



# **Refund Management**

## **Quick Guide**

### **LS Retail NAV 6.1**

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# 1 Introduction

## 1.1 The Purpose of This Document

The purpose of this document is to give a quick overview of Refund Management. It is intended for technical users to set up and configure the function and for consultants to learn how to use it.

## 1.2 Functional Overview

Voiding a whole transaction (returning all items) in LS Retail has been possible through the transaction register and by scanning a transaction/receipt barcode. A new option of return policies and partial refunds are now a part of LS Retail 6.1 out of the box.

This solution offers a more detailed control of the process of returning items. Allowing the cashier to select the items and quantities to return - partial returns - and allowing back-end users to manage and control item returns on the POS through Return Policies. The policies can be controlled per store, item category, product group or item number or a combination of these fields. Partial returns will be visible in both online systems and distributed system with replication.

When the cashier selects to void a transaction from the transaction register or by scanning a receipt barcode, the POS Lookup form will show the available items and their quantities in the POS Lookup form.

Search String . . . . .

Number	Description	Return Quantity	Remaining Quantity	Price
40020	Skirt Liz Professional Wear	0	1	72,00
▶ 40000	Swimsuit Liz Beach 2	1	1	81,90

Select

Process Return

↑

↓

Select All

BACK

If a line contains more than one in quantity a dialog will pop up asking for the quantity to return.

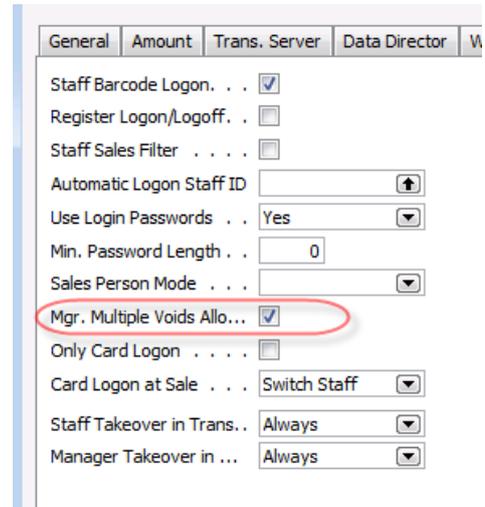
When items have been selected, the cashier selects the Process Return (OK) and the system will process the lines. During this process, items will be checked against the Return Policy setup. This process could for example refuse the cashier from returning an item based on purchase time, reject the return based on item type, or simply display a message to the customer related to the return of that item or group of items.

## 2 Setup for Return Management

### 2.1 Setup for Partial Refund

In **LS Retail - POS**, open **POS, Profiles, Functionality Profile**. On the Staff & Logon tab, the field **Mgr. Multiple Voids Allowed** should be checked. This enables the user partial refunds, through the refund of part of the lines or part of the quantity. The refund management system ensures that each line or quantity can only be refunded once.

If this field is unchecked, a receipt can be refunded only once, regardless of whether it was partially refunded or fully.



### 2.2 Creating Return Policies

In the **LS Retail - Backoffice** menu open **Setup, Item, Item Return Policy**.

In line 1 set the Store No. to S0001 and the Item No. to 20000 (Red Apples) and place a check mark in the **Refund not Allowed** field.

In line 2 set the Store No. to S0001 and select DAIRY in Item Category and add the Message *Check expiration date* in the **Message 1** field.

Store No.	Item Cate...	Product G...	Item No.	Refund n...	Manager ...	Refund P...	Message 1
S0001			20000	✓			
S0001	DAIRY						Check expiration date

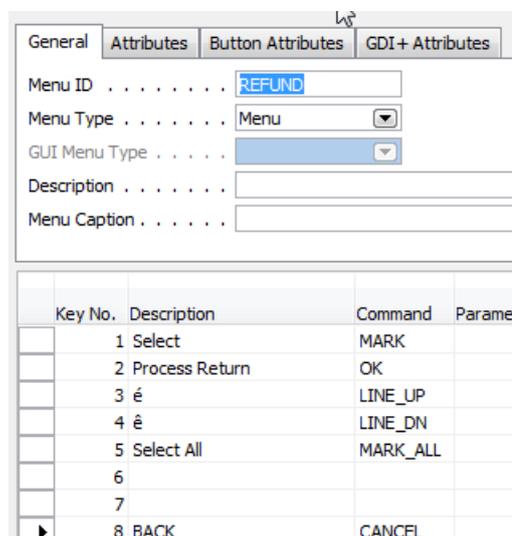
This setup will show a message to the cashier to check expiration date on dairy products when returned and will prevent the cashier from accepting Apples as a return item.

### 2.3 New Refund Menu

A new mandatory menu, called REFUND, has been added to Menu Profiles in the Demo Company to provide menu buttons for the new Refund Lookup Form. This form is shown every time a transaction is voided from the transaction list or a receipt barcode is scanned.

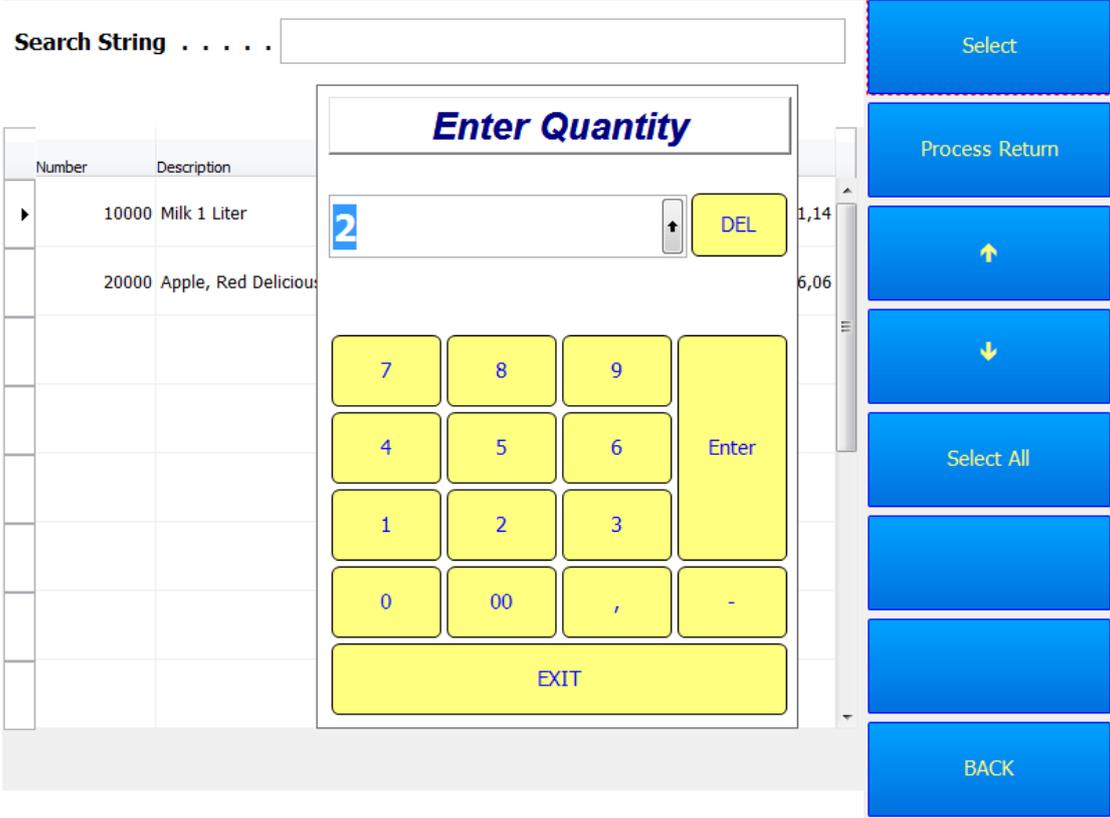
This menu contains usual lookup POS Commands (like LINE\_UP and LINE\_DN) but also one new POS Command called MARK\_ALL that is used to mark all the lines for return. This menu is then used on the new Lookup List called Refund that has been added to the Lookup List Setup. (**LS Retail – POS, Setup, Functionality, Lookup List**).

To set up a new menu go to **POS, Setup, Functionality, Menu Profiles**.



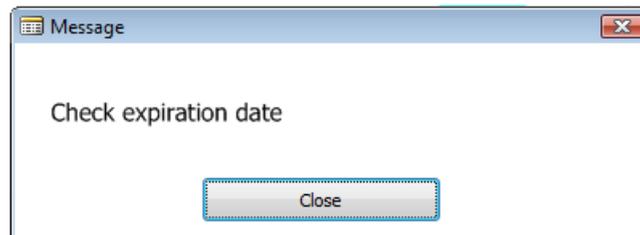


In this example, the transaction contained 5 pieces of Milk (item 10000) and 4 kg. of apples (item 20000). Select the first line and press the Select button (MARK command) and enter 2 into the quantity.



The screenshot displays the 'Enter Quantity' dialog box overlaid on a transaction list. The dialog box features a numeric keypad with buttons for digits 0-9, a 'DEL' button, an 'Enter' button, and an 'EXIT' button. The transaction list shows two items: '10000 Milk 1 Liter' and '20000 Apple, Red Delicious'. A vertical toolbar on the right side of the screen contains several blue buttons: 'Select', 'Process Return', an up arrow, a down arrow, 'Select All', and 'BACK'. The 'Select' button is highlighted with a red dashed border.

Based on the Policy set above, the following message is presented to the Cashier.

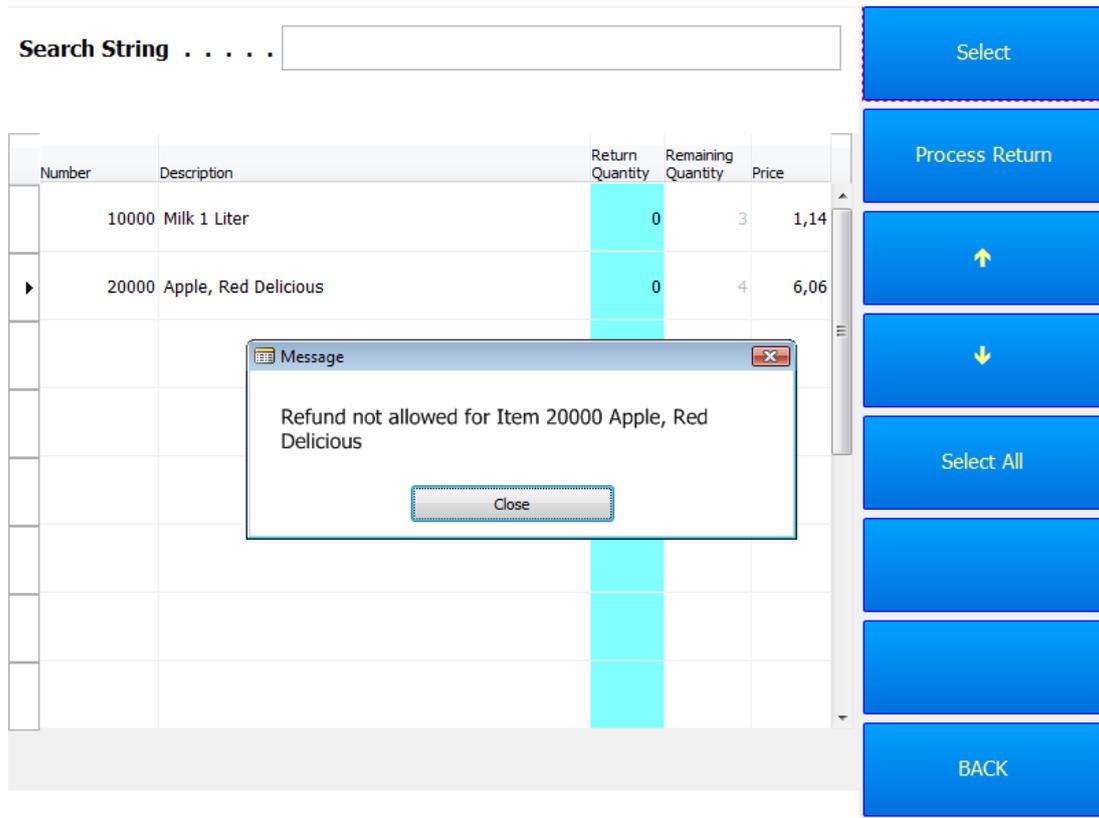


Close the Message and press the **Process Return**.

The system processes the return by creating a REFUND sale with the 2 Milk items.

Post the sale with CASH (or some tender type) and the return of 2 milk items will be posted.

Open the transaction register again and select the original transaction again to void.

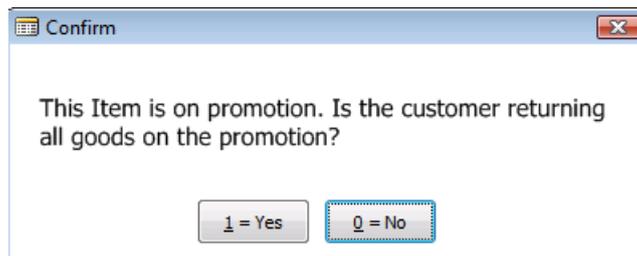


We can now see that there are 3 remaining items to be returned for the Milk item.

Trying to Refund the Apples shows a message to inform the Cashier that returns for that Item are not possible.

### 3.1 Returning Discount and Offer Items.

When returning an item that was included in an offer, a dialog will pop up and ask the user if he wants to return all items in the offer.



When the user selects **Yes**, all items and quantity in the offer is automatically selected. Otherwise items and or quantity can be selected manually for refunding.

**Note:** The item prices are shown as a net; that is, the discount line is not shown separately as in the sales transaction, but already calculated into the price.