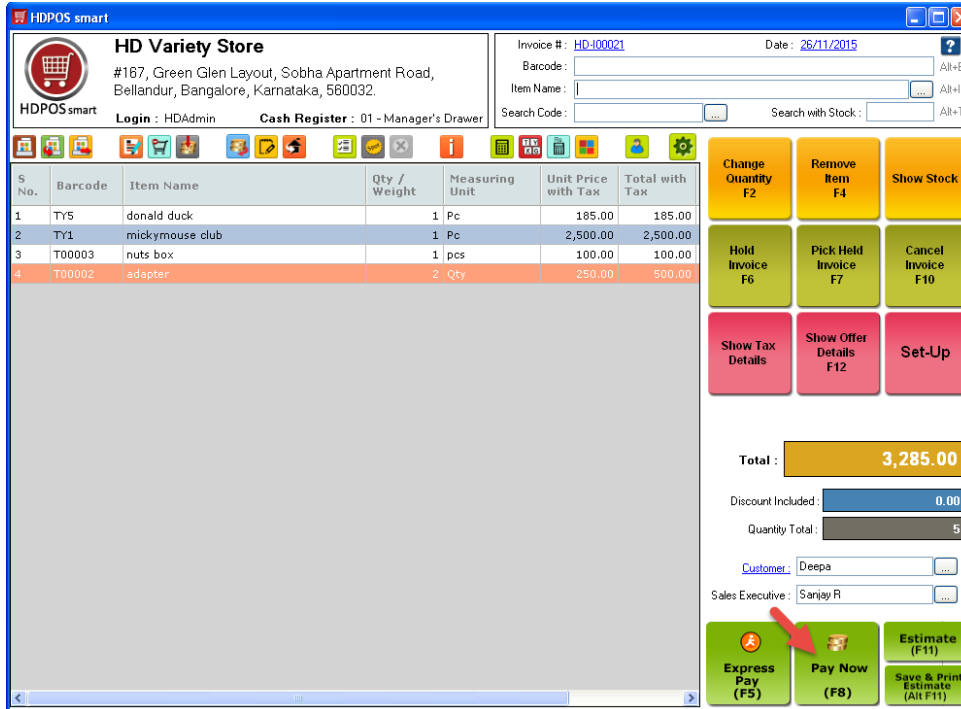


# How to do partial sales return and issue store credit for balance amount?

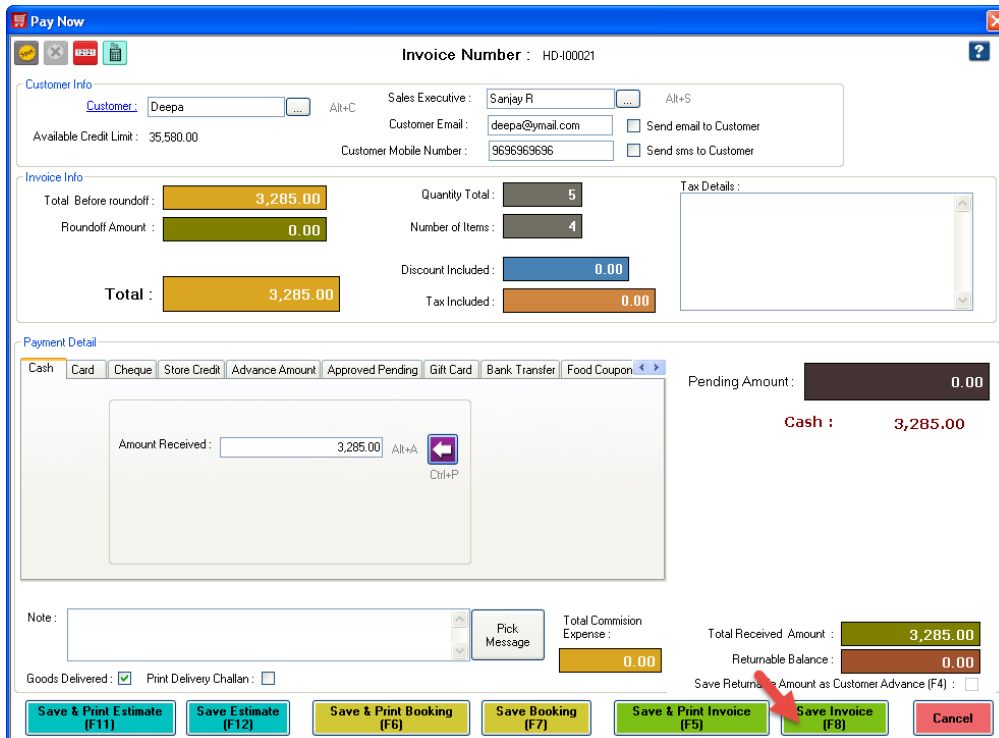


To do partial sales return and issue store credit for balance amount, follow the steps below.

1. Run **HDPOS smart**. Make a sales invoice by adding items to main screen.
2. Click on **Pay Now** button.

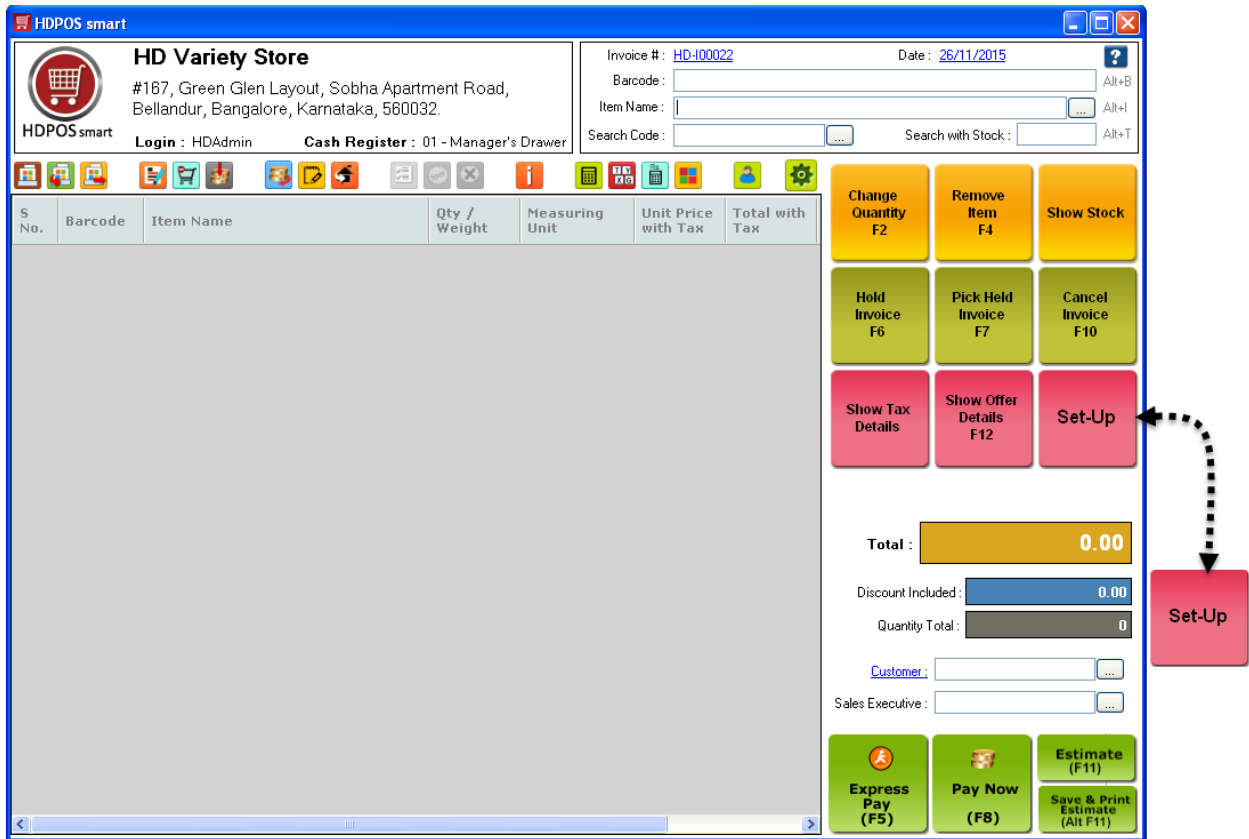


3. Click on **Add all Pending Amount** button and then click on **Save** button.

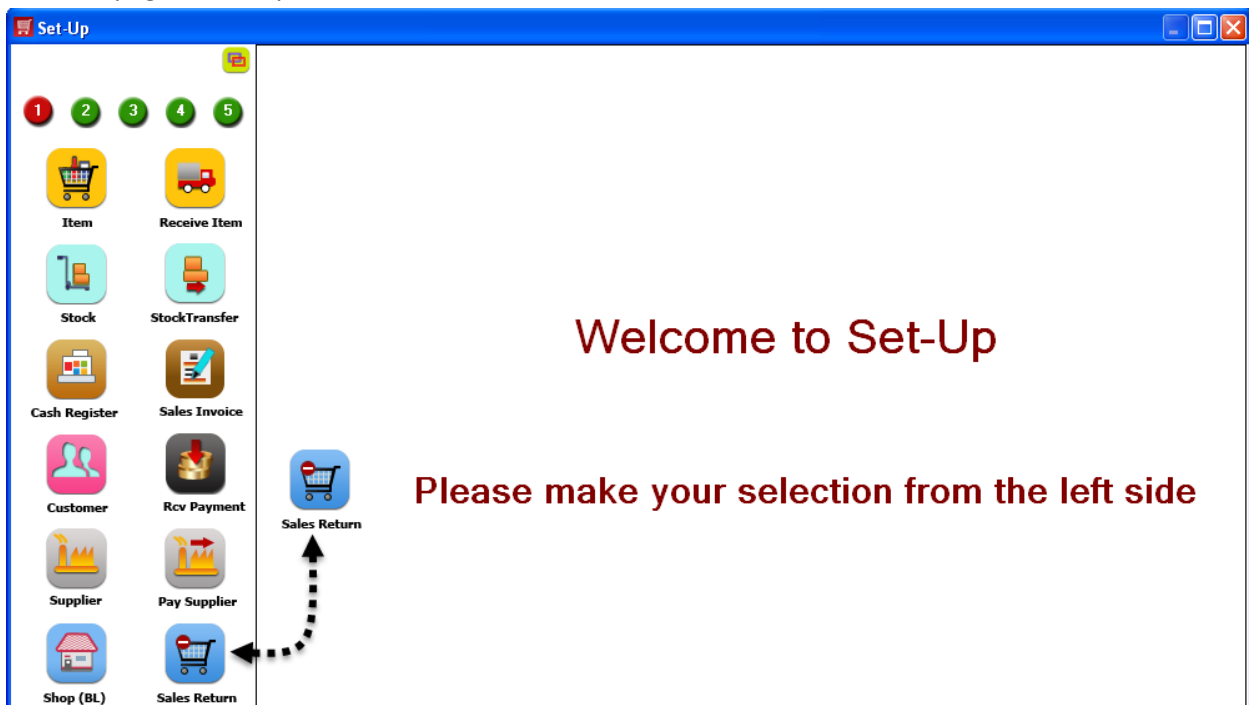




4. Click on **Set-Up** button on the main screen.

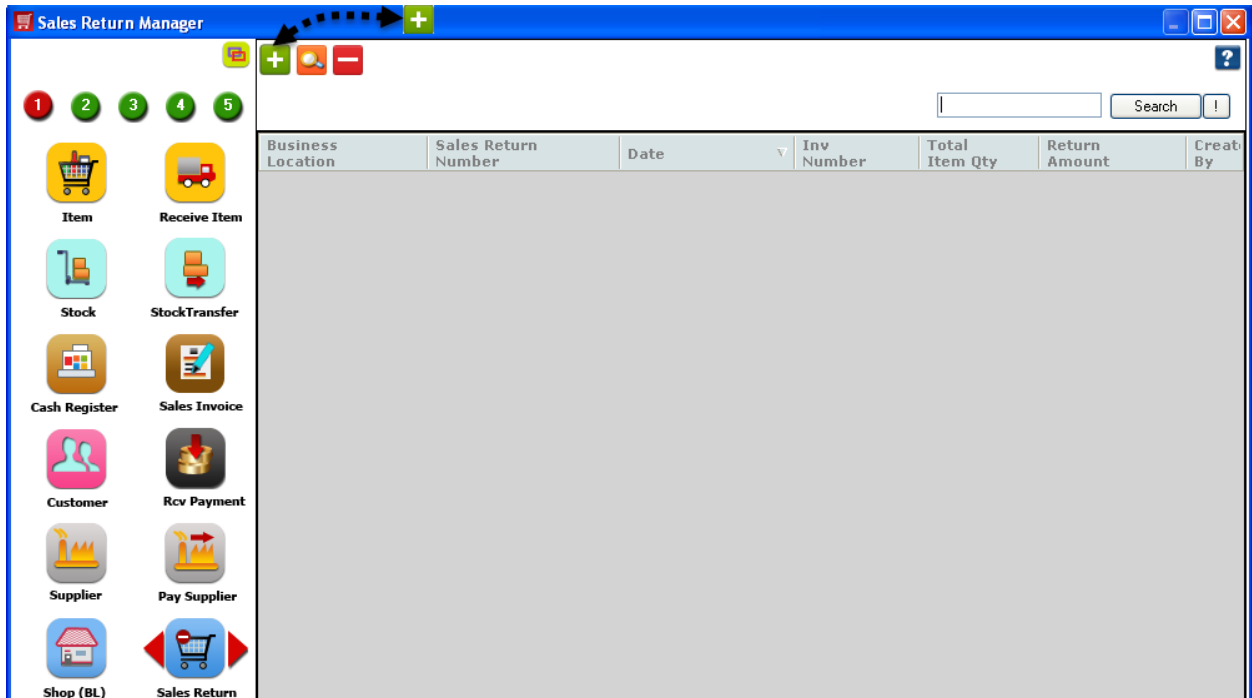


5. From 1st page of Set-Up select **Sales Return**.



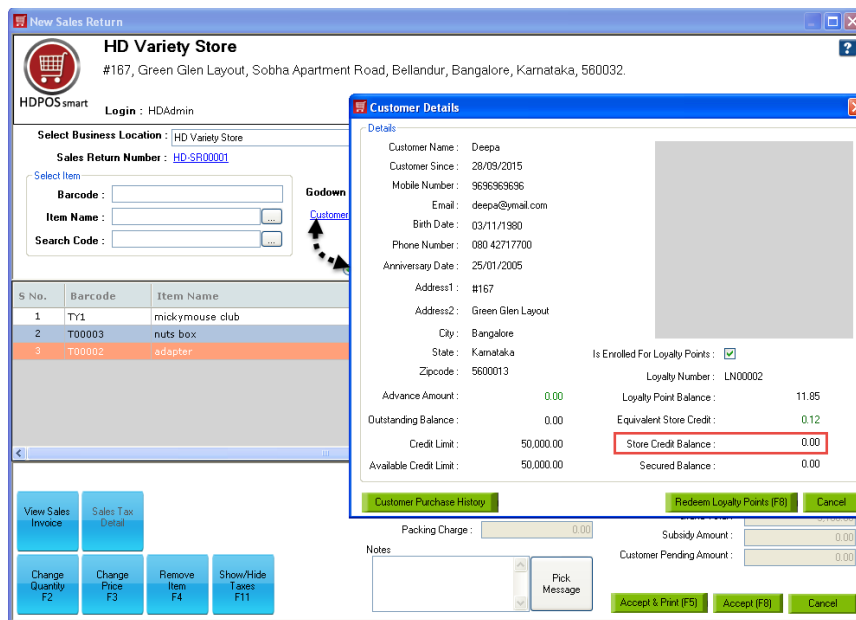


6. From **Sales Return Manager** screen, click on **Add New Sales Return** tool strip button.



7. This will bring the below screen of **New Sales Return**.

- a. **Godown:** Enter the name of **Godown** into which the returned item stock should be moved.
- b. **Invoice number:** Select the **Invoice Number** for which you want to do the sales return.
- c. As you can see there are 4 items in original sales invoice. When you want to do partial sales return, that means only few items will be returned back. Select those few items which you want to return them from **Item Name** field.
- d. Click on Customer link button to see the current Store Credit of the customer as shown below. You can see the **Store Credit Balance** as zero.





- e. Select the mode of return as Store Credit by selecting the radio button of **Issue Store Credit**.
- f. Click on **Accept** button.

**HD Variety Store**  
#167, Green Glen Layout, Sobha Apartment Road, Bellandur, Bangalore, Karnataka, 560032.  
HDPOS smart Login : HDAdmin

Select Business Location : HD Variety Store  Allow to Return Without Invoice  
Sales Return Number : HD-SR00001 Date : 26/11/2015  
Barcode :  Godown : HD Variety Store  Invoice Number : HD-100021   
Item Name :  Customer : Deepa  Reference Number :    
Search Code :  Outstanding Balance : 14,420.00  
 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	TY1	mickymouse club	2,500.00	0.00		0.00	2,500.00	1	0.0
2	T00003	nuts box	100.00	0.00		0.00	100.00	1	0.0

Additional Tax Amount : 0.00 Total Amount : 2,600.00  
Freight Charge : 0.00 RoundOff Amount : 0.00  
Packing Charge : 0.00 Grand Total : 2,600.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 0.00

Notes :

8. You can see the Sales Return entry created as shown below.

Business Location	Sales Return Number	Date	Inv Number	Total Item Qty	Return Amount	Created By
HD Variety Store	HD-SR00001	26/11/2015 12:35 PM	HD-100021	2.00	285.00	HDAdmin

9. The Sales Return will be saved and balance amount will be saved as customer's Store Credit. To check this, go back to the main screen, and from the Customer field , enter the customer name and click on the Customer link button.



HDPOS smart

**HD Variety Store**  
 #167, Green Glen Layout, Sobha Apartment Road,  
 Bellandur, Bangalore, Karnataka, 560032.  
 Login : HDAdmin    Cash Register : 01 - Manager's Drawer

Invoice #: HD-100022    Date: 26/11/2015

Barcode:  Alt+B  
 Item Name:  Alt+I  
 Search Code:     Search with Stock:  Alt+T

S No.	Barcode	Item Name	Qty / Weight	Measuring Unit	Unit Price with Tax	Total with Tax
<div style="border: 1px solid blue; padding: 5px;"> <p><b>Customer Details</b></p> <p>Details</p> <p>Customer Name : Deepa            Customer Since : 28/09/2015            Mobile Number : 9696969696            Email : deepa@ymail.com            Birth Date : 03/11/1980            Phone Number : 080 42717700            Anniversary Date : 25/01/2005            Address1 : #167            Address2 : Green Glen Layout            City : Bangalore            State : Karnataka            Zipcode : 5600013</p> <p>Is Enrolled For Loyalty Points : <input checked="" type="checkbox"/>            Loyalty Number : LN00002            Advance Amount : 0.00    Loyalty Point Balance : 11.85            Outstanding Balance : 0.00    Equivalent Store Credit : 0.12            Credit Limit : 50,000.00    <b>Store Credit Balance : 285.00</b>            Available Credit Limit : 50,000.00    Secured Balance : 0.00</p> <p>Customer Purchase History    Redeem Loyalty Points (F8)    Cancel</p> </div>						

Change Quantity F2

Remove Item F4

Show Stock

Hold Invoice F6

Pick Hold Invoice F7

Cancel Invoice F10

Show Tax Details

Show Offer Details F12

Set-Up

Total : **0.00**

Discount Included : 0.00

Quantity Total : 0

Customer: Deepa

Sales Executive:

Express Pay (F5)

Pay Now (F8)

Estimate (F11)

Save & Print Estimate (Alt F11)