Review the following Options Configuration settings and Security Bits _prior_ to using **Returns Validation**.

Choose 'Returns Validation' in the **Options Group** and press 'Enter' to populate the grid. 20 Options will display. Review them in addition to these 4 options: **5494, 9431, 9434 and 9831**. A full list of all 24 Options is provided on the next page. **_All_** of these must be reviewed and set prior to using Returns Validation.

ID	SubSystem	Description	Current Value	Message	Kept By	
5007	POS	Reprice credit items when transaction is repriced?	No - credit items are not repri		System	*System
5481	POS	Print a store copy receipt for returns	Yes		System	*System
5980	POS	Force Gift/Cash Card activation	Yes		System	*System
8305	POS	Merchandise Returns Validation on System	Y=Returns Validation plus Re		System	*System
8307	POS	# of Month's activity to use in Returns Validation	3		System	*System
8308	POS	Returns Validation Posting Rule	2=Post Newest Date First		System	*System
8344	POS	Returns validation across stores allowed	Yes		System	*System
8374	POS	Post returns with current or original cost?	Original		System	*System
8375	POS	Recalculate Average Cost after a return	Yes		System	*System
8414	POS	Prompt for return reason?	Yes		System	*System
8416	POS	Add/Change user-defined return item reason codes	User-Defined Return Codes		System	*System
8942	POS	Returns Validation - use net return price?	Yes		System	*System
8943	POS	Use Code position to identify items excluded from Retu			System	*System
8944	POS	Code value that identifies items excluded from Returns			System	*System
9287	POS	Gift/Cash Card Allowed on POS Refund	Yes require for all returns		System	*System
9288	POS	SKU to use for gift/cash card on POS Refunds	GIFTRETURN		System	*System
9436	POS	Use lowest price on customer returns w/o receipt/origin	30		System	*System
9527	POS	Returns Validation - Use original sale's tax code on ret	Yes		System	*System
9537	POS	Returns Validation with Receipt	Both receipt and credit card		System	*System
9538	POS	Returns Validation with Receipt - choices to show	RCN		Store	*System

Validate Returns

When set to Yes: 1) gives access to the Returns Validation feature where the ability to return or exchange an item at POS is dependent upon a valid prior purchase, 2) gives access to the Returns Viewer which is an analysis viewer for item returns with lookups by Customer, Sku (Line/Part), and Date Range.

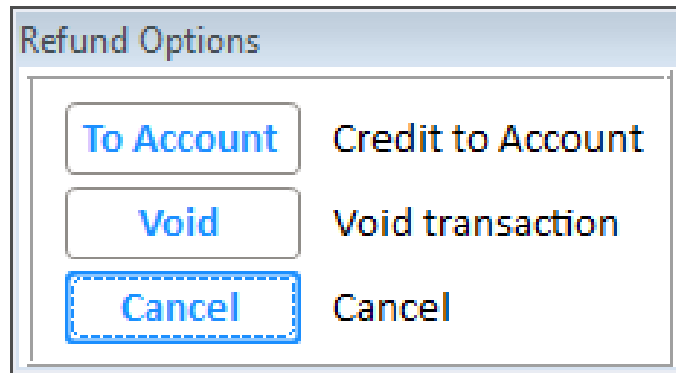20 Returns Validation options loaded.

Full Returns Validation Option List

ID	SubSystem	Description	Current Value
5007	POS	Reprice credit items when transaction is repriced?	No - credit items are not repriced
5481	POS	Print a store copy receipt for returns	Yes
5494	POS	Require cash customer information on a return	Yes
5980	POS	Force Gift/Cash Card activation	Yes
8305	POS	Merchandise Returns Validation on System	Y=Returns Validation plus Returns Viewer
8307	POS	# of Month's activity to use in Returns Validation	9
8308	POS	Returns Validation Posting Rule	2=Post Newest Date First
8344	POS	Returns validation across stores allowed	Yes
8374	POS	Post returns with current or original cost?	Original
8375	POS	Recalculate Average Cost after a return	Yes
8414	POS	Prompt for return reason?	No
8416	POS	Add/Change user-defined return item reason codes	User-Defined Return Codes
8942	POS	Returns Validation - use net return price?	Yes
8943	POS	Use Code position to identify items excluded from Returns Validation	
8944	POS	Code value that identifies items excluded from Returns Validation	
9287	POS	Gift/Cash Card Allowed on POS Refund	Require on returns without return validation
9288	POS	SKU to use for gift/cash card on POS Refunds	GIFTRETURN
9431	POS	Direct clerk to refund in original tender on returns	Yes
9434	POS	Refund with AP Check if original purchase was by cash or equivalent	No
9436	POS	Use lowest price on customer returns w/o receipt/original bank card	90
9527	POS	Returns Validation - Use original sale's tax code on return	Yes
9537	POS	Returns Validation with Receipt	Both receipt and credit card
9538	POS	Returns Validation with Receipt - choices to show	RCN
9831	POS	Customers for Lowest Price on returns w/o original receipt/bank card	All Customers

Epicor Eagle Software Release 25.1 and Higher

The following **Directed Refunds Enhancement** is available on Eagle Software *Release 25.1 and higher*. Transactions and Deposits paid by 'A/R Charge' and 'Debit Cards' can now direct the clerk to refund the amount back to the original form of tender.

ID	SubSystem	Description	Current Value
1653	POS	Refund with credit to debit card if original purchase was paid by debit	Yes
1654	POS	Refund using same debit card when original payment is prepaid deposit	Yes
1655	POS	Refund with A/R Credit if original purchase was paid by A/R Charge	Yes
1656	POS	Refund with A/R Credit when original payment is charge deposit	Yes

Refund Options

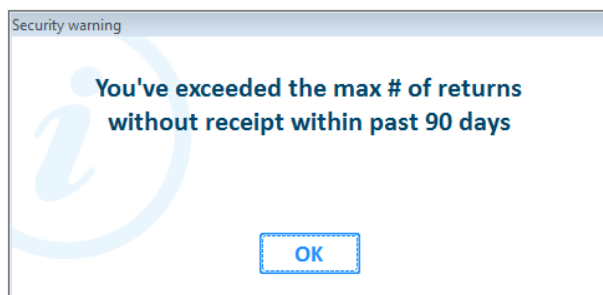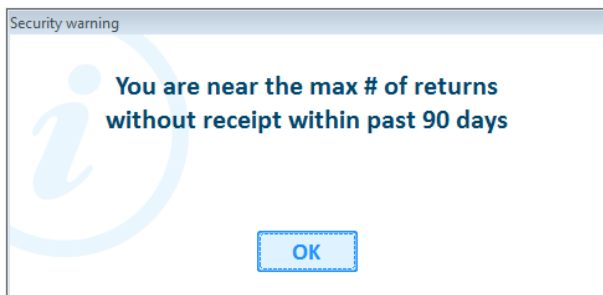| To Account	Credit to Account
Void	Void transaction
Cancel	Cancel

The following **Returns Validation Enhancement** is available on Eagle Software *Release 25.1 and higher*.

If your return policy allows returns without receipt or the original credit card, then the new **Options ID 9829 'Prompt for Drivers License on return w/o original receipt/credit card'** may be very helpful. The main intent for this feature is to alert the store of potential fraudulent return patterns where a customer is attempting to return stolen merchandise.
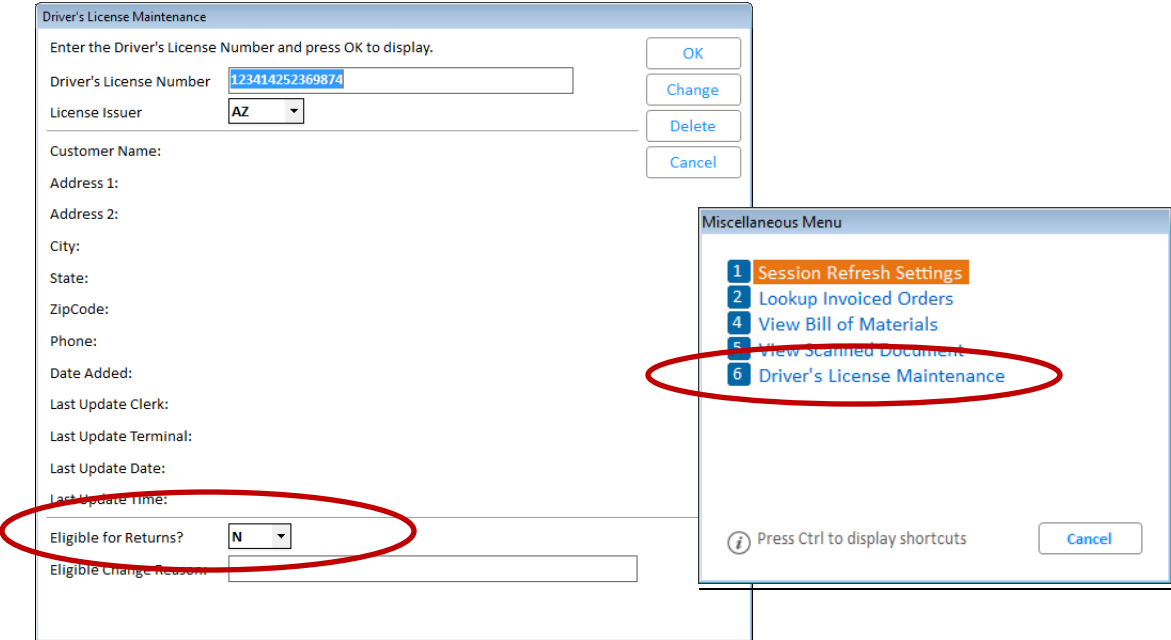
The clerk will be prompted to request the customer's driver's license. If they decline a manager override is required to continue with the return. Otherwise, once the DL has been scanned (or manually entered) it will be recorded on that return in the Customer Returns Viewer.

The report **RCEM** (Customer Returns Eligibility Report) should be added to a daily queue. This will tally the 'number of times within XX days' a Driver's License was required for a no-receipt return. RCEM will also generate an alert for each Drivers License it flags as 'Not eligible for returns'.
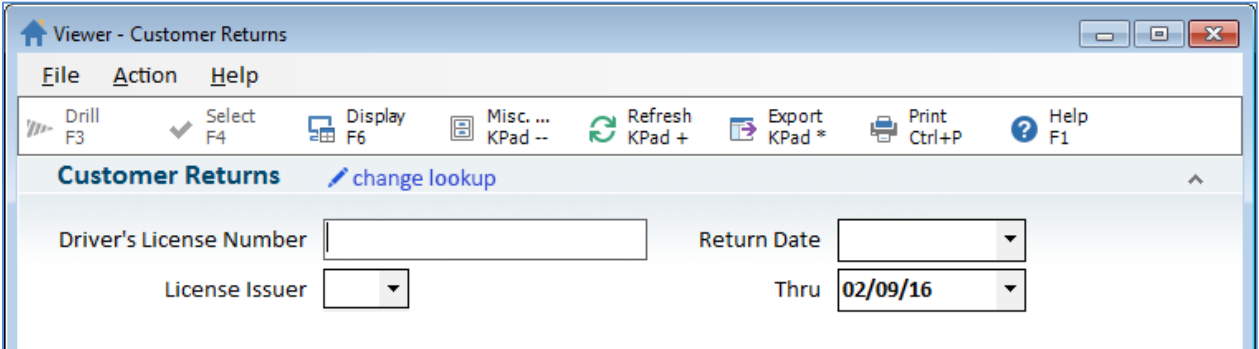
- If that number is one less than the *'max allowed within XX days'*, that DL will be flagged as **'Almost ineligible for returns'.**
- If that number is equal to or greater than the *'max allowed within XX days'*, that DL will be flagged as **'Not eligible for returns'**.

Security warning	Security warning
ⓘ **You are near the max # of returns without receipt within past 90 days** OK	ⓘ **You've exceeded the max # of returns without receipt within past 90 days** OK

The 'Customer Returns Viewer' has a new option under the 'Miscellaneous Menu': 'Driver's License Maintenance'. Here you can manually change a DL's 'Eligible for Returns?' flag.

Customer Returns Viewer also has the new lookup 'Driver's License Number' used to see the list of no-receipt returns where the customer submitted their Driver's License.

These columns have also been added to this viewer: 'DL Eligibility for No Receipt Returns', 'Driver's License Date Added', 'Driver's License Last Updated'.

If you are using **Flexible Consumer Information** (option 1498=Yes) and currently have it configured to collect consumer information for 'Totaling transaction with a return' you should *remove* Driver's License from the list of fields which appear for a return. Otherwise a Driver's License entered for a return 'with receipt' or 'with original credit card' cannot be distinguished from a one collected for a 'no receipt' return.

The Options ID's listed below will need to be reviewed to utilize the Returns Validation Enhancement on Software Release 25.1 and higher.

ID	SubSystem	Description	Current Value
112	POS	View Drivers License Ineligible for Returns alerts?	No - Do not show this Alert in My Alerts
3297	ALERT	Record "License Ineligible for Returns" alerts?	No
9829	POS	Prompt for Drivers License on return w/o original receipt/credit card	Cash Customers (* account numbers)
9830	POS	State list to use in manual entry of Driver's License info	U
9847	POS	Default Driver's License Reading Device	
9931	POS	Number of days for returns w/o original receipt/credit card allowed	90
9932	POS	Number of returns w/o original receipt/credit card allowed	0
9933	POS	Days to keep driver's license marked ineligible for returns w/o receipt	90
9934	POS	Code for return ineligible text for return w/o original receipt	
9935	POS	Code for return nearly ineligible text for return w/o original receipt	

The following Security Bits should be reviewed within their given Roles for use of **Returns Validation**.

Number	Sub System	Program	Capability	Authorized
683	PURCHASING	MVR	Full legacy MVR functionality allowed (E4W users only)	Yes
696	POS	POS	Ability to return an item marked as non-returnable	Yes
767	POS	POS	(MO) Allow return even if merchandise not purchased?	Yes
768	POS	POS	(MO) Allow return if no returnable purchases exist?	Yes
802	POS		Access Customer Returns Viewer	Yes
816	POS	POS	(MO)Allow return even if original sale to different customer	Yes
963	POS	POS	(MO)Allow returns without receipt/original credit card for cash customer	Yes

On Release 25.1 and higher you must review these additional Security Bits.

Number	Sub System	Program	Capability	Authorized
963	POS	POS	(MO)Allow returns without receipt/original credit card for cash customer	Yes
1,016	POS	POS	(MO)Allow no-receipt return when Driver's License ineligible	Yes
1,020	POS	POS	Ability to view/change drivers license information	Yes
1,021	POS	POS	Ability to delete drivers license information	Yes