Managing Returns

Robert (Finishing up with a customer.)
Sorry about it, thank you for bringing it back in for a replacement, Have great day!

Andrew
Hmmm, another return? You've had a few of those today, that's you're pile in back right?

Robert
Yeah… I wasn't sure what to do with them… How should we process them?

Andrew
There's a few things you should know about them, why don't we go in back and we'll cover what you need to know!

(In the training room)

Left unmanaged, inventory returns can have a negative impact on your business.

It's important that you understand and know how to manage all aspects of returns at point of sale.

The first step in managing returns at point of sale is to have and communicate an efficient returns policy.

Here are some questions you can ask yourself:

- Are we tracking returns?
- Are receipts needed for returns?
- How do we handle returns when the customer doesn't have the receipt?
- Do we offer Merchandise Returns Cards or In-Store Vouchers for returns without a receipt?
- Do we have a fee for returning certain types of merchandise?
- How many days after the original purchase date are returns allowed?
- Are my managers approving returns?
- How are we tracking the credits from our vendors?

Your answers to these questions help you determine the answers to two important questions:

Are we taking care of our customers?

And, are we taking care of our business?

Stores that use best practices for returns policies have these things in common:

Stores require receipts or have specific guidelines for returns with no receipt.

Stores have a dedicated Returns desk or requires a Manager's approval.

The store requires that the customer provide their information before approving returns.

Stores have and enforce time limits on returns.

Stores validate returns against customer purchases, with note the condition of returned items.

Stores have several tender options available for refunds, including gift cards.

Store policies define how to deal with special order returns, and whether you charge restocking fees.

Eagle Point of Sale can help you implement these best practices in your store using tools such as the Returns Viewer, Gift Cards, Adders, Defective Purchase Orders, and the Price Exception Report.

Pick a topic and we'll show you how.

Topics

- Customer Returns Viewer
- Adders
- Price Exception Report
- Defective Returns

Customer Returns Viewer

The Customer Returns viewer enables you to pinpoint issues within your inventory, Point of Sale, and even personnel.

Open it from the Sales Review menu on the Eagle browser or type CRV in the launch bar.

When it opens, the viewer displays all the returns in your store.

If you've set up customized return reasons, they'll also display here.

You can decide what the viewer displays by entering search criteria in the header.

For example, when you enter the customer's number and select Refresh, the viewer shows all returns for this customer.

By entering a SKU, you can see how many times an item is returned.

You can also filter by staff to compare returns by your staff.

You can double-click a return to see the transaction document.

If you're using Returns Validation, you'll get an option to view the purchase as well as the return.

Adders

Another feature that is helpful in controlling returns costs are adders.

Adders are fees that you can add to any transaction total. When used with returns, an Adder can function as a restocking fee.

You can add or edit POS adders from Options Configuration. Open the Misc. menu and select Maintain Point-of-Sale Adders.

You can set adders up several ways.

Enter them manually at the end of the transaction, set them as a specific dollar amount, amounts of varying dollar ranges, or a percentage-by-dollar range.

You can include or exclude Special Records when you calculate or assign Adders to particular customers.

Adders print in the sub-totals section of the customer's receipt or invoice.

Price Exception Report

The Price Exception Report can help you analyze daily credit and defective returns.

You should run it daily as part of your automated end-of-day report queue. Be sure to run it before your final Daily Inventory Update report.

Launch the Price Exception Report from the Point of Sale Reports menu or by typing RPE in the launch bar.

To set up the RPE to analyze returns data, open the Options screen.

Then select Option X if you want to view only Defective returns.

A report generated with this option lists only items returned or exchanged as defective.

To view normal credit items that have had manual price alterations, select Option C.

A report generated with this option lists all items returned for credit at a price that was different than the system price.

You should note that Price Exception Report summarizes daily information. Use it daily to audit defective returns.

Many stores have a designated spot for all defective items that come in during the day.

When this report prints, a manager can verify that the items on the report are defective and in the designated spot.

Defective Returns

Tracking defective returns helps you track credits from your vendors and ensures proper reimbursement.

You put items on a defective PO if they have a return type of D (defective) or E (exchange for defective) and you have not marked them as voided on the transaction.

You can generate Defective Purchase Orders automatically by the Daily Inventory Update Report, which runs during your normal end-of-day processing.

By adding Option C – Create Defective POs – to this existing report, the RDI searches the purchase order file and looks for an existing defective PO for the vendor of the defective item.

If it finds one that you have not transmitted, it adds the latest defectives to the PO.

If the defective item's SKU is already on a PO from an earlier defective return, the system adds the quantities together so that it transmits only one line item.

If an item isn't already on the PO, the system adds a new line item for that SKU.

You can send Defective POs by fax or email, or if you have the option, you can transmit them as Electronic Purchase Orders (EPO). See Online Help for details about this process.

You can view the defective purchase order in MPO. It will have an order type of D.

About Epicor

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