

Return a Store Item

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You can return an item from the **Make Sale** page. Click on the **Return Item** button, and then enter the item # in the yellow highlighted line. If the item # is entered first, click on the line to highlight it yellow, and then click the **Return Item** button. The return will be indicated by a negative amount for that transaction.

This will adjust the inventory, and post a merchandise credit to the account. If you are refunding money (instead of a giving a merchandise credit), refer to [Store Refunds](#) for the required steps.

The screenshot shows the 'Select Items' and 'Post Fees' sections of a software interface. The 'Select Items' section has a 'Return Item' button highlighted with a yellow circle. Below it is a table with columns: Item #, Item Name, Qty, Student, Class/Event, Note, Price, Discount, and End Amount. The first row shows 'TS001AS', 'Team T-Shirt', '1', and a negative 'End Amount' of '-16.28'. A callout bubble points to this row with the text 'Returned items will have a negative amount'. The 'Post Fees' section has a 'Type:' dropdown set to 'Adjustment(Debit)', highlighted with a yellow circle. A callout bubble points to this section with the text 'If the customer wants money refunded instead of a merchandise credit, post an Adjustment (Debit) fee while you are processing the return.' Below the dropdown are fields for 'Category1:', 'SubType:', 'Amount:' (15.00), 'Discount:', 'Tax:' (1.28), and 'End Amount:' (16.28). There are also fields for 'Session:', 'Student:', 'Class/Event:', and 'Note:'.

Item #	Item Name	Qty	Student	Class/Event	Note	Price	Discount	End Amount
TS001AS	Team T-Shirt	1			Return: Team T-Shirt Adu	-15.00		-16.28
		0						

Post Fees

Type: Adjustment(Debit) Category1: SubType: Amount: 15.00 Discount: Tax: 1.28 End Amount: 16.28

Session: Student: Class/Event: Note:



Do not delete the merchandise credit as this will impact store reporting.