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## Introduction

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

## Returns

POS - Click the Documents icon in the search bar, and either scan the barcode on the printed copy or enter the document ID, and click Return. You will be asked if you want to process a Return. Click Yes. Your original document will be recreated, but with negative quantities, which will bring the Product(s) back into your stock once the Invoice is saved. Delete any Products you do not wish to return from the Invoice before saving by selecting it and clicking the Delete button in the POS screen.

Browser - Returns are done much the same way in a Browser's Invoice as in POS. In the original Invoice, click the Return button at the bottom of the window. You will be asked if you want to process a Return. Click Yes. Again, your original document will be recreated with negative quantities. Make any necessary changes, and click Save, which will bring the inventory back into your available stock.



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

Refunds are entered as negative values in the Payments section of the Invoice on both the POS screen and the back-end Browser. If you are using internal credit card processing gateways like HPS or Authorize.net, the amount in the actual refund window will be positive, but will be displayed in red. 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.



In addition to Invoices, Refunds can be processed on Quotes, Orders and SROs.

## Credit

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.



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.

## Exchange

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.

## Voids

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,