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
- Refunds are essentially negative payments
- Internal credit card refunds must be done as "Voids" for the entire amount if the original payment remains unsettled
- You must have the original authorization number to process an internal credit card refund
- Exchanges are essentially return invoices that also sell Products

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.

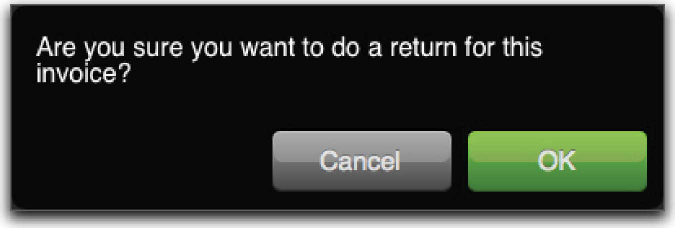
Returns

Point of Sale

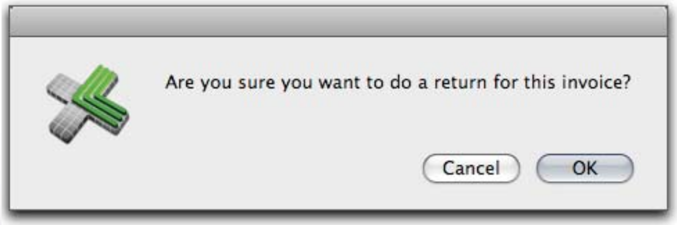
1. Click the *Documents* icon in the search bar, and either scan the barcode on the printed copy or enter the document ID, and click *Return*.

2. You will be asked if you want to process a Return. Click *OK*.

3. 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. 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. If you are returning a serialized Product, you must enter



POS Return Dialog



Browser Invoice Return Dialog

the serial number as it appeared on the original Invoice.

4. Click *Save*. 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.

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).

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.

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.

The steps for a standard refund 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.

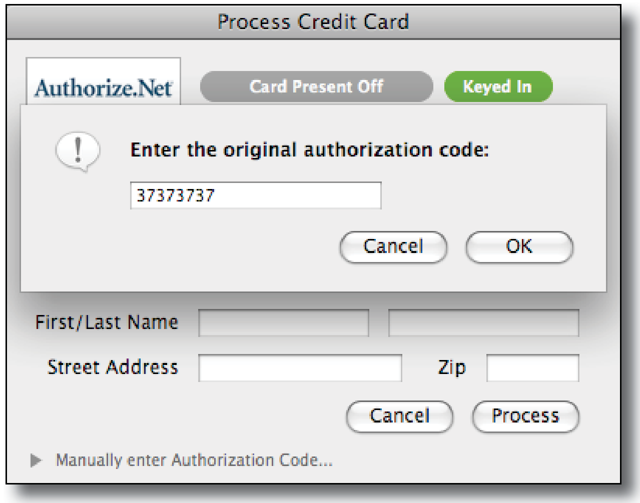
The steps for an **internal credit card refund** (such as Authorize.net or HPS) are;

1. Before creating the return Invoice, double-click the original payment and copy the Authorization number into memory.
2. Create the return Invoice as outlined above.
3. Click the credit card Payment Method used for the original transaction. Paste (or enter) the original authorization code (see image) into the resulting dialog window. Click *OK*.
4. In the *Process Credit Card* window, choose whether you are processing a **Void** or a **Refund**.

* **IMPORTANT:** If you are processing the refund **before** the original payment has settled (usually the same day, sometimes the next day), you must choose **Void** and **completely cancel** the full value of the original transaction, **and return all items from the original Invoice.** Then, create a third Invoice that sells the Products the Customer is actually taking, and complete a new payment for the correct amount.

If you are processing the refund **after** the original payment has settled, choose **Refund** and you can modify the amount being refunded as necessary. In this case, you do not need to process a third Invoice, and can return only what the Customer is returning on this return Invoice.

It is necessary to have the original credit card number and expiry when processing a refund or void for a payment that was originally made as a deposit on an Order, Quote, or SRO. (See *Refunds From Deposits* below)



Processing a Credit Card Refund

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.

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, unless it is posted and unposted (see *Accounting Exports* document).