

Returns: Issue Store Credit

Decor Fusion has the ability to issue a "Cash customer" an in-store credit. This would be a good alternative versus a gift card or issuing a refund check.

If the customer is a "cash" customer (wholesale) or a Color Club customer, we can issue a in-store credit to the account to be used at a later date. Some customers will want the cash refund(under \$50 as before), assuming they paid with a now "cleared" check or cash. Also, this is another option that would also eliminate a credit card fee if returning this way. On the occasion when an employee feels unsure about the return or it feels sketchy, this could also be used to return product and buy some time to research the original transaction.

How to issue a store credit:

Cash customer returns product

Transaction type: Credit or Sale(with negative qty)

A Credit type will return the product to stock as well.

It would be a good idea to put a "C" comment line in to let the credit dept know this is an instore credit.

They will know not to issue any refund check.

Enter transaction, **click complete and select On-Account.** This puts a Store-credit to the customers cash account.

The customer may now return at a later date to use the in-store credit.

Ring sale: select what customer (customer will show Credit Balance stating STORE CREDIT)

Complete the sale with tender type of OnAccount. Window will pop up asking if you want to use the store credit.

Click OK. Customer will be prompted to sign signature pad.

If Credit does not cover balance due select another tender type to complete the balance of the transaction like taking two forms of payment.