

Return Merchandise/Void

Merchandise Return in Cashier

- Select **Sales Tape**
- Click on the invoice you want to work with
- Select **Merchandise Return**
- Select the items to be returned and the quantity
- Enter a **Reason**
- Verify the method of **refund**
- Click **OK**

Merchandise Returns should only be processed on invoices that do not have a payment balance. If the invoice is unpaid, you should go into the customer record and just change the invoice which will return the product to inventory and create a new invoice that payment can then be collected on. If all items on an invoice are being returned by using the Merchandise Return option, the invoice will void.

The return merchandise function can be accessed from the cashier screen under the Process\Merchandise or Sales Tape. When you return merchandise, you will have the option of refunding the cash or credit card amount or issuing a Credit Memo depending on your accounting policies. In order to be able to Merchandise Return an invoice, you must have user security settings that give you permission to do so.

Split Shipment

The Return Merchandise cannot be used to return merchandise on an invoice which is split into more than one shipment. If you select an invoice number which has multiple split shipment packing slips you will need to void and recreate the invoice.

Inventory Return

When you click on Return Item for the appropriate item, it will default to **Inventory**, this tells VinNOW to add that item back to your inventory. If you want to count this item as a spoil, click on the **Disposition** for the item and it will change to Spoils. These are the only two return options as you are either going to sell it again or not. Inventory will be adjusted according to what you select. Spoils will appear on the Non-Sales reports.

Cash Refund

If you are doing a cash refund, then you will need to do a Cash Payout for the amount of the refund in the Cashier screen. This can be done from Register\Cash Payout. If doing a void or merchandise return on a cash purchase this will balance the register. You may want to reference the merchandise return invoice # for the cash payout reason for tracking purposes.

Merchandise Return Invoice

On a cash or check return, a receipt showing refund will come up and give the item returned and the amount refunded to provide to the customer.

VinNOW will print a Void for the original invoice, and generate a new invoice for the portion of the items that were not returned. The new invoice will have the original invoice date and a note about the original invoice return. The payment from the first invoice will carry forward and apply to the new invoice. The payment will also be recorded on the bottom of the new invoice.

Credit Memo

A credit memo can only be generated from a Merchandise Return. Once a credit memo is issued it can be reprinted or voided in back office in the Maintenance Menu-Credit Memo.

Voiding a credit memo does not return money in VinNOW. If you wish to refund the customer the amount of the credit memo you will need to do a payout, refund or credit depending on your accounting policies. Once a credit memo is used it cannot be put back on the customer's account, even if the invoice is voided and the payment reversed.

In back office under the Reports menu there is a Credit Memo report that will provide you information about credit memos or assist in searching for a specific Credit Memo.

Voiding an Invoice from Cashier

- From the sales tape select the invoice to void.
- Select **Void**
- A window will appear requesting a **Reason**, required
- If paid credit make sure the box is checked for Credit Processor
- Select **OK**

- Confirm Void by selecting **OK**

The purpose of a void is to reverse an entire invoice. In order to be able to void an invoice, you must have user security settings that give you permission to do so.

Manual Credit

If you do a merchandise return or void and the credit does not go through or the card/account cannot be credited the invoice will still process the void or merchandise return. You will then need to issue a credit to your customer via your credit card processor, or by completing an independent credit in VinNOW via the Maintenance Menu, Credit Card Processor Maintenance.

You cannot reverse a void. Inventory will be returned and payments will be reversed. When voiding an invoice, you only have the options of making a payout or crediting a credit card. You cannot issue a credit memo on a void.

Credit to Credit Card

If the invoice was originally paid by credit card, there will be an option to put a credit on the customer card that paid the invoice. On the screen where the void reason is entered, there will be a check box below the void reason screen which says "Issue Credit for XX (credit card name) \$xx (dollar amount of credit). You have the option of unchecking this box if you do not want the credit to go back to your processor on the customer's card. When you complete the Merchandise Return or Void you should see a message confirming that a credit was issued to your processor. If you do not see that message, you should check the credit card transactions and make sure that a credit did go through.

The void will process in VinNOW even if the card was not able to be credited.

When looking at the invoice after a void or Merchandise Return, or looking on the Void or Merchandise Return you should always see the information that indicates the money was returned to the credit card. If you do not see this information, contact your credit card processor to make sure the credit went thru.

The three parts to a void dialog box are:

1. Date/Time and Employee that voided the invoice
2. Reason for the void

3. That a credit was issued to the processor and the amount it was issued for, if it was credit card payment.

If voiding an invoice that was originally generated and paid by cash or check on any day other than the day you are voiding it, you will need to do a Cash Payout in the Cashier screen after voiding the invoice so that the cash drawer reflects the cash payout. Voids will be reversed for the day they were generated so you have to account for paying money out on a day other than when you took it in otherwise your drawer will not balance.

If you are ever in doubt on whether a credit was issued to the card, check with your processor to ensure the credit went through. Internally in VinNOW, the credit will appear on the credit card processing transaction report as a credit with a response from your processor if it was sent from our system and received by your processor. Keep in mind, your processor is the one that actually sends the credit back to the customer's card.