RekordPOS | Quick guide

Take goods back, and put things right.

Return part or all of a sale, and the stock and the money follow.

A customer brings something back. A return records exactly what came back and how much to refund, puts the goods back into stock, and keeps the sale itself as it was, so your records stay honest.

IN THIS GUIDE

1. **Find the sale**
   Open it from the Sales List
2. **Choose what comes back**
   Set a return quantity on each line
3. **Confirm the return**
   Stock and money are updated together
4. **See it in Sales Return**
   Every return is listed with its amount

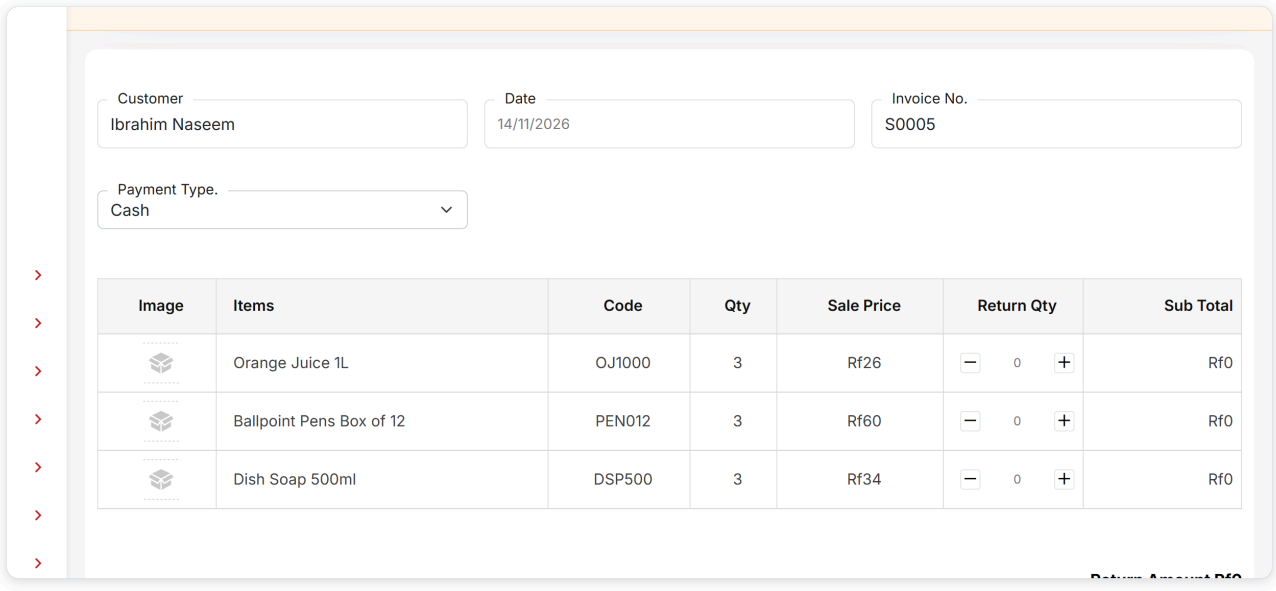
WHERE
Sales List row menu, then Sales Return

TIME
A minute

KEEPS
The original sale, untouched

1 Start from the sale

Open **Sales**, then **Sales List**, and find the bill. Press the three dots at the end of the row and choose **Sales Return**. The return page opens with that sale already filled in: the customer, the invoice number and every item on the bill.



The return page. Every product from the sale is listed.

2 Choose what comes back

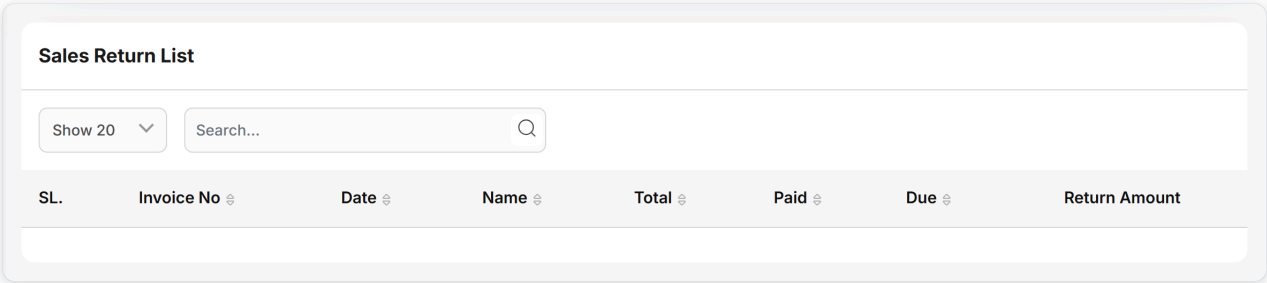
On each line, use the minus and plus buttons in the **Return Qty** column to say how many are coming back. Leave a line at zero if that product is staying with the customer. The **Return Amount** at the bottom adds up the refund. Check the **Payment Type** at the top, which says how the money goes back.

3 Confirm

Press **Confirm Return**. The returned goods are added back to your stock, and the refund is recorded. The original sale stays in your sales list exactly as it was, so you can always see what happened.

4 The returns list

Open **Sales Return** in the Sales menu to see every return: its invoice number, the date, the customer, the total, what was paid, what is due, and the amount returned. Use the search box to find one.



Sales Return list

5 Tips

Return only what came back

If three were bought and one returned, set the quantity to one. The other two stay sold.

Damaged goods

If the product cannot be sold again, return it and then use a stock adjustment to write it off, with the reason Damaged.

A mistake on the bill itself

If you rang up the wrong item, edit the sale instead of making a return.

Keep a reason

Write the reason in a note when you can, so you can see why goods come back and fix the cause.