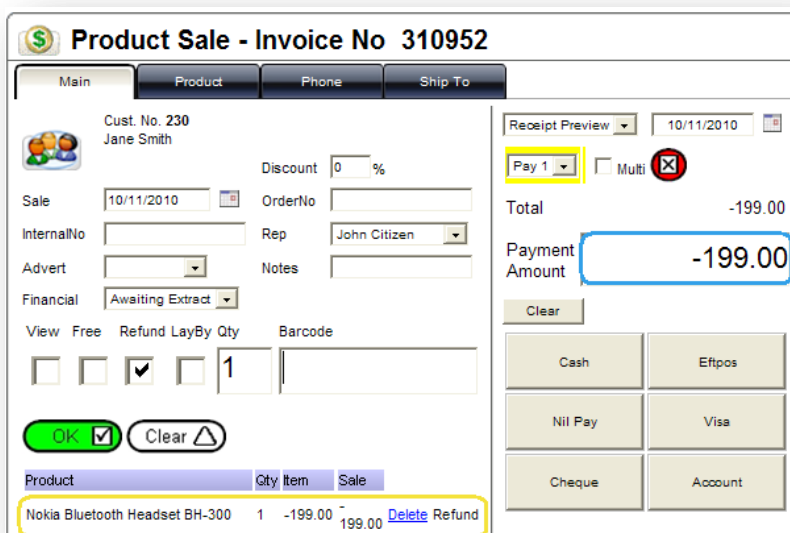


Performing a Refund

- Perform a refund if you want to bring the product back into stock and reversing the payment.

Performing a Refund – Video Tutorial 

1. Navigate to the “Sale” Tab & click “Sell Product”.
2. Click on the “Refund” checkbox.
3. Enter in the invoice number to be refunded and select the “Refund” hyperlink next to the product.



Product Sale - Invoice No 310952

Customer: Jane Smith, Sale Date: 10/11/2010, Rep: John Citizen

Discount: 0% | OrderNo: | Notes: | Financial: Awaiting Extract

View: Free: Refund LayBy Qty: 1 | Barcode: | OK: Clear:

Product	Qty	Item	Sale
Nokia Bluetooth Headset BH-300	1	-199.00	199.00 Delete Refund

Payment Method Selection: Cash, Eftpos, Nil Pay, Visa, Cheque, Account

Total: -199.00 | Payment Amount: -199.00

4. The refunded product will appear on screen and the amount to be refunded. Finalise refund by clicking on the payment method (E.g. Visa, Cash).
5. An invoice will be printed for the customer and the refund process is complete.