CUSTOMER RECORD
Merchandise Return/Credit Memo

From Back Office, there are two ways to make a merchandise return.

From the customer record:
Find the invoice and view it. When the invoice is on the screen under the Process menu will be an option for "Merchandise Return" When you select this the invoice is pulled up with blocks allowing you to return specific merchandise will appear.

When you click on "Return Item" for the appropriate item, it will default (in yellow) to "Inventory", this tells VinNOW to add that item back to your inventory. If you want to count this item as a spoil, click on the yellow "Inventory" box and it will change to "Spoils". These are the only two return options as you are either going to sell it again or not. Inventory will be adjusted according to what you select. Spoils will appear on the Non-Sales reports.

The unit and Qty fields can be changed if appropriate (e.g., if you are returning 1 or more bottles out of a case sale). Click on the unit field and it will toggle between the appropriate units and calculate the qty field depending on the unit. Click on the Qty field and a return qty field will display for editing. Tab out of the Qty field after changing to accept the return amount. The Credit amount will reflect the unit and qty returned amounts you have selected. You will not be allowed to return more than you have sold.

Enter your reason for return. This will display on reports and on the invoice.

In the area below the Reason for Return box, select the option for how to handle the return, e.g., Credit Memo, Cash Refund, Credit to Processor (if paid originally by credit card), or Void to Processor. Credit or Void to Processor will only display if the original payment method was by credit card.

The computer will calculate the refund any sales tax but also give you the option of changing this amount. You also have the ability to indicate a specific dollar amount to credit for Shipping, and to charge a restock fee, either percentage or fixed amount if appropriate.

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Check the Total amount of the return, then click on OK when finished if the invoice reflects the amounts you wish to return or charge. VinNOW will print a Void for the original invoice, and generate a new invoice for the portion of the items that were not returned. The new invoice will have the original invoice date and a note about the original invoice return.

Note: The Return Merchandise cannot be used to return merchandise on an invoice which is split into more than one shipment, those invoices must be voided.

From Back Office Maintenance menu:

There is an option in back office under the Maintenance menu for returning merchandise. When you select this option, it brings up an empty merchandise form and you must fill in the invoice # that the return is coming from. When you put in the correct invoice number follow the directions above for completing a merchandise return.

Reporting
the Merchandise Returns report will show voids created when the Merchandise Return function was done on an invoice. This report is accessed from the Reports menu in back office.

Credit Memo
Credit memos can be issued upon merchandise returns, depending on your accounting policies. Once a credit memo is issued it can be reprinted or voided in back office in the Maintenance Menu-Credit Memo. Voiding a credit memo does nothing with any money in VinNOW. If you wish to refund the customer the amount of the credit memo you will need to do a payout, refund or credit card credit depending on your accounting policies.

Please Note: Credit Memos may only be used one time. If you void an invoice, it will not put a credit memo back on the customer record.

In back office under the Reports menu there is a Credit Memo report that will provide you information about credit memos or assist in searching for a specific Credit Memo

Voiding credit memos and manually issuing a credit to the customer's credit card in VinNOW Backoffice:

Part one-Voiding the credit memo

1. Choose the Maintenance menu and then click on Credit Memo
2. Click on the credit memo you wish to void.
3. Click the void button on the left.

At this point the credit memo is voided, but the customer's credit card has not been credited.

Part two-manually issuing a credit to the customer's card:

There are two ways to issue a credit to the customer's credit card. The first way is to login to through your processors website through your account and issue a credit if the original charge is in a state that it can be credited. Contact your processor Support if you have questions on how to do this. The second way is to issue a credit through the Maintenance Menu of VinNOW however, you will need to have a primary credit card on file in the customer record that you want the funds returned to, or have the entire credit card number in order to issue a blind credit through VinNOW.

To issue a credit through VinNOW:

1. Choose the Maintenance menu and then click Credit Card Processor Maintenance.

2. Click on the Independent Return Credit button to bring it to the front of the Processor Maintenance window.

3. Input the Customer ID number (VinNOW customer number) credit amount, and use "Get Card on File" button or input the card number, expiration date, card member (card holder), reason etc.
Note: do not input an invoice number.

4. Click the Issue Credit button to credit the amount entered back to the customer's card.