

# How to adjust customer pending amount with sales return amount?



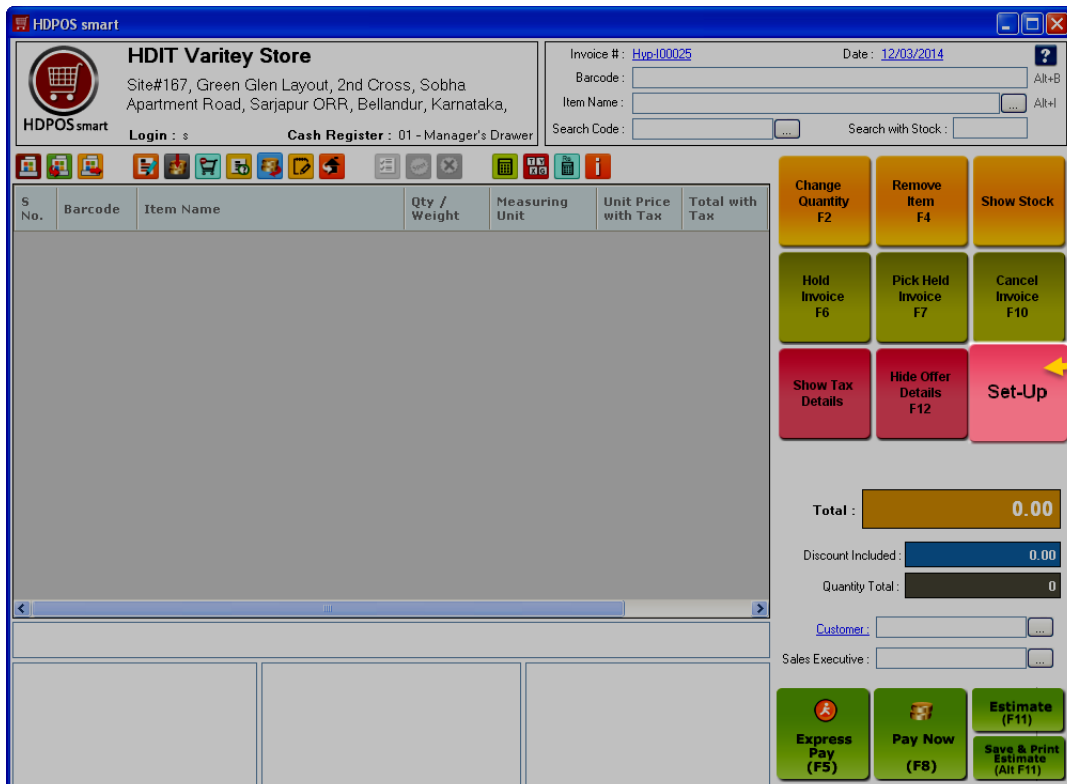
HDPOS smart Tutorials

In many situations customers purchase few items in pending mode (i.e. payment is not cleared as purchase is made using cheque or approved pending mode of payment) and after that they come back to return some of the items because the items purchased do not meet their requirement or due to some other reason.

In such cases HDPOS smart allows you to adjust their previous pending amount with returnable amount (which means you do not need to return any amount to the customer, instead you can adjust that returnable amount against their previous pending invoices).

To do this, follow the steps given below:

1. Run the **HDPOS smart**.

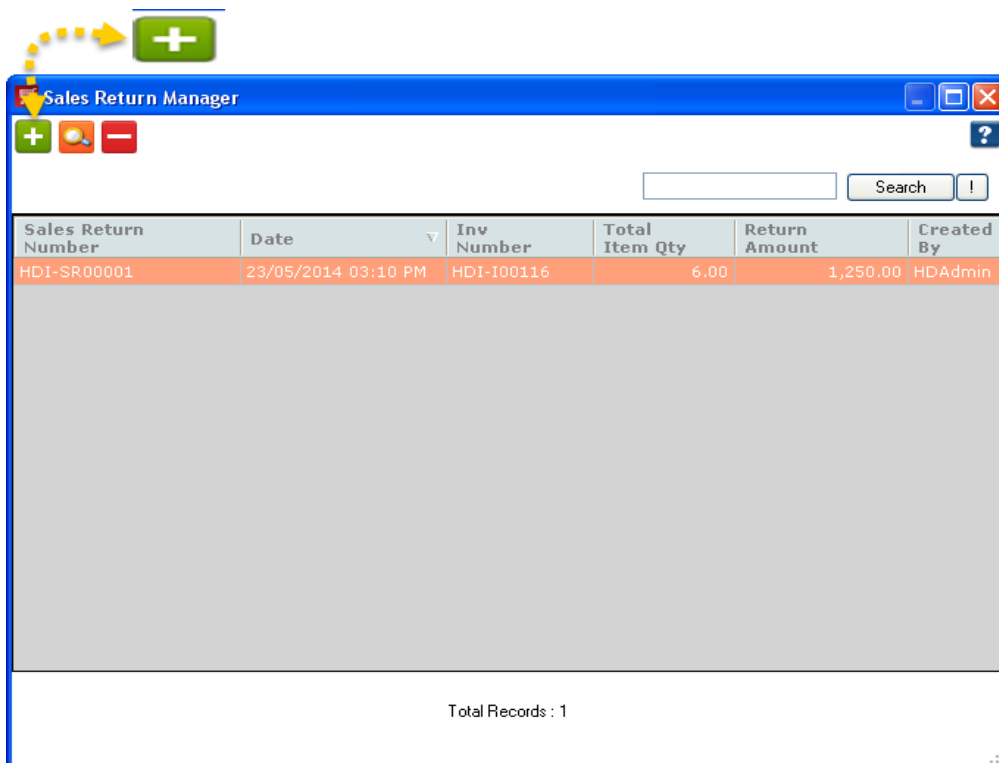




2. Select **Sales Return** tool strip button from **Main Invoice** screen.



3. Select **Add New Sales Return** tool strip button in **Sales Return Manager**.





4. Enter the **Invoice Number** and click on **Add All Items from invoice** button under **Select Invoice** section in **New Sales Return** window.

**HDIT Variety Store**  
Site #167,Green Glen Layout,Sobha Apartment Road, Bellandur, Bangalore, Karnataka, 560130.  
HDPOS smart Login : HDAdmin

Sales Return No : HDI-SR00002 Date : 23/05/2014  Allow to Return Without Invoice

Select Item  
Barcode :   
Item Name :   
Search Code :

Godown : HDIT Variety Store  
Customer : Priya Sahay  
Outstanding Balance : 2,250.00

Select Invoice  
Invoice Number : HDI00117  **Add All Items from Invoice**  
Reference Number :

Issue StoreCredit  Return Cash  Issue GiftCard

S No.	Barcode	Item Name	Unit Price	Qty/Weight	SecondaryQty	Total	Search Code
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Additional Tax Amount : 0.00 Total Amount : 0.00  
Freight Charge : 0.00 RoundOff Amount : 0.00  
Packing Charge : 0.00 Grand Total : 0.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 0.00

Notes

5. All items associated with that invoice will come up in New Sales Return window screen.
6. By default the returnable amount type is **Issue Store Credit**, change it to **Return Cash**.

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Select Item  
Barcode :   
Item Name :   
Search Code :

Godown : HDIT Variety Store  
Customer : Priya Sahay  
Outstanding Balance : 2,250.00

Select Invoice  
Invoice Number : HDI00117  **Add All Items from Invoice**  
Reference Number :

Issue StoreCredit  Return Cash  Issue GiftCard

S No.	Barcode	Item Name	Unit Price	Qty/Weight	SecondaryQty	Total	Search Code
1	T00004	Nike Deodrant	250.00	2	0.00	500.00	
2	T00003	Panasonic hair Dryer	1,000.00	1	0.00	1,000.00	
3	T00002	Fancy Baby clip	150.00	5	0.00	750.00	

Additional Tax Amount : 0.00 Total Amount : 2,250.00  
Freight Charge : 0.00 RoundOff Amount : 0.00  
Packing Charge : 0.00 Grand Total : 2,250.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 2,250.00  
Returnable Amount : 0.00

Notes



7. Click on **Accept (F8)** button at the bottom of screen.
8. You will get a message "Are you sure, you want to return invoice amount by cash?"
9. Click on Yes.

**Confirm**  
Are you sure, you want to return invoice amount by cash?

Yes No

S No.	Barcode	Item Name	Qty	Total	Search Code
1	T00004	Nike Deodra		500.00	
2	T00003	Panasonic ha		1,000.00	
3	T00002	Fancy Baby		750.00	

Additional Tax Amount : 0.00  
Freight Charge : 0.00  
Packing Charge : 0.00  
Notes  
Pick Message

Total Amount : 2,250.00  
RoundOff Amount : 0.00  
Grand Total : 2,250.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 2,250.00  
Returnable Amount : 0.00

Accept & Print (F5) Accept (F8) Cancel

10. Selecting **Yes** will check if there are any pending invoices and will adjust this returnable amount against those invoices and will display a message as **Customer Refundable Amount is Zero**.
11. Click on **Ok**.



**New Sales Return**

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HDPOS smart Login : HDAdmin

Sales Return No : HDI-SR00002      Date : 23/05/2014       Allow to Return Without Invoice

Select Item  
Barcode :   
Item Name :   
Search Code :

Godown : HDIT Variety Store  
Customer : Priya Sahay

Select Invoice  
Invoice Number : HDI-H00117      Add All Items from Invoice  
Reference Number :       By Item Name

Outstanding Balance : 2,250.00

Issue StoreCredit     Return Cash     Issue GiftCard

S No.	Barcode	Item Name	SecondaryQty	Total	Search Code
1	T00004	Nike Deodrant		500.00	
2	T00003	Panasonic hair		1,000.00	
3	T00002	Fancy Baby cli		750.00	

**Information**

Customer Refundable Amount is Zero.

OK

Additional Tax Amount : 0.00      Total Amount : 2,250.00  
Freight Charge : 0.00      RoundOff Amount : 0.00  
Packing Charge : 0.00      Grand Total : 2,250.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 2,250.00  
Returnable Amount : 0.00

Notes  
      Pick Message

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

Accept & Print (F5)      Accept (F8)      Cancel