

# How to make a sales return by issuing a gift card?



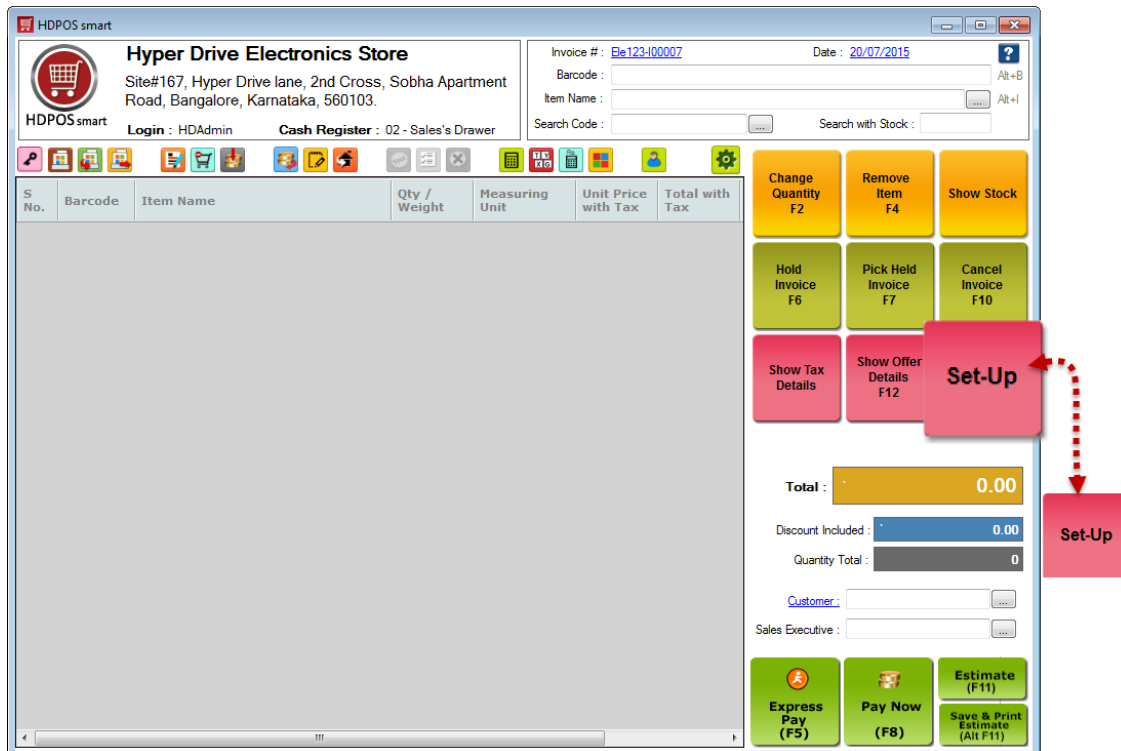
HDPOS smart Tutorials

When an item is returned by the customer, a sales return has to be made. You can choose to return the amount to the customer by issuing a gift card of the same value as the amount to be returned or you can recharge an existing gift card of the customer.

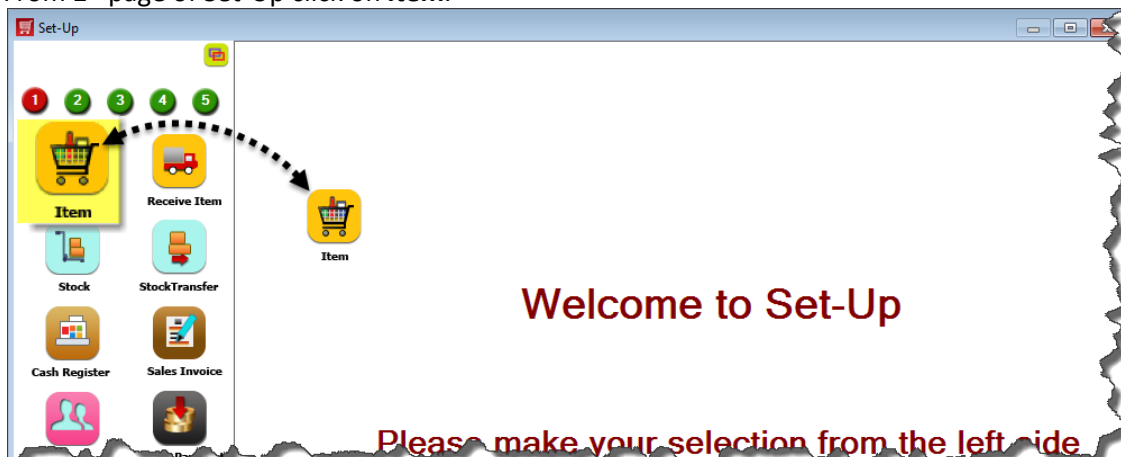
The procedure to issue a gift card or recharge an existing gift card at sales return is as given below:

## Step 1: Create Gift Card

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



3. From 1<sup>st</sup> page of Set-Up click on **Item**.



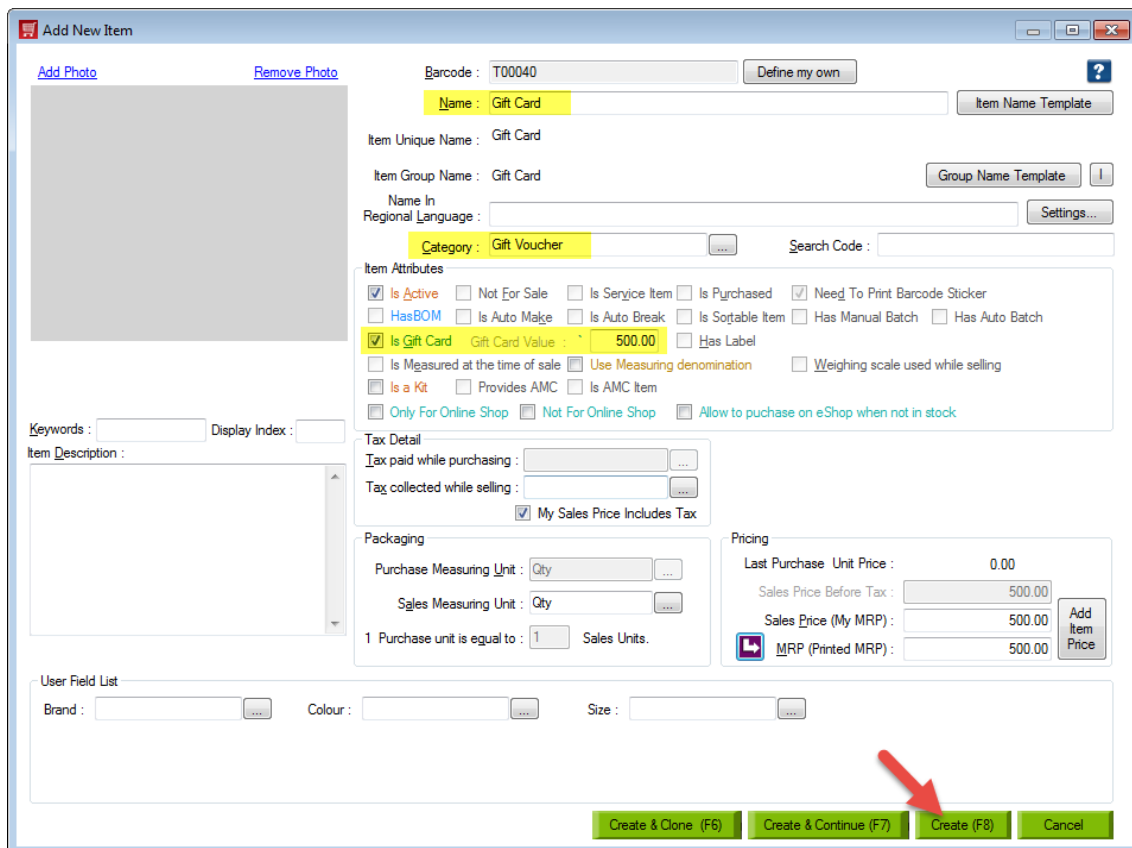


4. From **Manage Items** screen click on **Add Item** tool strip button.



5. From **Add New Item** screen enter the details of the Gift Card.

- a. Check the **Is Gift Card** check-box and enter the Gift Card value.
- b. Click on **Create**.





## Step 2: Create Sales Return using Gift Card

1. Click on **Sales Return** from 1<sup>st</sup> page of **Set-Up**.



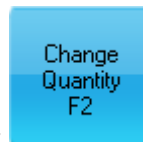
2. Click on **Add New Sales Return**  from **Sales Return Manager** tool strip.





- From **New Sales Return** screen, select **Invoice Number** for which you want to do a sales return.

- Select items to return by using **Barcode/Item Name /Search Code**. You can change quantity of



the desired items by clicking on **Change Quantity** button.

- Click on Issue **GiftCard** button.
- Enter the Gift Card details in the **Issue Gift Card** window
  - Select the gift card item in **Item Name** box.
  - Enter the gift card number in the **Gift Card Number** box, or click on **Get Code** to use an auto-generated number.
  - Amount that should be returned to customer will be displayed as **Gift Card Value**.
  - If you are issuing a new gift card, un-check the **Recharge Existing Gift Card** checkbox.
  - If you are recharging the existing gift card, then enter the existing gift card number and check the checkbox **Recharge Existing Gift Card**.

**NOTE:** If the gift card value as defined in the Item Manager is more than the returnable amount, then gift card cannot be issued at sale return. But, if the returnable amount is more than the gift card value as defined in the item manager, then, the **Gift Card value** shown in the **Issue Gift Card** window is the same as the returnable amount.

- Click on **OK**.
- Click on **Accept**.



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  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 : Jayant kumar  
Outstanding Balance : 0.00

Select Invoice  
Invoice Number : Ele123-100009  
Reference Number : \_\_\_\_\_

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

Issue Gift Card Detail

Item Name : Hyper Drive Gift Card

Gift Card Value : ₹ 585.00

Gift Card Number : N4QYRW1EJ3

Print Gift Card  Recharge existing gift card

Amount : 0.00 Total Amount : 585.00  
Charge : 0.00 RoundOff Amount : 0.00  
Packing Charge : 0.00 Grand Total : 585.00  
Subsidy Amount : 0.00  
Customer Pending Amount : 0.00  
GiftCard Issue Amount : 585.00

Notes

9. To check the details of the issued gift card, go to **Gift Card** manager on the 3<sup>rd</sup> page of **Setup**.

Manage Gift Card

1 2 3 4 5

Show All  Show Issued Gift Card  Show Cancelled Gift Card  Show Zero Balance Gift Card

Gift Card Number	Gift Card Amount	Gift Card Balance	Status	Gift Card Issue Date
N4QYRW1EJ3	Rs.585.00	Rs.585.00	Issued	20/07/2015 04:18 PM

Loyalty Customer Gp. Offer Tax Bank Branch Bank Account Email Templates Notes Rounding Off Label Daily Sales Gift Card