

## Happy New Year!



### Returning Items into Inventory

January is one of the biggest months for customers to return items because of the frantic holiday season rush. It is up to retailers to make sure that this is done right, thus not throwing off your inventory or sales. MicroBiz offers two ways of putting purchases back into your inventory: returns and voids. Both are done from the Work Screen and both are done through the "SKU" box. However, these two options have differences that retailers need to be aware of as well.

#### Voids

- All items are automatically assumed to be returned to inventory (undamaged).
- Voids always apply to all items on invoice. There are no exceptions.
- The invoice must exist to proceed with a void invoice.
- An invoice with a negative total cannot be voided.
- Will automatically assume payment mode of sale.

#### Returns

- Item may be returned "DAMAGED" or for return to inventory
- Returning an item does not now check whether it was previously sold.
- Allows so that you can return some items on the invoice rather than all at once.
- If the item returned is deemed damaged, the SKU will become part of the description and the damaged item will have a SKU set to 'DAMAGED' to avoid an add-back to inventory on-hand.

### How to Implement Both Returns and Voids

#### Returning a Product

1. Open up the Work Screen by clicking on Daily - Work Screen.
2. Scan the item or items you would like to return.
3. Once the item or items are up on the Work Screen, type in "R" in the SKU box.
4. You will get a box that will ask which line you would like to return. Fill in the line number for the correct line.
5. Click on "Yes" on the box that asks if you would like to "return the item."
6. Then choose "Yes" or "No" if you would like to "return the item to the inventory"

#### Returning a Serial Item

1. Open up the Work Screen by clicking on Daily - Work Screen.
2. Click on "F3-Items" and choose the SKU for the serial item that you are returning or scan the SKU.
3. It will now bring a menu with serial items. Click on the "Hold/Return" button.
4. In the SKU box on the Work Screen, type in "R" for Return and press enter.
5. Choose the correct line to return and click "Okay."
6. It will now prompt you if that is the correct line to return, click "Yes."
7. It will then ask you if you wish to return it to inventory, click "Yes" or "No."
8. You will now be able to view all of the serial items that you sold on this SKU along with the invoice number and the date sold. Choose the correct serial number that you wish to return and press enter.
9. Click "F9-Print," choose the correct tender, and click "OK."

#### Voiding an Invoice

1. Again, enter the Work Screen, type "VOID" into the SKU box, and press enter.
2. A popup will appear prompting you to enter the invoice number refused. Supply the appropriate invoice number and press enter.
3. The invoice is now voided. The popup will clear, ready for another invoice to be cleared.