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:
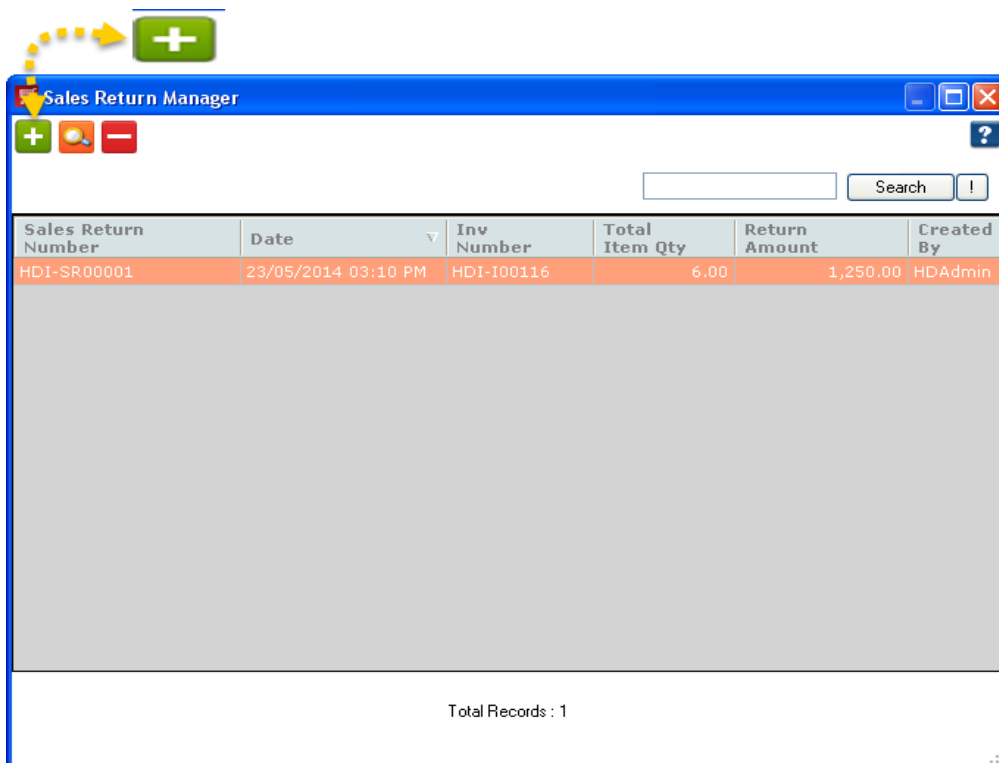
1. Run the **HDPOS smart**.
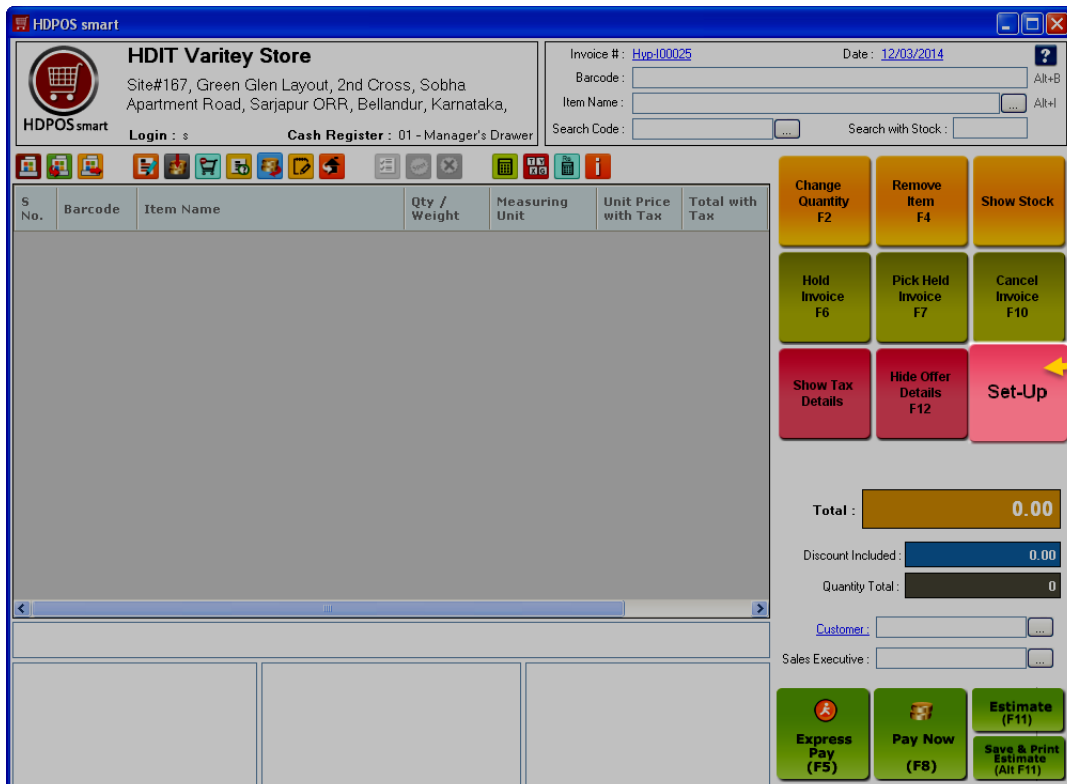
2. Select *Sales Return* tool strip button from *Main Invoice* screen.

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.

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***.

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.

10. Selecting Y**es** 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*.