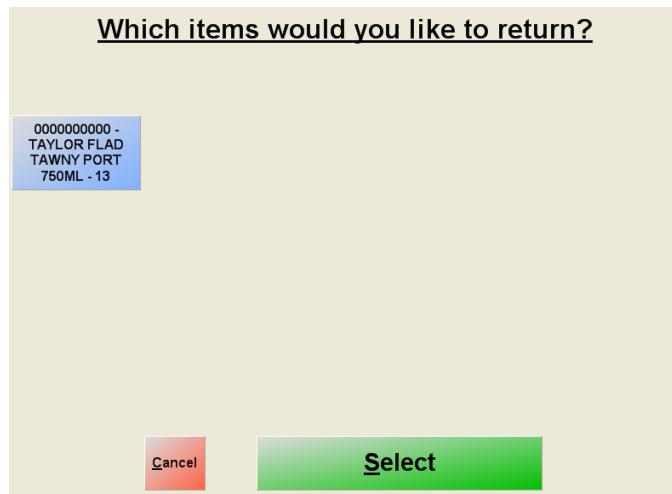

One Blue Hill Plaza, Second Floor, PO Box 1546
Pearl River, NY 10965
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(Voice) 845-920-0800 (Fax) 845-920-0880

Returns



There are two methods of returning items in CRE. One involves selling a negative quantity of an item and the other involves returning an item from an invoice closed in the past. The software is flexible in that return media can be customized, a return window can be enforced, logging can be configured, and employees can be granted and denied permissions related to returning items. Additionally, two reports can be generated to help track returns.

Changing settings relating to returns... page 2

Returning an item by selling a negative quantity of that item... page 3

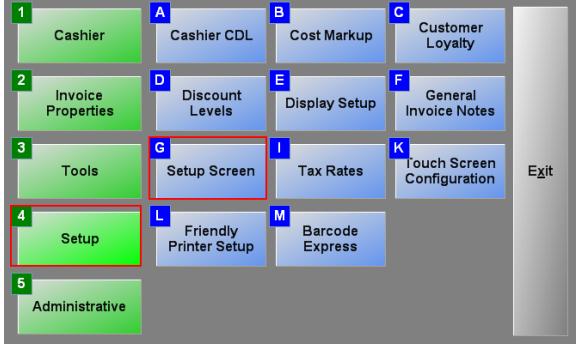
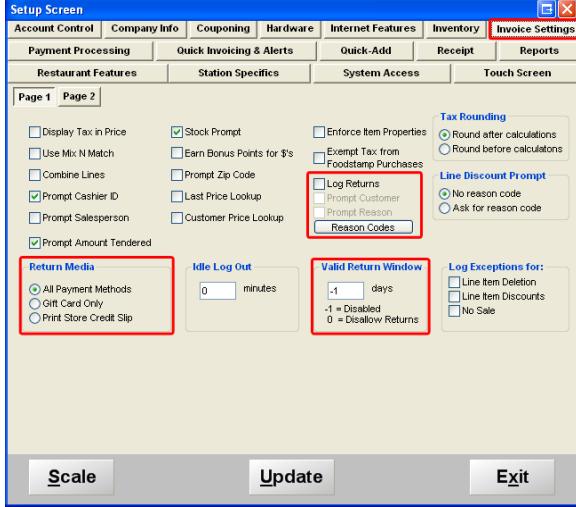
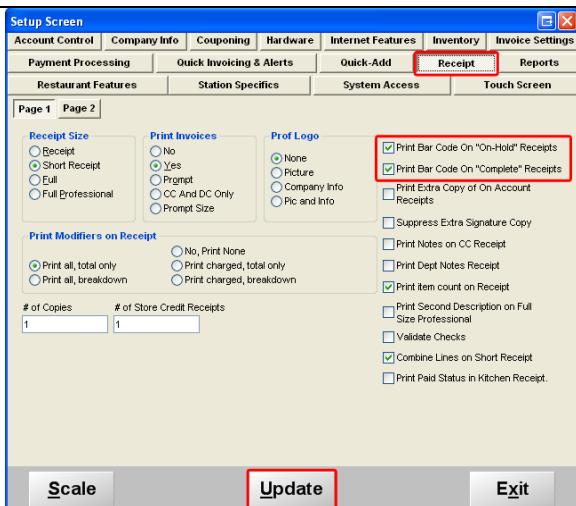
Returning an item from an invoice closed in the past... page 5

Configuring employment permissions relating to returns... page 6

Viewing reports on returns... page 6

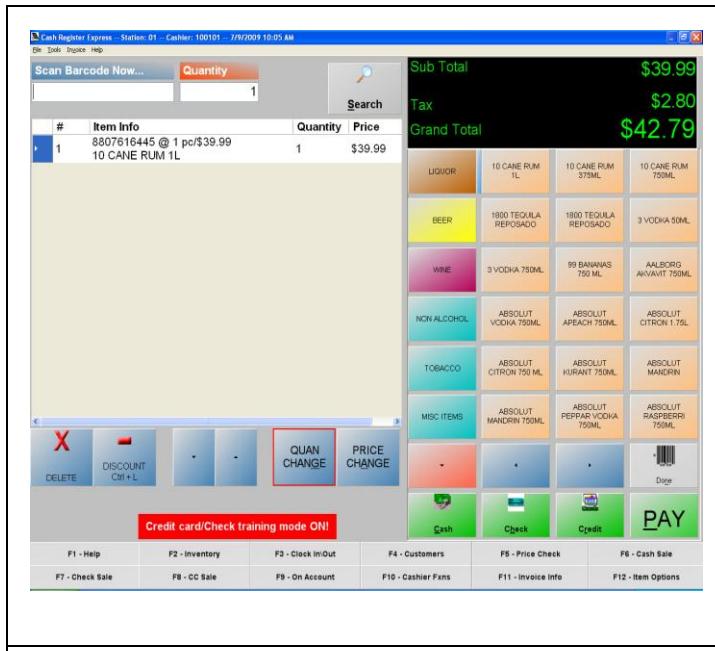
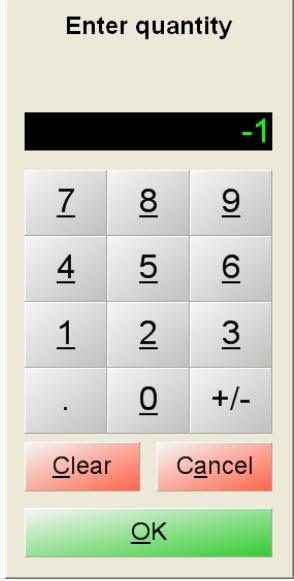
Changing settings relating to returns

Multiple settings related to returns can be changed to accommodate the needs of your business. To access these settings, select **Manager** from the login screen, provide the requested credentials, and follow these steps.

	<ol style="list-style-type: none"> Select Setup and then Setup Screen.
	<ol style="list-style-type: none"> Select the Invoice Settings tab. Select the preferred media for returns. Check Log Returns if you would like to keep track of the customers returning items, their reasons for it, and the invoice on which the items were sold. <p>To create reason codes, select Reason Codes and add them.</p> Set the valid return window.
	<ol style="list-style-type: none"> Select the Receipt tab. Make sure that these two options are checked: <ul style="list-style-type: none"> Print Bar Code On “On-Hold” Receipts Print Bar Code On “Complete” Receipts Select Update. <p>Note: To print a Bar Code on receipts your printer may have to be configured first.</p>

Returning an item by selling a negative quantity of that item

Returns can be forced by selling a negative quantity of the item to be returned. To do so, open CRE, log in, and add the item being returned to the invoice.

	<ol style="list-style-type: none"> Select the item on the invoice if it has not already been selected. Select QUAN CHANGE.
	<ol style="list-style-type: none"> When prompted for a new quantity, type -1 and select OK. <p>If the option Log Returns was enabled then after selecting OK you will be asked to enter the invoice number.</p> <p>If the option Prompt Customer was enabled then you will be asked to select a customer after selecting OK.</p> <p>If the option Prompt Reason was enabled then you will be asked to select from the reason codes that were created for Voids.</p>

Cash Register Express - Station: 01 - Cashier: 100101 - 7/9/2009 10:14 AM

Scan Barcode Now... Quantity Search

#	Item Info	Quantity	Price
1	8807616445 @ 1 pc \$39.99 10 CANE RUM 1L	-1	(\$39.99)

Sub Total (\$39.99)
Tax (\$2.80)
Grand Total (\$42.79)

LIQUOR	10 CANE RUM 1L	10 CANE RUM 375ML	10 CANE RUM 750ML
BEER	1800 TEQUILA REPOSADO	1800 TEQUILA REPOSADO	3 VODKA 50ML
WINE	3 VODKA 750ML	99 BANANAS 750 ML	AALBORG AKVAVIT 750ML
NON ALCOHOL	ABSOLUT VODKA 750ML	ABSOLUT APEACH 750ML	ABSOLUT CITRON 1.75L
TOBACCO	ABSOLUT CITRON 750 ML	ABSOLUT KURANT 750ML	ABSOLUT MANDRIN
MISC ITEMS	ABSOLUT MANDRIN 750ML	ABSOLUT PEPPAR VODKA 750ML	ABSOLUT RASPBERRY 750ML

X DELETE - DISCOUNT Ctr + L QUAN CHANGE PRICE CHANGE

Credit card/Check training mode ON!

F1 - Help F2 - Inventory F3 - Clock In/Out F4 - Customers F5 - Price Check F6 - Cash Sale

F7 - Check Sale F8 - CC Sale F9 - On Account F10 - Cashier Fans F11 - Invoice Info F12 - Item Options

PAY

4. Select PAY.

Type Tender Amount & Select Tender Type **Clear**

(\$42.79)

7	8	9
4	5	6
1	2	3
.	0	+/-

Cash **Amount Remaining (\$42.79)**

Credit Card

Check

Gift Card

On Account

Debit

Paid So Far

Type	Amount	Details
------	--------	---------

Cancel

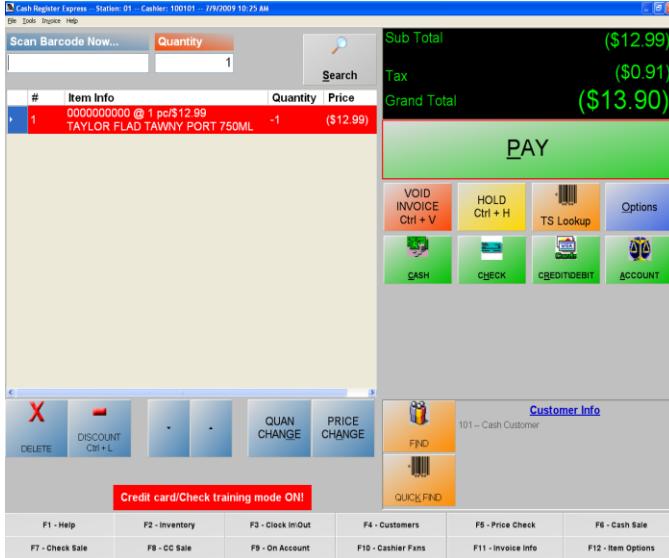
\$ 1.00 \$ 5.00 \$ 10.00 \$ 20.00 \$ 50.00 (\$42.00)

5. Select the return media and follow all prompts.

Returning an item from an invoice closed in the past

It is safer to return items from closed invoices because it is certain that the item was sold at your store and items are prevented from being returned multiple times. To return an item from a closed invoice, scan or enter the barcode on the receipt and follow these steps.

<p>A screenshot of a software interface titled "Question Box". The main question is "What would you like to do with this invoice?". Below the question are three blue rectangular buttons labeled "Return Items", "Pullback Invoice", and "Display Invoice". At the bottom is a red rectangular button labeled "Cancel".</p>	<ol style="list-style-type: none">1. You will be prompted for an action. Select Return Items.
<p>A screenshot of a software interface showing a list of items to return. The first item listed is "0000000000 - TAYLOR FLAD TAWNY PORT 750ML - 13". Below the list are two buttons: a red "Cancel" button and a green "Select" button.</p>	<ol style="list-style-type: none">2. Select the item(s) being returned.<ul style="list-style-type: none">• Selected items have a white background.3. Select Select.

	<p>4. Select PAY.</p>
	<p>5. Select the returning media and follow all prompts.</p>

Configuring employee permissions relating to returns

Refer to the document entitled “Employee Permissions (CRE)” on <http://faq.pcamerica.com>. See the **Returns**, **Issue Credit Slip**, **Override Refund**, and **Allow Old Returns**, as they all relate to returning items.

Viewing reports on returns

Refer to the document entitled “Reporting” on <http://faq.pcamerica.com>. See the **Returns** and **Returns by Tender Type** reports.