Contents

Essential Points

- Returns are done on a new Invoice that is created from the original Invoice in both the POS screen and the Browser

- Returns are essentially Invoices with negative quantities, and refunds are essentially negative payments

- Same day credit card refunds must be done as "Voids" for the entire amount if the original payment remains unsettled

- You must have the original **reference number and card number** to process an internal credit card refund

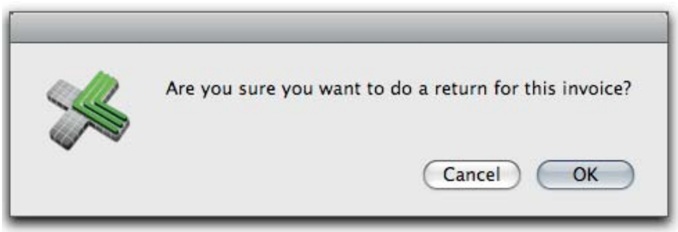
- Exchanges are essentially return invoices that also sell Products

- LightSpeed does not store credit card information

Introduction

LightSpeed makes it simple to process your returns, refunds, credits, and exchanges, taking what can often be a complicated series of cross-references and making the process rapid and clear.

Returns are done much the same way in a Browser's Invoice as in POS.



Browser Invoice Return Dialog

IMPORTANT

All credit card batching is handled by the merchant provider. It is not handled through LightSpeed.

Returns

Point of Sale

1. Click the *Documents* icon in the search bar, and either scan the barcode on the printed copy or enter the document ID. Select the original Invoice and click the *Return* button at the bottom of the POS.

2. The Products from your original document will be added to a **new Invoice**, but with negative quantities, which will bring the Product(s) back into your stock once the Invoice is saved. De-

lete any Products you do not wish to return from the Invoice before saving by selecting it and hitting your Delete key or by clicking the *Delete* icon at the top right of the POS screen. If you are returning a serialized Product, you must enter the serial number as it appeared on the original Invoice.

3. Click *Check Out*. The Products have now been returned into your available inventory. See the *Refunds* section below for information on how to refund the Customer their money, or the *Credit* section if you want to leave an outstanding credit in the Customer's profile that they can use later on a future Invoice.

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Browser

1. In the original Invoice, click the *Return* button at the bottom of the window.

2. You will be asked if you want to process a Return, or, if you have selected specific Products, whether you wish to process a return for the entire Invoice, or only the Products you've selected. Click *OK*.

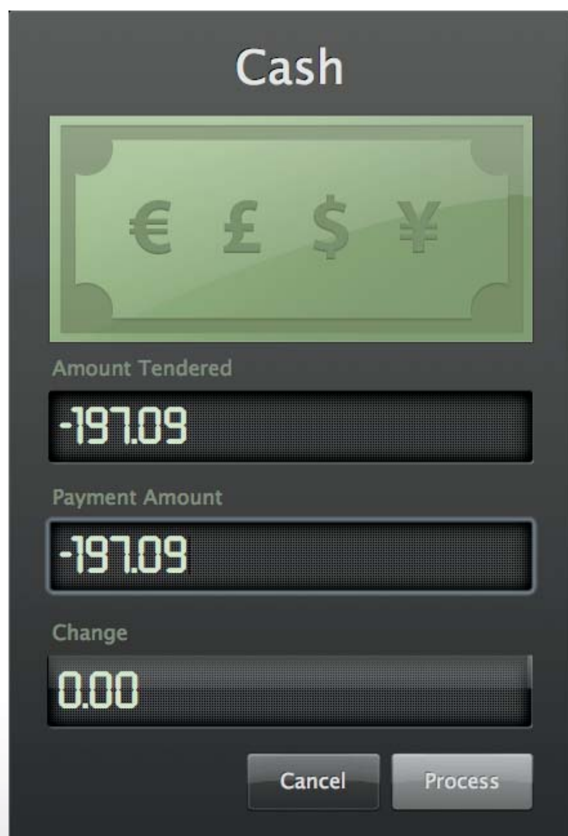
3. The Products you'd selected will be added, with negative quantities, on a **new Invoice**. Make any necessary changes, and click *Save*, which will bring the inventory back into your available stock. If you are returning a serialized Product, you must enter the serial number as it appeared on the original Invoice.

If you are processing the return in the back end, you can use an Apple key/mouse-click combination to select one or more Products. Clicking the *Return* button at that point will result in your being asked if you want to process a return for the entire Invoice, or only for the selected item(s).

Refunds and Voids

Refunds are processed as negative values in the Payments section of the Invoice on both the POS screen and the back-end Browser. Refund payments are processed in the same way as regular payments. That is, if the return Invoice balance is negative $100, and the payment is negative $100, the resulting balance will be zero.

If you are processing credit card payments through LightSpeed, refunds require the **reference number** generated during the original transaction. Payment **Voids** are required when you are processing credit card transactions through LightSpeed and the original payment **has not** yet settled between the payment processor and your account. Voids must **completely cancel** the original transaction and return **all Products**, and a third Invoice must be created to start the sale from scratch. If the original payment **has** settled, you may process a **refund** for a full or partial amount, and return only those Products that are physically being returned.



Processing a Cash Refund (POS)

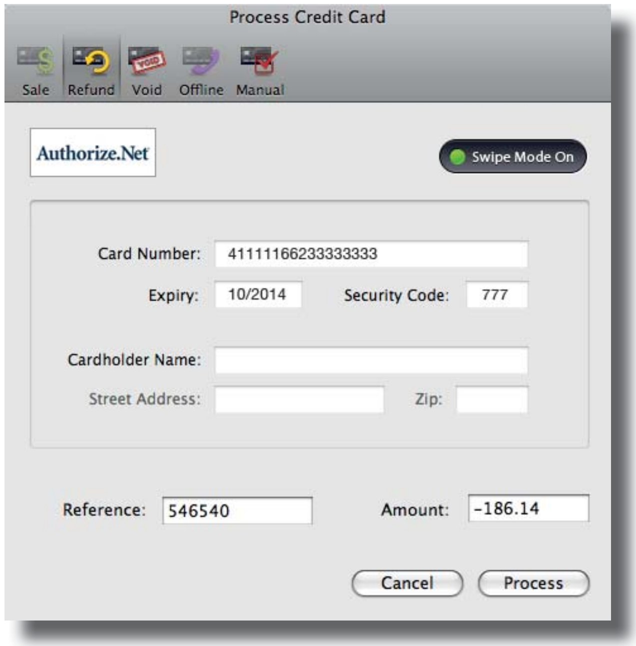
The steps for a **standard** refund in both the POS and Browser are;

1. Once the return Invoice has been created (as outlined above), choose the Payment Method you are using to refund the Customer. In most cases, this will be the same as the Payment Method used on the original Invoice.
2. Enter a **negative** value that reflects how much you will be refunding your Customer. If you enter a value that is less than the total of the Invoice, the Customer will have a credit remaining on their account. Important: Customers must have a profile in order to track any outstanding credits (or balances) - Walk In customers will not track these credits and balances. (See below for more information)
3. Click *Save* to save the Invoice. Any remaining balance or credit will appear on the Invoice.

The steps for an **internal credit card refund** (through payment gateways such as Authorize.net or HPS) are;

1. Before creating the return Invoice, you must have in hand the original payment's **reference number**. You must also have the customer's credit card number.
2. Create the return Invoice as outlined above.
3. Click the credit card Payment Method used for the original transaction. In the Browser, you will have to choose the payment to refund. Click *OK*. Select whether you are processing a **Void** or a **Refund** (see above). Confirm the amount, then swipe or enter the credit card number of the original payment and click *Process*. A new reference number will populate for the transaction.

   In the POS, select the payment method, swipe/enter the card number. Click the *Advanced Options* arrow and enter the original reference number. Click the *Void* or *Refund* button to process.



Processing a Credit Card Refund (Browser)

Processing a Credit Card Refund (POS)

Refunds From Deposits

Refunds that are processed from **deposits** (on Orders, SROs, and Quotes) should be processed as a **negative payment** on an Invoice, along with a note, which leaves a paper trail for the transaction. Create an Invoice with no Products, save it, and on the Payment screen, select the Method of Payment that will receive the credit. Swipe the customer's credit card, and enter a **negative value** to process a refund. **You must have the customer's credit card number for this procedure.**

Credits

If a Customer returns a Product, but they do not want a refund, you can leave the credit on their account simply by completing the return Invoice without applying a refund payment to it. This credit will remain on their account until their next transaction, at which time it can be applied to the new sales document in the Payments section.

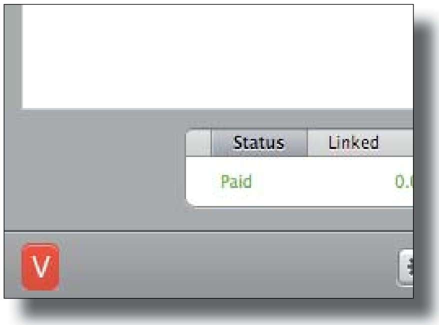
IMPORTANT: Credits cannot be saved to a Walk-In Customer. Therefore, on the Invoice processing the credit, you must create a Customer card to which the credit will automatically be applied, and this Customer card must be used on any subsequent sales documents where you wish to apply the credit on file.

Exchanges

Processing an exchange in LightSpeed's POS screen or back end Browser Invoice is done in the same way. Create the return Invoice as explained above, with negative quantities for any Product(s) being returned. Add the Product(s) that the Customer wants to purchase as additional line items. The balance of the Invoice will be a negative or positive value, resulting in your Customer being owed a refund or a credit, or in you being owed payment by the Customer.

Voided Invoices

If you create a new Invoice that you do not wish to complete (the Customer changes their mind, for example), and you do not wish to delete the entire Invoice, you can void the Invoice. First, you must remove all Products on the Invoice, and save the changes. Then, under the *Edit* menu, choose *Void Invoice.* A red *V* will appear in the corner, and now the Invoice cannot be modified. A voided Invoice cannot be un-voided, unless it is posted and unposted (see *Accounting Exports* document).



Voided Invoice