Giving a Store Credit Instead of a Refund

Giving a store credit for returned merchandise requires several important steps. After reading these instructions, you may decide that it is more cost efficient to offer a cash or credit card refund. However, if you are determined to offer a store credit, you must first set up the customer in Point of Sale (POS) and mark the **Use with QuickBooks** checkbox.*

When your customer returns a product, go to the Point of Sale menu choose **New Return Receipt.** You can also create a new sales receipt and change it to a return receipt from the Side Bar Menu.

Enter the merchandise being returned by scanning the product UPC code or the product price tag, entering the item number or selecting it from the Item List.

Enter the customer's name.

Choose **Payment or F12**. You will see the amount you owe the customer

Under **Method**, choose **Account** and enter the total amount due under **Payment.** This is the amount of store credit you are giving the customer and will show up as a minus (credit) in QuickBooks Financial. It may be wise if you set a policy requiring customers to save their original receipt to receive store credit.

Suppose your customer returns a rug that cost $150 and receives a store credit for that amount. Two days later they purchase a $100 vase. When you enter their name on the Sales Receipt you will see ($150) in Account Balance on the left side of the screen.

Select **Payment or F12** and enter $100 in the Charge field. This will decrease the store credit by $100 and leave a $55 balance to be redeemed at a later date. When you sync with QuickBooks again, the Account Balance will be ($55).

However, perhaps instead your customer purchases a $200 lamp. When you select **Payment** and enter $150 in the charge field, there is a balance owing of $50. Ask them how they wish to pay this amount. Enter $50 in the cash, check or credit card fields and choose **Enter.** You should then see **Payment Complete.** Choose to **Print/Update.**

When you sync with QuickBooks, the customer Account Balance should be zero.

*If you want **Use with QuickBooks** to be available for all customers, go to Edit on the Main Menu in POS, choose Preferences, Company, Customers. Select Yes and Save.