

In order to process a RETURN it is necessary to find the RECEIPT for the original loan transaction. That will be easy IF the client brings back the original loan paperwork (Receipt) along with the item, but that cannot be expected.

Otherwise, the proper Receipt can be located starting from either the RECEIPTS file or from the borrower's PEOPLE record.

TO FIND A POS TRANSACTION RECEIPT FROM THE RECEIPTS FILE

Click the sub-tab RECEIPTS tab under the POS main tab to open a list of all Receipts.

If the person has brought the original loan receipt, look for the Receipt number in the upper left corner, and enter that number in the SPECIFIC RECEIPT box.

Click FILTER. That receipt will display. Go to PROCESS THE RETURN below

The screenshot shows the POS Receipts interface. At the top, there are navigation tabs: Account, Home, People, Groups, Resources, Calendar, Financials, Reporting, POS, Rides, and More.. Below these are sub-tabs: Sell, Receipts, Reports, and Setup. The main heading is "Receipts for all sales made using 'Point of Sale' function (POS tab)". On the right, it says "Date/Time viewed: 05/23/2024 9:47 AM".

Filters include: Year: Select.., Month: Select.., Date(s) Displayed: 05/01/2024 to 05/31/2024, # of Receipts Displayed: 11. There are input fields for Specific Date and Specific Receipt, with a FILTER button. A summary table shows: Type, Orig, Refunded; Cash: \$4.00 (\$2.00); Cash/CheckTotals \$4.00 (\$2.00). Navigation buttons include TODAY, PRIOR DAY, THIS WEEK, LAST WEEK, THIS MONTH, and LAST MONTH.

Receipt#	Sales Date	Name	SubTot	Tax	SvcFee	Orig Total	Returns	Net Sale	Paid	Due	Type	Last updated
463230	5/23/24 09:44am	Rohleder, Otto	\$0.00	\$0.00	\$0.00	\$0.00	--	\$0.00	\$0.00			mssmp@icloud.com on 5/23/24 9:44am
462452	5/20/24 05:05pm	Rohleder, Otto	\$0.00	\$0.00	\$0.00	\$0.00	--	\$0.00	\$0.00			pcmr@cox.net on 5/20/24 5:05pm
462450	5/20/24 04:46pm	Rohleder, Otto	\$0.00	\$0.00	\$0.00	\$0.00	--	\$0.00	\$0.00			mssmp@icloud.com on 5/20/24 4:46pm
462448	5/20/24 04:41pm	Guest, Guest	\$2.00	\$0.00	\$0.00	\$2.00	(\$2.00)	\$0.00	\$0.00		Cash	mssmp@icloud.com on 5/20/24 4:42pm

Otherwise, find the person in the list of Receipts. Use the THIS MONTH or LAST MONTH buttons to open a list of receipts in the timeframe of the initial loan.

Click the column heading NAME to sort the list. If there are multiple receipts for the person, you may have to open each one to confirm which is being returned.

Click that Receipt number, which will then display. Go to PROCESS THE RETURN below

ALTERNATELY, FIND A POS RECEIPT FROM THE PEOPLE RECORD

When in the client's PERSON record, click the HISTORY tab to show a summary of their POS "Sales". All the person's past receipts will be shown by date, but there is no indication of which are "open" (not yet returned). The associated date may be of help in finding the desired one entry. Click the desired "POS RECEIPT" to display the Receipt for return processing.

Account Home **People** Groups Resources Calendar Financials Reporting POS Rides More..

Person Events Volunteering Financials **History** Rides Services Notes Contacts Interests Calendar Interactions Surveys Msgs

Badges Docs

Year: 2024 This person may have records across many years. To see all years, select ALL.

Month: May THIS MONTH PRIOR MONTH THIS YEAR PRIOR YEAR

SUMMARY for Otto Rohleder

Date	For	Status	Fee	Payments Logged
-- POS SALES --				
05/20/24	POS Receipt	SALE	See Record	See Record
05/20/24	POS Receipt	SALE	See Record	See Record
05/23/24	POS Receipt	SALE	See Record	See Record
-- RIDES --				
05/31/24 09:00am	GO TO RIDE DETAIL	HOMEUSE	\$0.00	\$0.00

EITHER WAY, THE DISPLAYED RECEIPT WILL LOOK LIKE THIS

Account Home People Groups Resources Calendar Financials Reporting **POS** Rides More..

Sell Receipts Reports Setup

NEW sale for OTTO ROHLEDER PebbleCreek Kare Bears (623) 536-1200

Item	Price	Orig Qty	Orig Subtotal	Orig Tax	Returned	Final Subtotal	Final Tax
(1) Ramp (AssetID: RAMP-7)	\$0.00	1	\$0.00	\$0.00	<input type="checkbox"/>	\$0.00	\$0.00
...Due 6/15/2024							
TOTALS:				\$0.00		-\$0.00	= \$0.00

RETURNS: Complete this section if you are returning items.

Add Refund to Prepay? Refund Payment Type: Cash

RETURN ITEM

NOTES:

14973 W Robson Cir N Goodyear, AZ 85395-8864

PROCEESS THE RETURN

To process the return, simply enter the quantity (which will always be "1" from the drop-down choice(s) in the Returned column, then click RETURN ITEM

Then, this receipt (transaction) will show as below. Note the quantity of minus 1 n the "Returned" column, and the text stating that the item was returned.

Note: on the printed receipt there is a "Receipt last updated" date for the return, indicating the date returned.

Account Home People Groups Resources Calendar Financials Reporting POS Rides More..

Sell Receipts Reports Setup

NEW sale for OTTO ROHLEDER **PebbleCreek Kare Bears** (623) 536-1200

Item	Price	Orig Qty	Orig Subtotal	Orig Tax	Returned	Returned	Final Subtotal	Final Tax
(1) Ramp ...Due 6/15/2024 (1-Ramp \$0.00) (Returned Inventory Item #2186: RAMP-7)	\$0.00	1	\$0.00	\$0.00	(1)	\$0.00	\$0.00	\$0.00
TOTALS:			\$0.00			-\$0.00	= \$0.00	
TOTAL SALE							\$0.00	
PAYMENTS							-\$0.00	
Balance							\$0.00	

POS RECEIPT #463230
Purchase Date: 5/23/2024 9:44am
Otto Rohleder

PRINT Large Receipt

Click on PRINT LARGE RECEIPT at the lower left to generate a printed receipt for the client if requested. You have the option to PRINT it for them, or to EMAIL it to them.

EMAIL RECEIPT PRINT and CLOSE CLOSE

PebbleCreek Kare Bears
Purchase Date: 05/23/2024
POS Receipt #: 463230
Purchased by: Otto Rohleder

Item	Price each	#	(-)	Total
RETURNED: Ramp Due 6/15/2024 (1-Ramp \$0.00) (Returned Inventory Item #2186: RAMP-7)	\$0.00	1	(1)	\$0.00
			Due:	\$0.00

