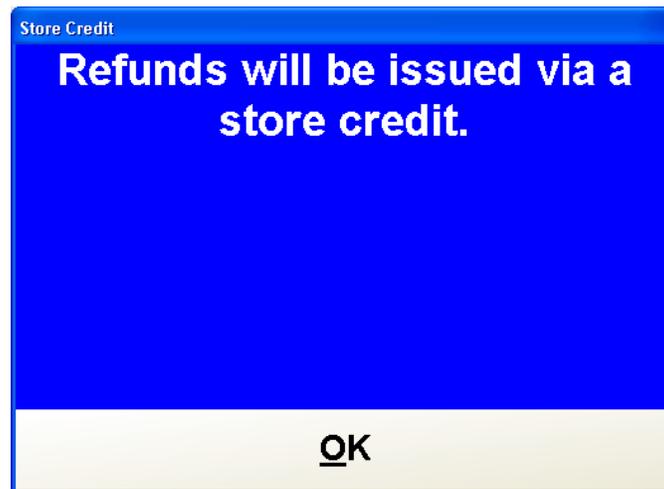![pcAmerica - Retail and Restaurant Solutions]

Using Store Credit

Store credit gives an establishment the ability to accept returns while keeping the money used on the original purchase in the store. This is also a good tool to use when processing returns with no receipt.

Selecting the Return Media

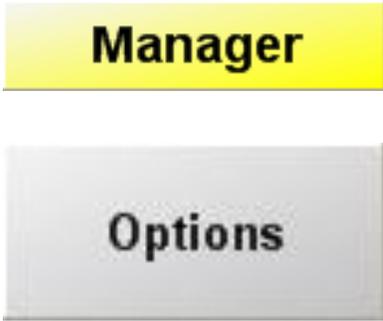|	
	1. Open **CRE/RPE**. 2. Select the **Manager** or **Options** button. 3. Enter the administrator password (default: admin) where applicable. 4. Select **Setup** then, **Setup Screen**.
	5. Select the **Invoice Settings** tab. 6. Under **Return Media** select **Print Store Credit Slip**.
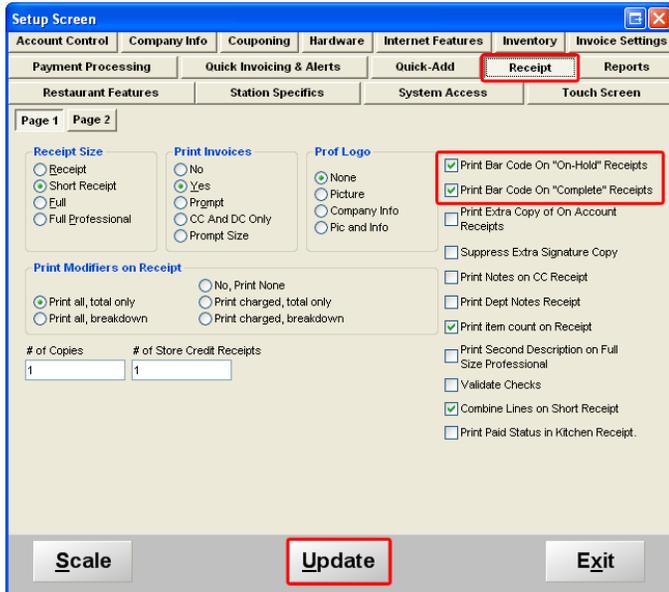
7. Select the **Receipt** tab.

8. Make sure that these two options are checked:

   - **Print Bar Code On "On-Hold" Receipts**

   - **Print Bar Code On "Complete" Receipts**

9. Select **Update**.

Note: To print a Bar Code on receipts your printer may have to be configured first. Please refer to your printers installation manual at:
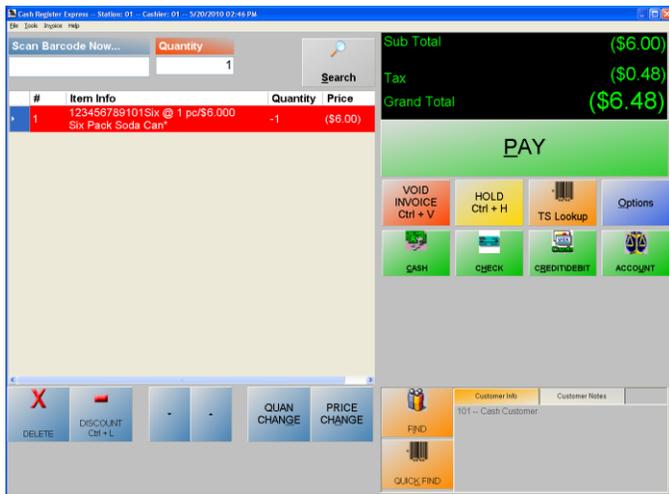
http://faq.pcamerica.com/hardware/printers
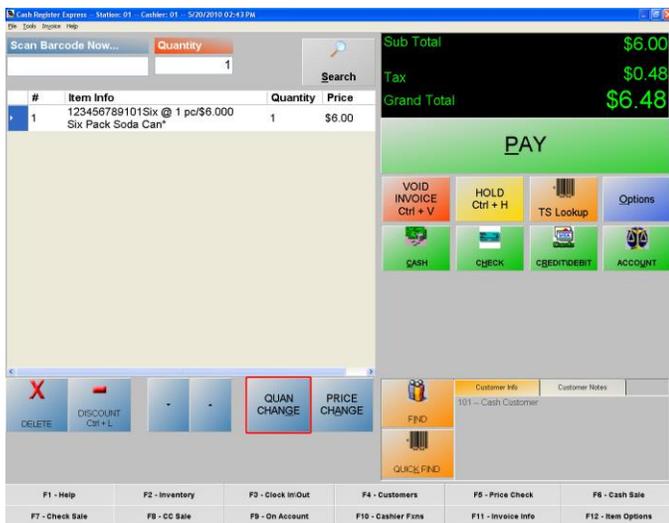
- In Cash Register Express:

   o Select the item on the invoice to be returned.

   o Select **QUAN CHANGE**.
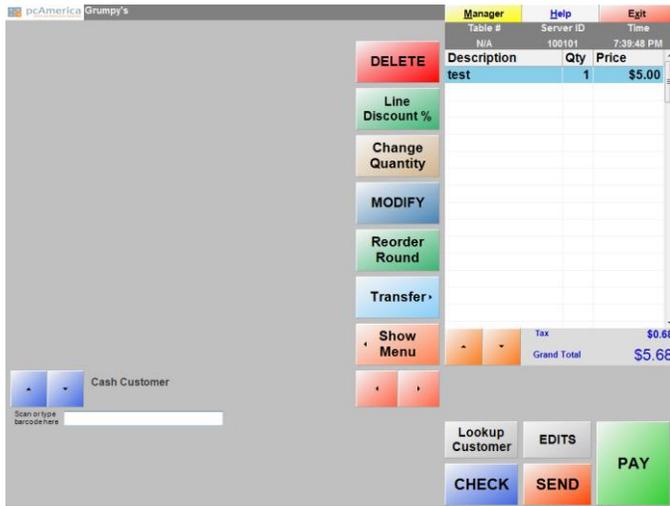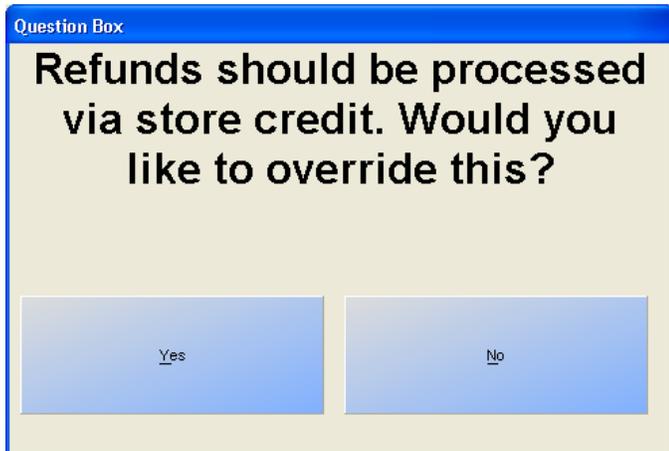

	• In Restaurant Pro Express:
	
	    o Select the item on the invoice.
	
	    o Select **Change Quantity**.

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

11. Select **PAY**.

12. You will then be prompted to override the Store Credit Slip.

- If you select **Yes** (provided that the permission **Override Refund** is setup) then it will act the same as **Return All Media**.

- If you select **No**, proceed to the next step.

Store Credit

Refunds will be issued via a store credit.

OK

13. Select **OK**.

Turquoise Steak and Grille
www.pcAmerica.com
1-800-722-6374

INVOICE# 21
Closed to Cash Purchase

DATE\TIME: 5/20/2010 4:23:45 PM
CASHIER: 100101
STATION: 01

Item Count: 1
==================================
-1 BEEF CARPACCIO   ($10.00)
1 STORE CREDIT $10.00
==================================
Subtotal $0.00
GRAND TOTAL $0.00

Gift Card/Store Credit Details:
Transaction Description: Gift Activate
Card #: ***1-21
Transaction Amount: $10.00
Balance Added to the card: $10.00
Remaining Card Balance $10.00

Name: _____

Phone #: _____

Signature:_____

Invoice: I1001-21

14. The Receipt Printer will print two copies of the invoice.

15. The store copy will have an area where the customer must sign.

16. If setup correctly the barcode will print at the bottom of both receipts.

17. The Receipt Printer will then print the **Store Credit Slip**.

18. If setup correctly the barcode will print on the slip.

Note: The barcode will be in this format:

- **SC-1001-21**

    SC = Store Credit

    1001 = Store ID

    21 = Invoice Number

Configuring employee permissions relating to returns

Refer to the document entitled "Employee Permissions (CRE)" on http://faq.pcamerica.com. See the **Returns**, **Issue Credit Slip**, **Override Refund**, and **Allow Old Returns** permissions, as they all relate to returning items.

Viewing reports on returns

Refer to the document entitled "Reporting" on http://faq.pcamerica.com. See the **Returns** and **Returns by Tender Type** reports.
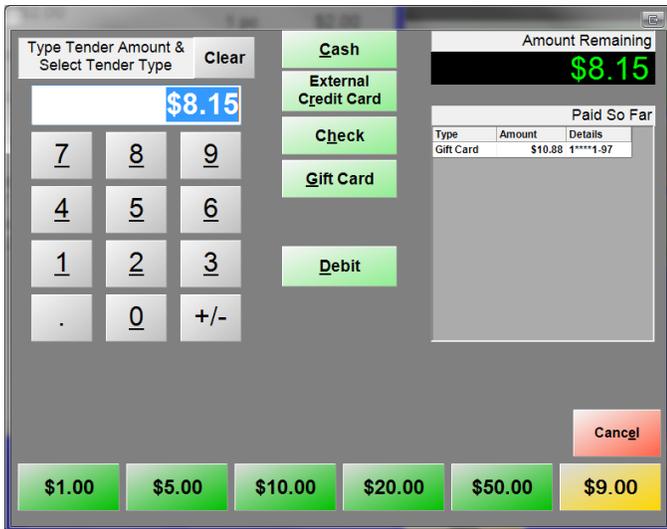
Redeeming Store Credit

- [Redeeming Store Credit in Cash Register Express](#)

- [Redeeming Store Credit in Restaurant Pro Express](#)

Redeeming Store Credit in Cash Register Express

At the **Invoice Screen** add the items to be purchased then, scan the barcode that was printed on the store credit slip.

If no barcode exists then type in the information next to where it says Store Credit: on the store credit slip (i.e. SC-1001-21).
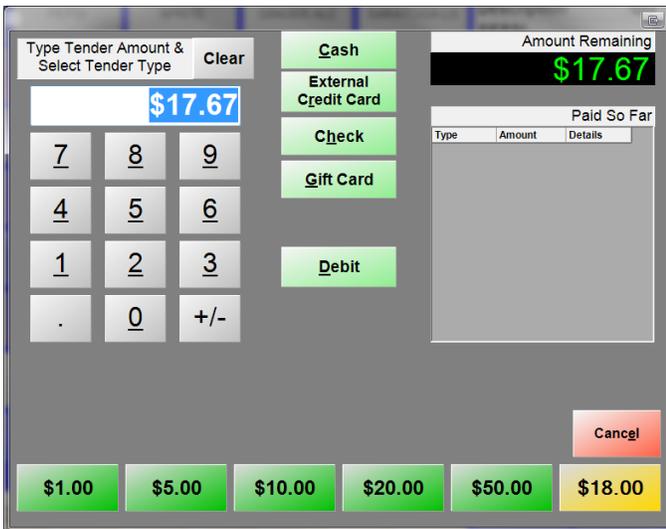

The store credit will automatically be taken off the balance.

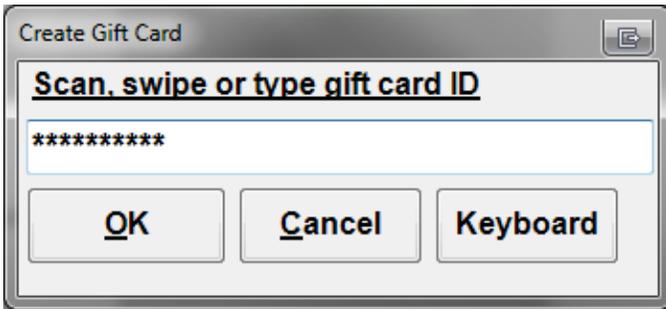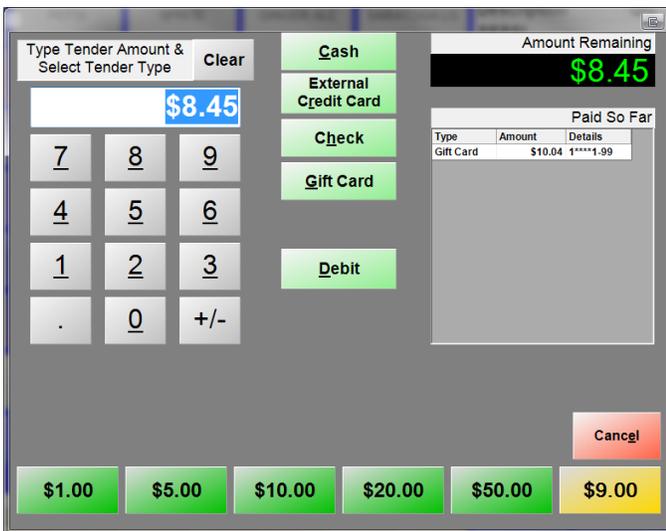**Pay the remaining balance of the invoice to another tender type. The transaction is now complete.**

Redeeming Store Credit in Restaurant Pro Express

	At the **Invoice Screen** add the items to be purchased then select **PAY**.
	Select **Gift Card**.

<table>
<tr>
<td>

Create Gift Card

Scan, swipe or type gift card ID

****

| OK | Cancel | Keyboard |

</td>
<td>

Scan the barcode that was printed on the store credit slip.

If no barcode exists then type in the information next to where it says Store Credit: on the store credit slip (i.e. SC-1001-21) and select OK.

</td>
</tr>
<tr>
<td>

Type Tender Amount & Select Tender Type   Clear

$8.45

7	8	9
4	5	6
1	2	3
.	0	+/-

Cash

External Credit Card

Check

Gift Card

Debit

Amount Remaining
$8.45

Paid So Far

Type	Amount	Details
Gift Card	$10.04	1****1-99

Cancel

| $1.00 | $5.00 | $10.00 | $20.00 | $50.00 | $9.00 |

</td>
<td>

The store credit will automatically be taken off the balance.

Pay the remaining balance of the invoice to another tender type. The transaction is now complete.

</td>
</tr>
</table>

Other Options

At the **Invoice Settings** tab (where the **Return Media** is set) you can choose to **Log Returns**.

- You can choose to **Prompt Customer** - which will require that a customer be selected for any return.

- You can choose to **Prompt Reason** - which will require that a Reason Code be selected for any return. To setup reason codes please see below.

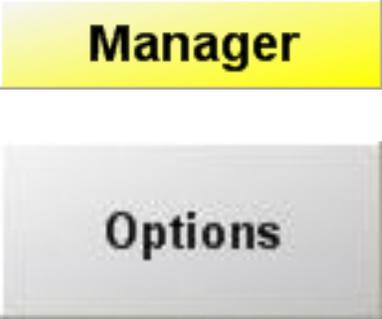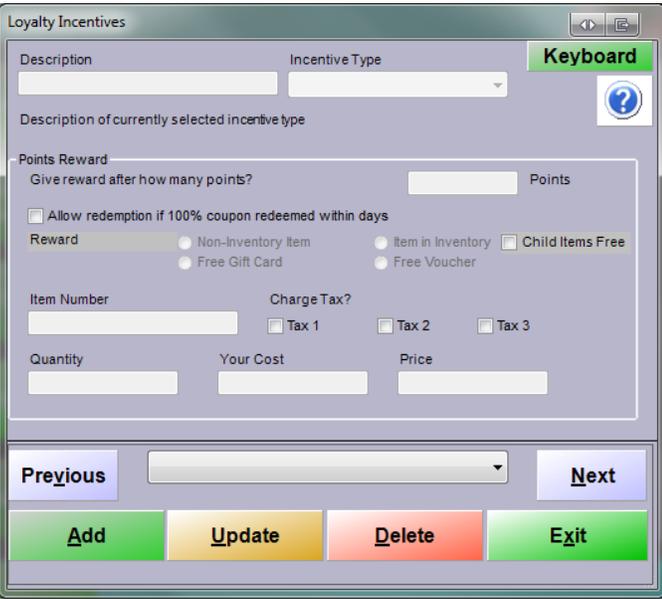You can also set a **Valid Return Window**.

At the **Invoice Settings** tab select the **Reason Codes** button.

Use the dropdown to select Returns for the **Reason Code Type**.

Select **Add** and then enter a new reason code.

Other Implementation

Store credit can also be awarded to customers via customer loyalty.

	1. Open **CRE/RPE**. 2. Select the **Manager** or **Options** button. 3. Enter the administrator password (default: admin) where applicable. 4. Select **Setup** then, **Customer Loyalty**.
	5. Select **Loyalty Incentives**.
	6. Select **Add**.

7. For the **Reward** select **Free Voucher**.

8. Enter an amount under **Voucher Value**.

9. Select **Save**.

For more information on configuring customer loyalty including loyalty plans and incentives please see the following document:

- http://faq.pcamerica.com/file-lockers/pdf-locker/Customer_Loyalty_Detailed.pdf