



**iLabPOS – Point of Sale and Stock Management Software
Managing returns, credit notes and gift vouchers**

Version 1.3

1. Introduction

One of the major difficulties users on iLabPOS encounter is returns, credit notes and gift vouchers, hence this manual! Once a Cash Sale or an Invoice is issued, there is no way you can delete it. However you can make a reversal to transparently "Kill" the original Cash Sale or Invoice.

There are various scenarios of returns which we will try and tackle.

Cash Sale Scenarios

1. Cash Sale issued by mistake and needs to be immediately reversed.
2. Item sold in a cash sale is returned back by the client.
3. Client wants to exchange an item with an item that costs more.
4. Client wants to exchange an item with an item that costs less.
5. Issuing a gift voucher.
6. Client wants to redeem a credit note or a gift voucher.
7. Reprinting a Credit Note.

Invoice and Credit Control Scenarios

8. Transferring a Credit Note on a Client A/C Balance
9. Deposit invoice is issued by mistake and needs to be immediately reversed.
10. Client no longer wants a product previously issued through a deposit invoice.
11. Fully paid invoice needs to be reversed.

Stock Adjustments

12. Correct a mistaken Transfer In / Transfer Out.

This manual has been drafted on iLabPOS Version 2.17 and later. If you have an earlier version, you might want to purchase an upgrade to benefit from all features described in this document.

It is suggested to read and follow this manual from start to finish before actually following a particular point to ensure that you are hitting the right scenario.

1.1 Cash Sale issued by mistake and needs to be immediately reversed

There might be various reasons for this scenario. The most common is a simple mistake by the sales person. You might also have a case where after you save the cash sale, the client cannot pay you and leaves the shop.

To reverse the cash sale, you need to make an exact copy of it in the negative and issue a cash return. Let's say you issued a cash sale for an article which costs EUR 7.50 and issued the below receipt.

```

ACME Company
Main Road
Mellieha
MLH02

-----
                                  13/01/2015 16:57:09
-----
Cashier: Administrator
Terminal 1 - Shop
-----
Receipt Number:                    000046
-----
Qty  Description                    Amount
-----
1   CK 250 ML                      F    7.50
-----
Discount                           € 0.00
Total Due                       € 7.50
1 Items
-----

```

This is a fiscal document issued in terms of Value

**** Thank You *****

Have a nice day!

iLabPOS Software - www.ilabmalta.com

You need to start a new cash sale, add the item(s) to the sale specifying the quantity(s) in the negative, as depicted in the screenshot below:

iLabPOS - Cash Sale Terminal: Shop Use Price #1

Client: [] 1 [New Client] Invoice No. 47
 CASH CLIENT Date 13/01/2015
 Salesman Administrator

Bar Code (f8) []
 Qty. 0 Selling Price 0.000 0.000 Stock 0
 Comment []

Load Credit Note / Voucher

Total € -7.50
 Change € 0.00
 Cash Drawer (f7)

No.	Bar Code	Article	Unit Price	Qty.	Total inc. VAT	VAT	VAT Rate
1	9349834	CK 250 ML	6.356	-1.00	-7.500	-1.144	18.00

Net Total -6.36
 V.A.T. -1.14
 Sub-Total -7.50
 Discount (f3) [x] 0.00
 Discount (f4) [] 0.000 %
 Received (f6) 0.00
 QuickSave f5
 Save

Right Click (ALT+R) to remove selected item from the list.

Inputting a return cash sale – Notice Quantity and Total are Negative

To be able to specify the quantity(s) in the negative you cannot simply just scan the article with the barcode scanner. The easiest way is to bring up the article list by clicking on the arrow next to the barcode (or press F2). You can also switch off "quikscan" by pressing F9 and scan the article. Make sure you specify the exact quantities in the negative.

If in the mistaken cash sale you had specified a discount, you need to specify the discount again in the return. Make sure that the total of the cash sale is exactly equal to the one you want to reverse, but in the negative.

Once you are sure you specified all the items in the negative and the totals tally, press save. You are prompted to specify the payment type, and press save again. (If you want to be exact, in payment type specify the payment type you had chosen in the original cash sale you are reversing, but this has no major impact on daily sales reports)

Now the system will ask you whether you want to issue a credit note, or a cash return. In this case, you need to click **no for cash return**. You can now print the return cash sale, staple it to the mistaken cash sale and forward it to accounts.

The return cash sale will re-arrange your daily sales and stock quantities accordingly. You can check your stock movement from the article screen by clicking on the Stock History button. A sale of qty 1 reversed with qty – 1 results in 0 movement.

ACME Company

Main Road
Mellieha
MLH02

13/01/2015 17:33:49

Cashier: Administrator

Terminal 1 - Shop

Receipt Number: 000047

Qty	Description	Amount
-1	CK 250 ML	F -7.50

Discount € 0.00

Total Due € -7.50

-1 Items

Return Cash Sale

If the cash sale you want to return had multiple items, its the same process, just make sure that you specify all the items in the original cash sale being reversed, as below.

iLabPOS - Cash Sale Terminal: Shop Use Price #1 Load Credit Note / Voucher

Client: [CASH CLIENT] Invoice No. 48
Date: 13/01/2015
Salesman: Administrator

Bar Code (f8): [] Qty: 0 Selling Price: 0.000 Stock: 0
excl. VAT incl. VAT Add >> QuikScan (F9) ✓

No.	Bar Code	Article	Unit Price	Qty.	Total inc. VAT	VAT	VAT Rate
2	123676178236	CK 150 ML	4.237	-1.00	-5.000	-0.763	18.00
1	001	T-SHIRT NO FEAR RED	20.339	-2.00	-48.000	-7.322	18.00

Net Total: -44.91
V.A.T.: -8.09
Sub-Total: -53.00
Discount (f3) ✓ 0.00
Discount (f4) 0.000 %
Received (f6) 0.00
QuickSave f5 Save

Right Click (ALT+R) to remove selected item from the list.

1.2 Item sold in a cash sale is returned back by the client.

This case is similar to 1.1, however this time when saving the return cash sale, you need to decide whether you are going to give the client cash back in hand or a credit note. This will depend on your shop policy. We will explain both scenarios.

So, first start a cash sale as explained in 1.1 specifying the quantity(s) in the negative for the items being returned. Ensure that any discounts in the first cash sale are applied to the return cash sale. Ideally you should never accept a return if the client does not bring back the receipt. This way you can always ensure that discounts applied in the sale are applied again in the return.

If you are going to give the client a credit note, find the client if s/he exist in the system already or add the new client. Credit notes cannot be given to the Cash Client. If you do not wish to collect client details, you can create a dummy client with name - "Credit Note Client".

When you press save, and save again in the payment details window, the system will ask you if you want to issue a credit note or a cash return. If you are giving the client cash back, choose **NO** for cash return and pay him. If you are giving the client a credit note, choose **YES** for credit note. The system will print a credit note which you can sign and give to your client.

Each credit note issued has a unique system number. We will see how credit notes are exchanged later on in this manual.

Credit Note system no.: 14
 Issued by: Administrator

Client Details

CRE DIT NOTE CLIENT
 VAT No.:
 Client Ref.
 Client Code: 8

Credit Note
 Issued On: 13/01/2015
 For the value of:
 € 53.00
 Credit note issued from Cash Sale: 48
 Expires on: 13/01/2016

Authorized By

Sample Credit Note

Important Note: *If item/s being returned were initially sold through an invoice and the balance was put on A/C, it is very important that the return is processed from the Invoice Module, not from the Cash Sale Module. Returns from the cash sale module can only result in a Credit Note being issued or a cash return, not a refund on A/C.*

1.3 Client wants to exchange an item with an item that costs more

A client purchased an item through a cash sale, and brings it back. S/he would like to exchange it with an item that costs more (or more than one item where the sum is more than the item being returned).

This scenario is simple to work out. First scan or choose the items the client is purchasing. Then, as described in 1.1, specify the quantity(s) of the item being returned.

The final balance of the cash sale will still be in the positive. The client is paying you the difference, so all you need to do is save the cash sale and collect the difference.

iLabPOS - Cash Sale Terminal: Shop Use Price #1 Load Credit Note / Voucher

Client: Invoice No.
 CASH CLIENT Date
 Salesman

Bar Code (f8)
 Qty. Selling Price Stock
 Comment QuikScan (F9)

Total
€ 2.50
Change
€ 0.00

No.	Bar Code	Article	Unit Price	Qty.	Total inc. VAT	VAT	VAT Rate
2	9349834	CK 250 ML	6.356	1.00	7.500	1.144	18.00
1	123676178236	CK 150 ML	4.237	-1.00	-5.000	-0.763	18.00

Net Total
 V.A.T.
Sub-Total
 Discount (f3)
 Discount (f4) %
 Received (f6)

Right Click (ALT+R) to remove selected item from the list.

In the example above, the client originally purchased a 150 ML perfume for EUR5.00. He now came back and wants to replace it with 250 ML perfume that costs EUR7.50. The system calculates the difference accordingly.

It is also not a problem if the client originally bought 2 or more items in a cash sale and just wants to return 1 of the items. Specify only in the negative the item being returned.

1.4 Client wants to exchange an item with an item that costs less.

In this scenario, the client purchased an item and now wants to replace it with an item(s) that costs less.

You need to first follow the steps described in 1.1 and 1.3 to scan the item(s) the client is taking, and specifying in the negative the items being returned. You will then finish up with a negative total, meaning that you give the client a credit note or cash, depending on your shop policy.

iLabPOS - Cash Sale Terminal: Shop Use Price #1 Load Credit Note / Voucher

Client: [] 1 [New Client] Invoice No. 49
 CASH CLIENT Date 13/01/2015
 Salesman Administrator

Bar Code (f8) [] Add >>
 Qty. 0 Selling Price 0.000 0.000 Stock []
 Comment [] QuickScan (F9)

No.	Bar Code	Article	Unit Price	Qty.	Total inc. VAT	VAT	VAT Rate
2	123676178236	CK 150 ML	4.237	1.00	5.000	0.763	18.00
1	9349834	CK 250 ML	6.356	-1.00	-7.500	-1.144	18.00

Net Total -2.12
 V.A.T. -0.38
Sub-Total -2.50
 Discount (f3) 0.00
 Discount (f4) 0.000 %
 Received (f6) 0.00
 QuickSave f5 Save

Right Click (ALT+R) to remove selected item from the list.

In the example above, the client returned a perfume which costs EUR 7.50, and now wants a perfume which costs EUR 5.00. The final total is EUR – 2.50.

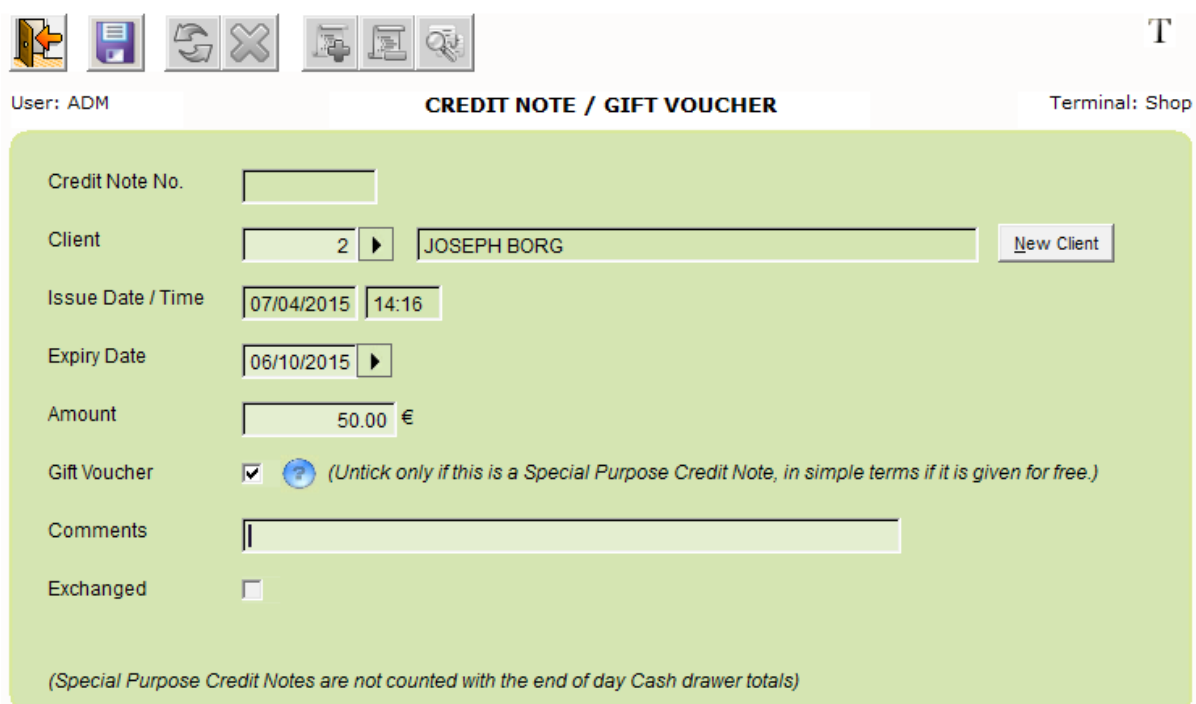
When saving the cash sale, choose whether to give the client cash back or a credit note. In both cases, the example is exactly similar to what happens in 1.2.

1.5 Issuing a Gift Voucher

Gift Vouchers function very similar to Credit Notes. A client walk in your shop, will give you money in exchange for a Gift Voucher which will be utilised later on instead of cash.

To issue a gift voucher, go to CLIENTS >> CREDIT NOTES / GIFT VOUCHERS

A list of past credit notes and gift vouchers will be displayed, if any. Now press on the [+] button, choose the client or enter a new one by clicking on New Client, specify the amount, and press save. Make sure you leave the Gift Voucher Tick Box Checked as portrayed below. The expiry date is automatically calculated, but you can adjust it if you wish.



The screenshot displays the 'CREDIT NOTE / GIFT VOUCHER' form in the iLabPOS application. The form is set against a light green background and includes the following fields and controls:

- Credit Note No.:** An empty text input field.
- Client:** A dropdown menu showing '2' and 'JOSEPH BORG', with a 'New Client' button to the right.
- Issue Date / Time:** Two input fields showing '07/04/2015' and '14:16'.
- Expiry Date:** A dropdown menu showing '06/10/2015'.
- Amount:** An input field showing '50.00' followed by a Euro symbol (€).
- Gift Voucher:** A checked checkbox with a blue question mark icon and the text '(Untick only if this is a Special Purpose Credit Note, in simple terms if it is given for free.)'
- Comments:** A large empty text area.
- Exchanged:** An unchecked checkbox.

At the bottom of the form, a note states: '(Special Purpose Credit Notes are not counted with the end of day Cash drawer totals)'. The interface also shows a toolbar with icons for navigation and a terminal name 'Shop'.

When ready, press on the diskette to save the Gift Voucher. The system should automatically print the Gift Voucher and send you back the list of Credit Notes and Gift Vouchers. You will now sign the Gift Voucher and hand it on to the client in exchange for the money.

If you sold a Gift Voucher for EUR 50, the Daily Sales should show you and additional EUR 50 in your drawer.

Gift Vouchers are essentially Credit Notes. Some areas in iLabPOS will refer to a Gift Voucher as a Credit Note. Do not let this confuse you.

Some clients might want to purchase a Gift Voucher, but do not want to give you any personal details. You can issue Gift Vouchers on a client's actual details, or else you can create 1 client with the name "Gift Voucher Client". From there on you can always use this same client to issue Gift Vouchers anonymously. Gift Vouchers are identifiable through the unique number issued automatically by the system.

To reprint a gift voucher, go to CLIENTS >> CREDIT NOTES / GIFT VOUCHERS, choose it from the list or search for it by Client Name/No and press the print button.

1.6 Client wants to redeem a Credit Note / Gift Voucher

A client walks in your shop, purchases an item but is paying by Credit Note or Gift Voucher.

The Credit Note/Gift Voucher might exactly cover the sale, or might be less than the total in which case the client will pay you the remaining balance. The credit note/gift voucher might also be more than the total, and you will issue another credit note with the remaining balance.

From the Cash Sale Screen, start a normal cash sale and scan/input the items the client is purchasing. Next, click on Load Credit Note / Voucher.

The screenshot shows the iLabPOS - Cash Sale interface. A 'Credit Note Selection' popup window is open, displaying a table of credit notes. The table has columns for C.N. No., Client, Date, and Value. One entry is visible: C.N. No. 1, Client JOSEPH BORG, Date 07/04/2015, and Value 50.00. The popup has 'Select' and 'Cancel' buttons at the bottom. In the background, the main interface shows a client named JOSEPH BORG, an invoice number of 3, and a total amount of € 80.00. A 'Load Credit Note / Voucher' button is visible in the top right corner.

C.N. No.	Client	Date	Value
1	JOSEPH BORG	07/04/2015	50.00

A popup will open for you to locate the credit note. Search for the credit note ideally by credit note number. When you find it, press on select and notice that the bill adjusts accordingly.

This popup will show you all the Credit Notes/Gift Vouchers which have not already been exchanged. If you cannot find the credit note then it was probably already exchanged. You can view the history of when a credit note was exchanged by looking it up in the screen under SALE >> CHECK CREDIT NOTE. Type in the credit note number and click on "Check". If it was exchanged already, a message popup will appear telling you when it was exchanged.

Examples:

Client is purchasing a jeans worth EUR 80, and had a gift voucher of EUR 50, then the total to pay on the top right will show you a remaining balance of EUR 30. The client pays you EUR 30 in cash.

Client is purchasing a jeans worth EUR 80, and had a gift voucher of EUR 100, then the total to pay on the top right will show you a remaining balance of EUR - 20. When you press on save, the system will ask you whether you want to give the client a cash return of EUR 20, or issue another credit note of EUR 20.

1.7 Reprinting a Credit Note

To reprint a credit note / gift voucher, go to CLIENTS >> CREDIT NOTES / GIFT VOUCHERS, choose it from the list or search for it by Client Name/No and press the print button on the top right.

A preview screenshot of the Credit Note/Gift Voucher will appear. Press again on the print button to confirm the printout.

Credit Note system no.: 1

Issued by: Administrator

Client Details

GIFT VOUCHER CLIENT

VAT No.:

Client Ref:

Client Code: 3

Gift Voucher

Issued On: 13/01/2015

For the value of:

€ 50.00

Gift Voucher

Expires on: 14/07/2015

Authorized By

1.8 Transferring a Credit Note on a Client A/C Balance

You can have a situation where a client has a pending balance on A/C due to unsettled invoices, but also has a credit note to his name. In later versions of iLabPOS, the total figure of un-exchanged credit notes is also shown on the statement. However to consolidate a client's account, it could be a good idea to transfer a credit note on the client's A/C. This process will tick the credit note as exchanged, making it unavailable for future exchange, and deduct the Credit Note amount from the client's A/C balance.

As an example, we have a client who has an un-exchanged credit note of EUR 100 which was given through a return cash sale.

The screenshot shows the iLabPOS - Invoice interface. A 'Credit Note Selection' dialog box is open, displaying a table with the following data:

C.N. No.	Client	Date	Value
2	MATTHEW COSTANZI	24/07/2015	100.00

The dialog box also includes a search field containing 'MATTHEW' and 'Select' and 'Cancel' buttons. The background invoice form shows the following details:

- Client: [Empty]
- Invoice No.: 31
- Date: 24/07/2015
- Sales Person: Administrator
- Net Total: 0.00
- V.A.T.: 0.00
- Sub-Total: 0.00
- Discount (f3): 0.00
- Discount (f4): 0.000 %
- Total (EUR): 0.00

From the invoice screen, click on "Load Credit Note / Voucher" and locate the credit note. Click "Select".

1.9 Deposit invoice is issued by mistake and needs to be immediately reversed

A client purchased or ordered an item through an invoice, and gave you a deposit. However you want to immediately reverse this invoice since you made a mistake, or the client has changed his mind.

This scenario only applies to the invoice module.

In the example below, the client ordered a pair of jeans which costs EUR 80, and which you discounted by 20% to EUR 64. He is giving you a EUR 20 deposit, leaving a balance of EUR 44.

iLabPOS - Invoice

Client: JOS
JOSEPH BORG

Bar Code (f8):
Qty: 0 Selling

No.	Bar Code	Article
1	919002	ARMANI JEANS S20

Invoice Details:

Total due: 64.00 €
Deposit: 20.00 €
Balance: 44.00 €

Cash Voucher
 Card Other
 Cheque

Notes:
PO Number:

Invoice Sent: Date Sent: 13/01/2015
Delivery pending: Delivery Date: / /

Comments:

Net Total: 67.80
V.A.T.: 12.20
Sub-Total: 80.00
Discount (f3): 16.00
Discount (f4): 20.00 %
Total (€): 64.00

Buttons: Save, Cancel, Save as Quote

As soon as you save this invoice, the client is left with a balance of EUR 44 on his account. Your daily sales will show EUR 64 total sales through invoices, with EUR 44 credit on account and EUR 20 in your drawer. The system will also show you EUR 16 under discounts.



User: ADM

CREDIT CONTROL - BALANCE HISTORY

Terminal: Shop

Client: JOSEPH BORG Credit Limit: 0.00

Date	Description	Amount	Balance	Site
13/01/2015	Credit on Invoice No. 1 (Invoice Total: €64.00)	44.00	44.00	Shop

A/C Balance: 44.00 €

You then want to **immediately** reverse all this.

As we did in similar reversals, start the invoice screen and re-input all quantities in the negative. Re-apply the same discount that was given on the sale, if any. Click on Save to open the next popup. In our example with jeans, the total should show you EUR – 64 (minus 64). In the deposit popup, input EUR – 20 (minus 20) to reverse the deposit received as displayed below:

iLabPOS - Invoice

Client: JOS
JOSEPH BORG

Bar Code (f8):
Qty: 0 Sell

Comment:

No.	Bar Code
1	65293

Invoice Details

Total due: -64.00 €
Deposit: -20.00 €
Balance: -44.00 €

Cash Voucher
 Card Other
 Cheque

Notes:
PO Number:

Invoice Sent: Date Sent: 07/04/2015
Delivery pending: Delivery Date: / /

Comments:

Terminal: Shop

Load Credit Note / Youc.
Switch Sales Person
Load Quote Items
Consolidate Items

Net Total: -67.80
V.A.T.: -12.20
Sub-Total: -80.00
Discount (f3): -16.00
Discount (f4): 20.00 %
Total (€): -64.00

Save Cancel

Save as Quote

Right Click (ALT+R) to remove an item

Press Save. The system will ask you whether you want to "Transfer the balance being refunded on the client account as a payment". Click Yes.

The daily sales will now cancel the previous sale of EUR 64, Cancel the EUR 20 in your drawer, and will show EUR 44 in the Credit On A/C and EUR 44 in the credit Written off, which also cancel each other. Hence the deposit sale has been completely reversed from your accounts.

If you go to Clients >> Credit Control, and view the balance for the client, the balance should be 0. However you will get a warning that the client has an unallocated payment. To allocate the payment (which is the amount refunded), go to Sale >> Invoice Management. Choose the original invoice and click on allocate and confirm the allocation. In this example, you are allocating - EUR 44 (minus EUR 44) balance of the reversed invoice on the EUR 44 balance of the original invoice.

Now go back to Clients >> Credit Control, and re-view the balance. You should no longer get the message that the client has an unallocated payment.

1.10 Client no longer wants a product previously issued through a deposit invoice

This scenario is identical to the previous scenario. Follow step 1.8 in an exact identical manner.

If there was no deposit in the invoice being returned, the return should still be processed from the Invoice module, specifying 0 (Zero) in the deposit field.

1.11 Fully paid invoice needs to be reversed

This scenario is also identical to the previous 2 scenarios, with the difference that when reversing the invoice, in the deposit you should input the full amount in the negative.

Example, if in invoice number 1 you sold a book for EUR 25, and the client gave you EUR 25 deposit; you need to start a new invoice, choose the item and input a negative reversing quantity, and finally input EUR - 25 in the deposit amount.

The screenshot shows the 'Invoice Details' dialog box with the following fields and values:

- Total due: -25.00 €
- Deposit: -25 €
- Balance: 0.00 €
- Payment Method: Cash, Card, Cheque, Voucher, Other
- Notes: (empty text box)
- PO Number: (empty text box)
- Invoice Sent: Date Sent: 14/07/2015
- Delivery pending: Delivery Date: //
- Comments: (three empty text boxes)

Buttons: Save, Cancel

1.12 Correct a mistake in Transfer In / Transfer out

Stock quantities in iLabPOS work similar to a bank account. You topup a quantity through a Transfer In, and you deduct quantities either through sales, or through a transfer out.

You might have some instances where you want to deduct stock quantities, but not through a sale. This can happen in case of stolen/mishandled goods, returns to suppliers, and other similar scenarios.

To transfer stock out, go to Stock >> Transfer Out Batch. Choose a Transfer Out reason, in case you are returning stock to a supplier, choose the supplier, and start scanning or choosing the items you want to transfer out, specifying the quantity each time.

If you want to completely reverse a Stock Transfer In (A purchase Invoice), you can do so from Tools >> Reverse Stock Transfer in. Here you need to specify the System Reference. If you are not sure what the system reference is, check from Stock >> Reprint Transfer in.