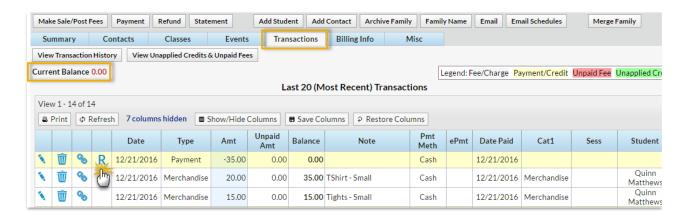
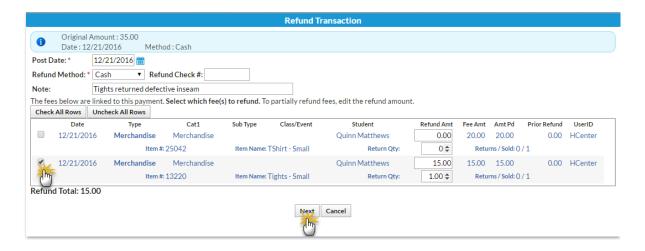
Refund Example - Family Purchases 2 Items - 1 Item is Defective and Refunded, Item Not Returned to Inventory

Last Modified on 06/05/2019 8:45 pm EDT

- Family paid cash for a T-shirt and a pair of tights.
- The have a \$0 balance.
- The tights were returned defective and refunded in full with cash.
- The family balance will remain at \$0.
- The tights will not be put back into inventory.



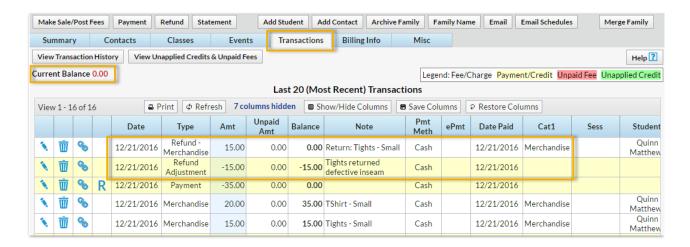
- 1. Click the R on the payment line.
- 2. If needed change the Post Date.
- 3. Select **Cash** from the *Refund Method* drop-down.
- 4. Because the T-Shirt is not being refunded, leave it unchecked.
- 5. Check the **Tights** and leave the **Return Qty** at 1.
- 6. Click Next.



- 7. Store items cannot be marked as still due. Click**Next** in the *Are Fees Still Due*? window.
- 8. Because the item will not be added back to inventory uncheck**Add Back to Qty on Hand**.
- 9. Click Submit Refund.

On the Family's Transactions tab ...

- A Refund Merchandise has been added for \$10.80 and aRefund
 Adjustment has been added so that the family's balance is correct.
- The family balance remains at \$0.
- The R icon is is still visible for the payment because it has not been completely refunded.



On the Sales Detail store report ...

• The return of the item is recorded. (TheQty returned is not added back to the item's Qty on Hand.)

