

Returns

Which items would you like to return?

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Cancel Select

There are two methods of returning items in CRE. One involves selling a negative quantity of an item and the other involves returning an item from an invoice closed in the past. The software is flexible in that return media can be customized, a return window can be enforced, logging can be configured, and employees can be granted and denied permissions related to returning items. Additionally, two reports can be generated to help track returns.

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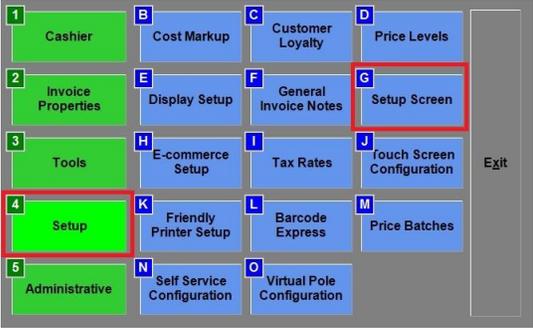
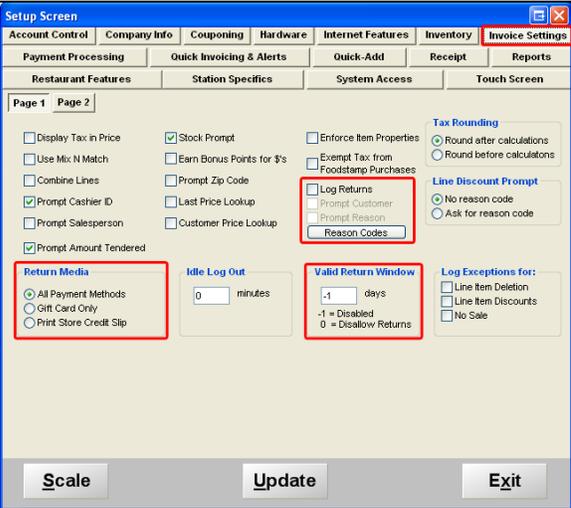
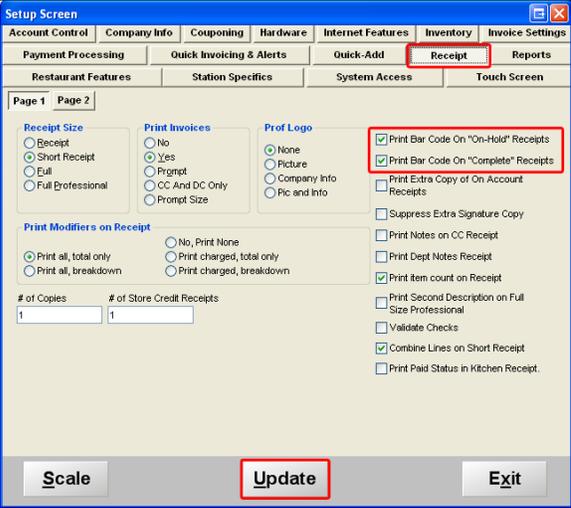
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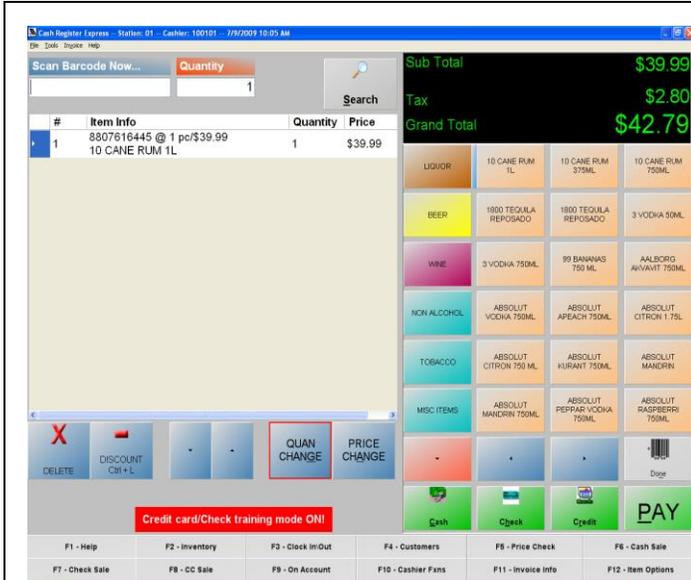
Changing settings relating to returns

Multiple settings related to returns can be changed to accommodate the needs of your business. To access these settings, select **Manager** from the login screen, provide the requested credentials, and follow these steps.

	<ol style="list-style-type: none"> 1. Select Setup and then Setup Screen.
	<ol style="list-style-type: none"> 2. Select the Invoice Settings tab. 3. Select the preferred media for returns. 4. Check Log Returns if you would like to keep track of the customers returning items, their reasons for it, and the invoice on which the items were sold. <p>To create reason codes, select Reason Codes and add them.</p> <ol style="list-style-type: none"> 5. Set the valid return window.
	<ol style="list-style-type: none"> 6. Select the Receipt tab. 7. Make sure that these two options are checked: <ul style="list-style-type: none"> • Print Bar Code On “On-Hold” Receipts • Print Bar Code On “Complete” Receipts 8. Select Update. <p>Note: To print a Bar Code on receipts your printer may have to be configured first.</p>

Returning an item by selling a negative quantity of that item

Returns can be forced by selling a negative quantity of the item to be returned. To do so, open CRE, log in, and add the item being returned to the invoice.



1. Select the item on the invoice if it has not already been selected.
2. Select **QUAN CHANGE**.

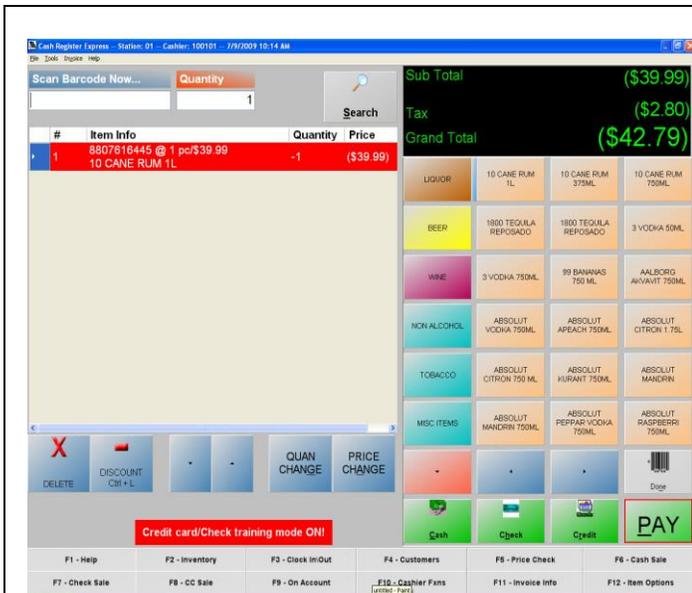


3. When prompted for a new quantity, type **-1** and select **OK**.

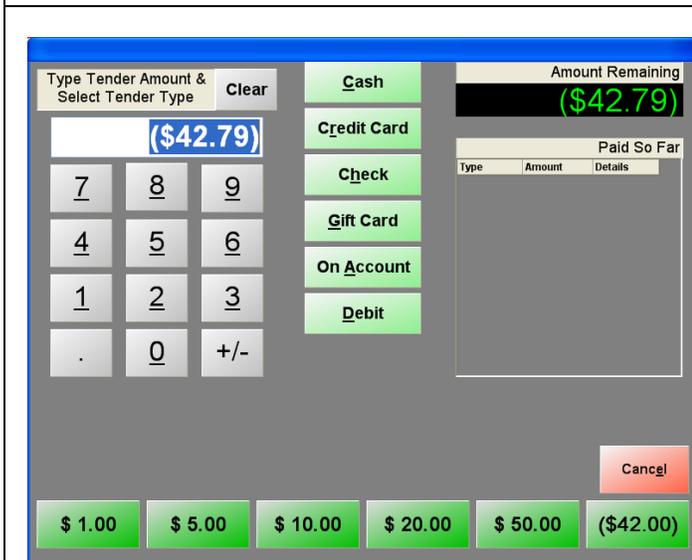
If the option **Log Returns** was enabled then after selecting **OK** you will be asked to enter the invoice number.

If the option **Prompt Customer** was enabled then you will be asked to select a customer after selecting **OK**.

If the option **Prompt Reason** was enabled then you will be asked to select from the reason codes that were created for **Voids**.



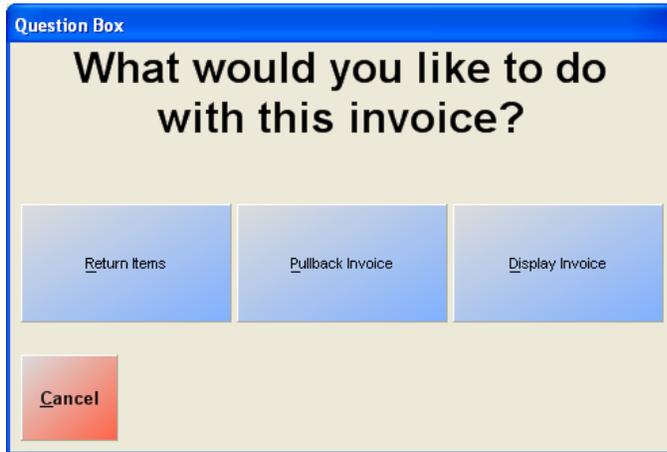
4. Select **PAY**.



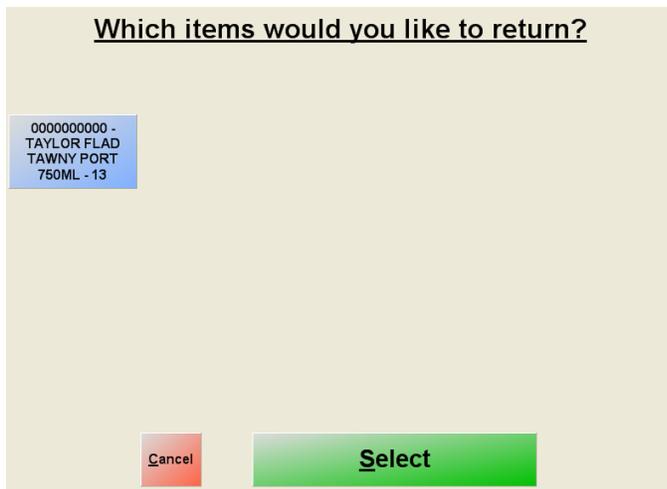
5. Select the return media and follow all prompts.

Returning an item from an invoice closed in the past

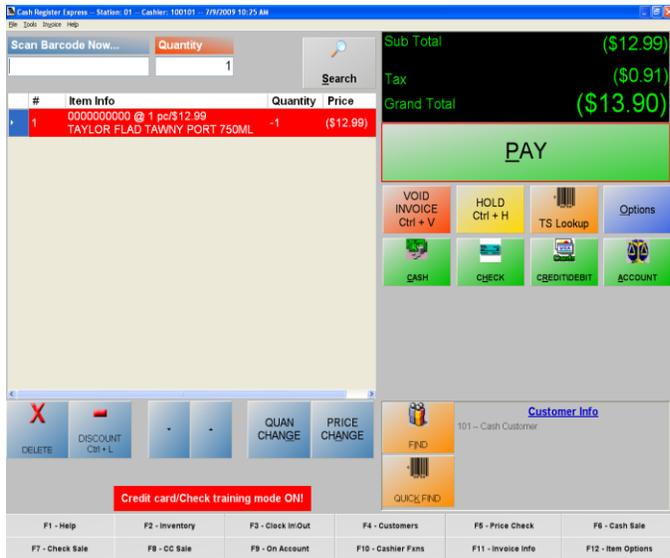
It is safer to return items from closed invoices because it is certain that the item was sold at your store and items are prevented from being returned multiple times. To return an item from a closed invoice, scan or enter the barcode on the receipt and follow these steps.



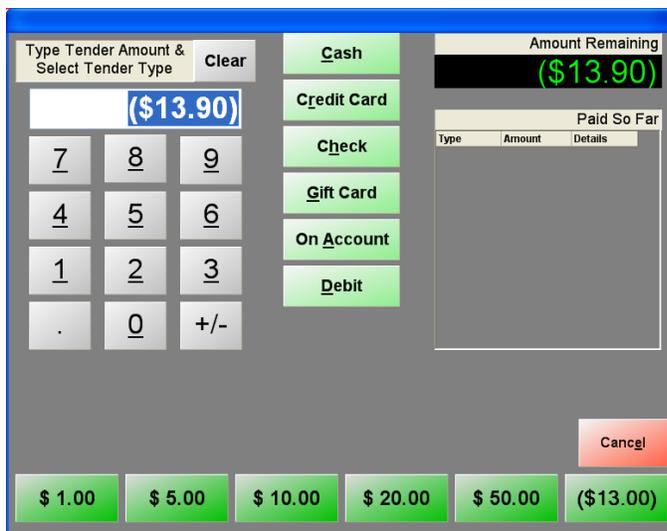
1. You will be prompted for an action. Select **Return Items**.



2. Select the item(s) being returned.
 - Selected items have a white background.
3. Select **Select**.



4. Select **PAY**.



5. Select the returning media and follow all prompts.

Configuring employee permissions relating to returns

Refer to the document entitled [Employee Permissions \(CRE\)](#) for more information. See the **Returns, Issue Credit Slip, Override Refund, and Allow Old Returns**, as they all relate to returning items.

Viewing reports on returns

Refer to the document entitled [Reporting](#) for more information. See the **Returns** and **Returns by Tender Type** reports.