smart**.
2. From main screen click on **Set-Up** button.

The screenshot displays the HDPOS smart software interface for 'Hyper Drive Electronics Store'. The interface includes a header with the store name and address, a login field, and a cash register selection. Below the header is a toolbar with various icons. The main area is a table with columns for S No., Barcode, Item Name, Qty / Weight, Measuring Unit, Unit Price with Tax, and Total with Tax. To the right of the table is a grid of function buttons: Change Quantity (F2), Remove Item (F4), Show Stock, Hold Invoice (F6), Pick Held Invoice (F7), Cancel Invoice (F10), Show Tax Details, Show Offer Details (F12), and a highlighted 'Set-Up' button. Below the buttons are fields for Total (0.00), Discount Included (0.00), Quantity Total (0), Customer, and Sales Executive. At the bottom right are buttons for Express Pay (F5), Pay Now (F8), Estimate (F11), and Save & Print Estimate (Alt F11). A red dashed arrow points from the 'Set-Up' button in the grid to a larger 'Set-Up' button on the right side of the interface.



3. From 1st page of Set-Up select **Sales Return**.



4. From **Sales Return Manager** screen Click on **Add New Sales Return** tool strip button.





- Under the **Select Invoice** section, select **Invoice Number** for which you want to do sales return.
 - Click on **Add All Items from Invoice** button if customer wants to return all items.
 - You can also select items from Item Name field

Note: To assign store credit to customer against the sales return you must select the customer name. If you had made the invoice with customer name then it will get populated when you will select invoice number. If invoice doesn't have customer name then you will have to enter it in sales return window.

New Sales Return

Hyper Drive Electronics Store
Site#167, Hyper Drive lane, 2nd Cross, Sobha Apartment Road, Bangalore, Karnataka, 560103.
(080)4271 7700, +91-80-4271 7700
HDPOS smart Login : HDAdmin

Select Business Location : Hyper Drive Electronics Store

Sales Return Number : E123-SR00001

Date : 20/07/2015

Select Invoice

Invoice Number : E123-100003

Reference Number :

By Item Name

Add All Items from Invoice

Allow to Return Without Invoice

Godown :

Customer : Srujana RK

Outstanding Balance : 0.00

Issue StoreCredit Return Cash Issue GiftCard Issue Cheque Bank Transfer Save Advance Amount

S No.	Barcode	Item Name	Basic Unit Price	Basic Tax	Tax Type	Tax Percent	Unit Price	Qty/Weight	Se
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Additional Tax Amount : 0.00

Freight Charge : 0.00

Packing Charge : 0.00

Notes

Pick Message

Total Amount : 0.00

RoundOff Amount : 0.00

Grand Total : 0.00

Subsidy Amount : 0.00

Customer Pending Amount : 0.00

View Sales Invoice

Sales Tax Detail

Change Quantity F2

Change Price F3

Remove Item F4

Show/Hide Taxes F11

Accept & Print (F5)

Accept (F8)

Cancel



6. By default **Issue Store Credit** is selected in sales return window.

New Sales Return

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Site#167, Hyper Drive lane, 2nd Cross, Sobha Apartment Road, Bangalore, Karnataka, 560103.
(080)4271 7700, +91-80-4271 7700
HDPOS smart Login : HDAdmin

Select Business Location : Hyper Drive Electronics Store Allow to Return Without Invoice

Sales Return Number : Ele123-SR00001 Date : 20/07/2015

Select Item
Barcode :
Item Name :
Search Code :

Godown : Electronics Stores
Customer : Srujana RK

Select Invoice
Invoice Number : Ele123-I00003
Reference Number :
By Item Name

Outstanding Balance : 0.00

Issue StoreCredit Return Cash Issue GiftCard Issue Cheque BankTransfer Save Advance Amount

S No.	Barcode	Item Name	Basic Unit Price	Basic Tax	Tax Type	Tax Percent	Unit Price	Qty/Weight	Se
1	T00028	HTC Desire 616 dual sim	Rs.16,000.00	Rs.0.00		0.00	Rs.16,000...	1	0.0

Additional Tax Amount : 0.00 Total Amount : 16,000.00
Freight Charge : 0.00 RoundOff Amount : 0.00
Packing Charge : 0.00 Grand Total : 16,000.00
Subsidy Amount : 0.00
Customer Pending Amount : 0.00

Notes
Pick Message

View Sales Invoice Sales Tax Detail
Change Quantity F2 Change Price F3 Remove Item F4 Show/Hide Taxes F11

Accept & Print (F5) Accept (F8) Cancel

7. Click on **Accept** or **Accept & Print**.