

Enter a Return - Option: 1.3

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Member: Non-Member Return          Net Return: 4.79
Date  : Fri 07/17/20                Tax: 0.43
Time  : 11:38 PM                    Total Return: 5.22

----- I T E M S -----
Line  Item Description              Tax?  Bad?  Price   Qty   Extension
1)    GRAB N GO SNACK              Yes/H Yes   4.79    1     4.79

[Enter Items]  [Discounts]  [Other]  [RECORD RETURN]  [QUIT]
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Description of this Option

This option lets you handle Items being returned. Returns can be for both Members or Non-Members. If the Item is spoiled, enter [Yes] under the "Bad?" column. If necessary, adjust Discounts and Sales Tax. You can print a receipt when finished.

System Constant #127: Prompt for name and Ph# for Non-Member Returns

Additional Fields with Help Text

Entering the Member who is Returning Items

Enter the Member or press [ENTER] if this Return is from a Sale to a NON-MEMBER.

If this Return is from a sale to a Member, identify the Member by either their number, name or a fraction of their name. If what you entered identifies MORE THAN ONE Member, you will see a box showing ALL Members identified by your response and be prompted to select the Member from this list.

Enter ".C", ".D" or ".N" to change this to a Non-Member Return.

Enter ".R" to print a Receipt for the LAST Return.

Enter "S/" followed by a Date followed by another "/" followed by the Sale# to load the Return with the Items from the identified Sale. If you simply enter "S/" CoPOS will walk you through the selection process.

Entering the Item(s) Being Returned

Enter or scan the Item being Returned. Identify the Item by either the Item Code (that you see on the Item), a fraction of the Item Description, or ANY of the Item's Keywords.

Press [ENTER] to use the EXISTING Item and go on to the "Bad?" Column.

Enter ".D" to Delete the current line.

Specifying if the Item Being Returned is Bad

Enter "Y" if the Item being returned is "Bad" (spoiled). A Spoilage Incident will be automatically recorded when entering "Y".

Otherwise, enter "N".

Entering the Price

Enter the PRICE that was charged for this Item. You can also express the price using one of the following:

- Enter "C" to use the CURRENT price for this Item.
- Enter "F" to use the ON-FILE NON-SALE price for this Item.
- Enter a number between 0 and 100 to discount the item by the number entered. Ex: Entering "20%" or "20P" will take 20% off the on file price for this Item.
- Affix a "D" to the Price to take the Member Discount on a price that you enter.
Example: 12.99D with a 10% Member Discount will return 11.69 (12.99-1.30=11.69).
- Press [ENTER] or [TAB] use the EXISTING Price and go on to the "Quantity" Column.

Entering the Quantity

Enter the NUMBER of Items being returned. Press [ENTER] or [TAB] to use the EXISTING Quantity and go on to the "Item" Column of the line below.

If NO quantity has been entered, pressing [ENTER] or [TAB] will yield a quantity of "1".

Enter "T-" to Remove the Sales Tax for this Item.

Enter "T+" to Apply the Sales Tax for this Item.

Entering Custom Discounts

Enter the Percentage of the Custom Discount that you wish to apply. Enter "D" to apply this Member's Default Discount. Enter "0" to remove ALL Discounts while leaving price overrides intact.

Note: You can add (or subtract) the Employee Discount by entering "+E" (to add), or "-E" (to subtract). The ability to do this is controlled by System Constant #164.

Entering the Customer Name

Enter the Customer's Name. There is no translation of the Customer's Name here, what you enter is what is used as the Customer Name.

Example: If you enter "DOE, JOHN", that is the Customer's Name and not "JOHN DOE".

Entering the Customer's Phone#

Enter the Customer's Phone#. Press the [Up Arrow] key to return to entering the Customer Name.