

Returning Items -- **HMP ONLY** (All other sales events are final sale) (12-4-2015)

This is when a customer has bought an item at HMP and now wants to return it. This could happen on the same day or some day in the future, but any returns must be during HMP.

To start the Return, first verify that the item is in good condition. The customer must present you with the sales receipt and should have the item tag.

1. Check the method of payment from the Sales Receipt.
2. Touch the **Returns** tab on the computer and then scan the bar code on the receipt.

The list of items from that sales transaction are displayed:

The screenshot shows a software interface with a top navigation bar containing tabs: Checkout, Consignment, Inventory, Customer, Returns (highlighted with a red box), Transaction, Layaway, and Admin. Below the navigation bar, the 'Returns' section is active. It features a search input field labeled 'Scan Barcode or Enter Transaction ID' with a magnifying glass icon. To the right, the 'INVOICE' number is 674 and the 'DATE' is 12/02/2015. Further right is a 'Customer Lookup' field. Below this information is a table with the following columns: Name, SKU, UPC, Price, Quantity, and Return. The table contains two rows of items:

Name	SKU	UPC	Price	Quantity	Return
PolyBangle6 Wide Brass	U7EZE5		24.00	1	<input type="checkbox"/>
5-card Pack with envelopes	7DF665		10.00	1	<input type="checkbox"/>

At the bottom right of the interface, there are two buttons: 'Return' (highlighted with a red box) and 'Clear'.

3. Using the checkboxes on the right of each row, select the item(s) to be returned.

This is a close-up of the table from the previous screenshot. The 'Return' column for the first row, 'PolyBangle6 Wide Brass', now has a checked checkbox (highlighted with a red box). The second row, '5-card Pack with envelopes', still has an unchecked checkbox.

Name	SKU	UPC	Price	Quantity	Return
PolyBangle6 Wide Brass	U7EZE5		24.00	1	<input checked="" type="checkbox"/>
5-card Pack with envelopes	7DF665		10.00	1	<input type="checkbox"/>

4. Touch/click the **Return** button at the bottom right. The Payment Information screen displays and appropriate fields are shown based on the original method of payment (the credit card field only shows for a credit card sale).

Payment Information

Payout Amount: \$25.50

CASH

VISA *Max: \$25.50*

GIFTCARD

BARCODE#

No Barcode

PAYOUT TOTAL	BALANCE
\$0.00	\$0.00

** A customer must be selected to give store credit.*

ON

5. If the sale was made with:
 - a. **Credit card:** Enter the payout amount in the credit card field (**VISA** in the above screenshot).
 - b. **Cash or Check:** Enter the payout amount in the **CASH** field.
6. Click/touch the **Complete Transaction** button and the cash drawer opens and a receipt prints out.
7. On the original sales receipt, circle the returned item(s) and write "Returned" with the date of return and your initials, and give to the customer.
8. Have the customer sign the Return receipt.
9. If it is a **Cash** sale and there is enough cash in the drawer, refund their money. Otherwise:
 - a. Tell the customer that the money will be refunded via a check that will be mailed to them in a week or so.
 - b. On the Return receipt, write the customer's name, address, and phone number so a refund check can be mailed. Circle the amount owed and initial.
10. Put the Return receipt in the cash drawer.
11. Return the item to the floor after making sure the tag is (re-)attached.