Using Credit Notes

Andrew
Hey Robert, I have a problem.

Robert
Oh, what's that?

Andrew
Sam here bought some supplies for a project, but overpurchased some… How do we process a return for that?

Robert
When a customer returns an item, we start with a Credit Note.
Not only can we process returns for it, but we can also fix pricing errors with a Price Correction.
Here, I'll walk you through it.

Andrew
Thanks, I appreciate it.
Select a topic to get started!

Topics

- With an Invoice
- Without an Invoice
- Cash Refund with Sale
- Price Correction
- Credits Awaiting Handling

Using Credit Notes

When the customer has their original invoice with them, select Credit Note from the Home tab.
Open the Lines tab.
Select the Invoice Lines button.
Enter the invoice number and select the Invoice button.
BisTrack shows the Products Purchased from the selected invoice.
For invoices with many lines, you can set the search criteria to find specific products.
Enable the checkbox for each item the customer is returning.
When you're finished, select OK.
The Credit Note Line Properties window shows the Original quantity sold.
If there's an earlier return for this product from this invoice, the system shows it here.
Enter the Quantity that you're crediting.
The Quantity to return is the quantity that you'll restock.
You can credit damaged products but not restock them.
If your store uses restocking fees, enter it here.
BisTrack shows the total amount of the line credit.
Select OK.

BisTrack enters the Customer based on the invoice number.
Because the invoice was from a Cash sale, you cannot change the Cash refund check box.
You can use the buttons at the bottom of the window to enter a Restock Charge as a percent of the entire return, re-open the Credit Note Line Properties, or Remove a line.
When the customer is returning products from multiple invoices, you can process them on the same credit note by selecting another Invoice.
On the General tab, select the Reason for the return from the drop down list.
Reason Codes that have been set with a Restock charge have the fee applied as either a flat amount or percentage.

Handling describes the current state of the product.
Use Returned To Branch when the products have been brought back to the store and the products are in your possession.
Use Collect From Customer when you'll be picking up the products from the customer's location.
Use Return Authorized when the products have not been returned to stock at the time the credit note was entered.
The Date required field defaults to today's date. Set it for returns that are not Returned To Branch.
The customer address is from the Invoice.
Select the Complete button to finish the return.
Enter the payment method used for the refund.
The Summary area shows that the original order was paid with Cash.
A best practice is to set the system option that locks cash refunds to use the original payment method.
Selecting F1 fills in the Cash amount to match the Total refund.
Select Next.
Choose Finish.
BisTrack completes the refund and assigns it a number.
It also gives you a reminder to pay the customer.

Without an Invoice

When a customer returns products without bringing their invoice, you can use the Products Purchased option to process the transaction.
Select the Customer making the return.
Enter the product code or search for it using the Products Purchased button.

Select the correct Branch.
Choose Custom Dates to set a time line for when the customer bought the products.
Enable the check box for the returned item and press OK.
Enter the correct Quantity and Quantity to return.
On the General tab, set the Reason and Handling, and choose Complete.

Since the original sale was on account, BisTrack creates a Credit Note instead of a Cash Refund.

Cash Refunds with a New Sales

To save time at point of sale, you can apply a cash refund amount to a new sale.

Select F4 to apply the Total refund to Refund clearing.

Choose Next to continue.

If you haven't started the new sales order, select Create sales order or choose Link to sales order and then enter the number of the parked order.

Choose Finish.

BisTrack applies the amount from Refund Clearing to the Order total.

Accept the payment or decide how to give the refund.

Choose Finish to complete the transaction.

Price Corrections

To create a Price Correction, add the item to your Credit Note.

On the Credit Note Line Properties, enable the check box for This is a price correction.

Select Calculate to enter the Corrected price.

BisTrack displays the New goods total.

Select OK.

The Goods Total is the value of the credit note or cash refund.

The line shows that this is a Price Correction with a zero for Credit Quantity and Quantity to Return.

Complete the transaction as normal.

Credits Awaiting Handling

You can set system options to control the approval and release of Credit Notes and cash refunds.

A best practice is to auto-approve customer credits on completion when they return stock AND to not allow cash refund payments or updates to stock while waiting for product pickup or return.

To find what needs handling, use Find Work with the Look for set to Customer Credits Awaiting Handling.

Open a credit note: Awaiting Pick Up.

With the products returned to stock, select the toolbar option Confirm Picked Up.

Choose OK and note that the status of the credit note changes to Completed.

Credits with a status of Awaiting Return have a Handling setting of Return Authorized.

To show the products are back in stock, choose the Confirm Returned option.

You can update credits with a status of Awaiting refund with the Pay Refund option.

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