



How to do Sales Return without Invoice number (Exchange item)?

There are many instances when customers purchase few things and then realize it does not match their requirement or find the item as defective or they simply need to exchange it for another item. In such instances we would need to

1. Do a Sales Return so that our item stock is updated with the return of the item
2. Create a new invoice for the item exchanged.

When the customer doesn't have the original copy of the bill, but still want to make a return or exchange, then you can do a sales return by the following.

1. Create a Sales Return without an Invoice Number
2. How to create an invoice for the exchanged item

Create a Sales Return without an Invoice Number

Many times when the customer comes to exchange an item they do not carry the bill / invoice for the same. HDPOS smart hence allows you to exchange an item even if you do not have an invoice number.

Here is how we will do that

1. Run **HDPOS smart**.
2. From the **Main Invoice Screen** select **Set-Up**.

The screenshot shows the HDPOS smart software interface for 'Hyper Drive Electronics Store'. The interface includes a header with the store name, address, and login information. 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 vertical menu of 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, there 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 menu to a larger 'Set-Up' button on the right side of the screen.



3. From the 1st page of Set-Up click on **Sales Return**.



4. From the **Sales Return Manager** screen that opens Select **Add** option from the tool strip.





5. In **New Sales Return** screen that opens up select the checkbox **Allow to Return Without Invoice**.

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 Allow to Return Without Invoice
Sales Return Number : Ele123-SR00001 Date : 20/07/2015

Select Item
Barcode : _____ Godown : Electronics Stores Select Invoice
Item Name : _____ Customer : _____ Invoice Number : _____ Add All Items from Invoice
Search Code : _____ Reference Number : _____ By Item Name

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 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

View Sales Invoice Sales Tax Detail
Change Quantity F2 Change Price F3 Remove Item F4 Show/Hide Taxes F11
Pick Message
Accept & Print (F5) Accept (F8) Cancel

6. Select the item that is being returned by **item name** , **Search Code** or simply **scan the barcode**.

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

Select Item
Barcode : _____ Godown : Electronics Stores Select Invoice
Item Name : _____ Customer : _____ Invoice Number : _____ Add All Items from Invoice
Search Code : _____ Reference Number : _____ By Item Name

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
1	T00042	Mobile back cover	Rs.585.00	Rs.0.00		0.00	Rs.585.00	1	0.0
2	T00041	HTC mobile charges	Rs.150.00	Rs.0.00		0.00	Rs.150.00	1	0.0

Additional Tax Amount : 0.00 Total Amount : 735.00
Freight Charge : 0.00 RoundOff Amount : 0.00
Packing Charge : 0.00 Grand Total : 735.00
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
Pick Message
Accept & Print (F5) Accept (F8) Cancel



- Select the **Customer** name & Choose **Issue Store Credit** option. (This will save the returnable amount against the customer's name as Store Credit so that when we create a new invoice for the exchange item the store credit can be used to adjust the same)

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

Customer: Jayant kumar

Select Business Location : Hyper Drive Electronics Store

Sales Return Number : Ee123-SR00001

Select Item

Barcode :

Item Name :

Search Code :

Godown : Electronics Stores

Customer: Jayant kumar

Outstanding Balance : 0.00

Select Invoice

Invoice Number :

Reference Number :

By Item Name

Allow to Return Without Invoice

Date : 20/07/2015

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
1	T00042	Mobile back cover	Rs.585.00	Rs.0.00		0.00	Rs.585.00	1	0.0
2	T00041	HTC mobile charges	Rs.150.00	Rs.0.00		0.00	Rs.150.00	1	0.0

Additional Tax Amount : 0.00

Freight Charge : 0.00

Packing Charge : 0.00

Notes

Pick Message

Total Amount : 735.00

RoundOff Amount : 0.00

Grand Total : 735.00

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

- Click on **Accept** to save the **Sales Return**.
- **In the above example sales return amount of Rs. 735 will be kept as Store Credit against the Customer.**



Create an invoice for the exchanged item

Now that we have covered how to create a sales return without invoice number and save the returnable amount as store credit let's see how to use the store credit for the exchanged item

1. Run **HDPOS smart**.
2. From the **Main Invoice Screen** select the **new items**.
3. Select the **Customer Name**.
4. Click on **Pay Now** button.

Hyper Drive Electronics Store
Site#167, Hyper Drive lane, 2nd Cross, Sobha Apartment Road, Bangalore, Karnataka, 560103.
Login : HDAdmin Cash Register : 02 - Sales's Drawer

Invoice #: Ele123-I00010 Date: 20/07/2015

S No.	Barcode	Item Name	Qty / Weight	Measuring Unit	Unit Price with Tax	Total with Tax
1	T00043	Gif Coupon	3	Qty	Rs.500.00	Rs.1,500.00
2	T00045	Hyper Drive Gift Card	2	Qty	Rs.700.00	Rs.1,400.00

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), Set-Up, Total: 2,900.00, Discount Included: 0.00, Quantity Total: 5, Customer: Jayant kumar, Sales Executive, Express Pay (F5), Pay Now (F8), Estimate (F11), Save & Print Estimate (Alt F11)



5. In the **Pay Now** screen that opens select the **Store Credit tab** in **Payment Details** to adjust the returnable amount from the **Sales Return** made.

Pay Now

Invoice Number : Ele123-100010

Customer Info

Customer : Jayant kumar Alt+C Sales Executive : Alt+S

Available Credit Limit : 1,00,000.00 Customer Email : Send email to Customer

Customer Mobile Number : Send sms to Customer

Invoice Info

Total Before roundoff : 2,900.00 Quantity Total : 5

Roundoff Amount : 0.00 Number of Items : 2

Total : 2,900.00 Discount Included : 0.00

Tax Included : 0.00

Payment Detail

Cash Card Cheque Store Credit Advance Amount Approved Pending Gift Card Bank Transfer Food Coupon

Pending Amount : 2,165.00

Store Credit : 735.00

Available Amount : 735.00

Used Amount : 735.00 Alt+A Ctrl+P

Note :

Pick Message

Total Commission Expense : 0.00

Total Received Amount : 735.00

Returnable Balance : 0.00

Goods Delivered : Print Delivery Challan :

Save Returnable Amount as Customer Advance (F4) :

Save & Print Estimate (F11) Save Estimate (F12) Save & Print Booking (F6) Save Booking (F7) Save & Print Invoice (F5) Save Invoice (F8) Cancel

6. The balance pending amount (2,165) can be paid through cash or any other mode of payment by the customer.
7. Click on **Save** to complete the invoice.