

# Retaileze Point of Sale Software

## How to Manual

### Settling of Credit Invoices

One of the more irksome parts of having accounts is when the customer returns items and then having to apply that credit to a particular invoice.

There are two ways of carrying out this action. One is to automatically apply any credit invoices against the oldest outstanding unpaid invoice for that account. This method is fine but gives the operator of the computer system little control of the accounts, and can cause confusion when customers forward payments for their account to pay particular invoices, and when you wish to apply that payment you find that an invoice has been part paid by a credit invoice.

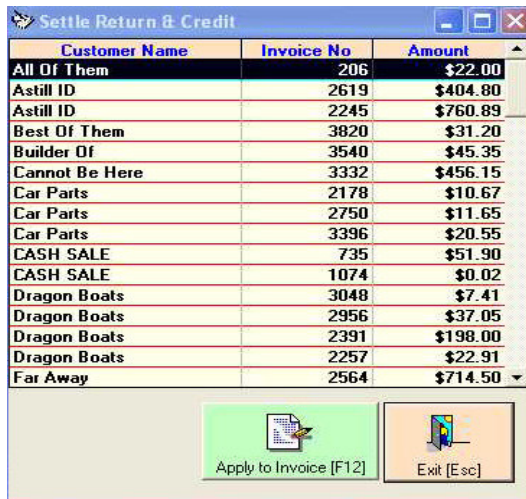
The other method is for the operator to control what credits are placed against what invoices. This method is what we have adopted in Retaileze.

Credit Notes (Returns) can be settled at any time but should be settled at least once a month, and a reminder screen will be shown on the last day of the month, to enable correct statements to be sent out. If returns are not settled, the customer payment screen will not balance, as the invoice totals will not match the account balance.

### Settle Returns

To settle returns is a relatively simple task, but should be carried out with care.

1. Click on the “Accounts” Menu, at the top of the Retaileze Screen, and a drop down menu will appear.
2. Click on “Settle Returns”. A window will appear similar to the following



Customer Name	Invoice No	Amount
All Of Them	206	\$22.00
Astill ID	2619	\$404.80
Astill ID	2245	\$760.89
Best Of Them	3820	\$31.20
Builder Of	3540	\$45.35
Cannot Be Here	3332	\$456.15
Car Parts	2178	\$10.67
Car Parts	2750	\$11.65
Car Parts	3396	\$20.55
CASH SALE	735	\$51.90
CASH SALE	1074	\$0.02
Dragon Boats	3048	\$7.41
Dragon Boats	2956	\$37.05
Dragon Boats	2391	\$198.00
Dragon Boats	2257	\$22.91
Far Away	2564	\$714.50

This window displays all credit invoices that have not been settled.

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3. Select the credit invoice you wish to settle by clicking on it once, and then click on the “Apply to Invoice” button at the bottom of the screen.
4. A window similar to the following will appear

Status	Date	Invoice No	Total Due	Amount Applied
Open	21/11/2003	1968	\$961.13	
Open	21/11/2003	1969	\$712.78	
Open	21/11/2003	1970	\$157.20	\$157.20
Open	21/11/2003	2018	\$435.85	\$435.85
Open	21/11/2003	2019	\$721.65	\$167.84
Open	21/11/2003	2045	\$507.30	
Open	21/11/2003	2046	\$507.30	
Open	22/11/2003	2118	\$1078.90	
Open	26/11/2003	2243	\$435.85	
Open	26/11/2003	2244	\$738.89	
Open	27/11/2003	2136	\$832.40	
Open	27/11/2003	2192	\$1046.75	
Open	27/11/2003	2262	\$1118.20	

This window shows the customer name, date, the amount of the credit invoice, a message/memo to indicate the invoice number of the credit and lists the invoices for the account that are still to be paid. When this window initially opens the “Balance to apply” amount will equal the “Credit amount”. As you apply amounts to invoices the “Balance to apply” will reduce showing how much is remaining to apply.

Once this window opens you are able to apply the credit amount to any of the open invoices. When the window opens the total amount will be applied to the oldest invoices. If you are happy with this you can then click on the “Record” (F12) button at the bottom of the window.

If you do not want the credit to be applied to the oldest invoices but to particular invoices as shown above, you need to click on the invoices in the “Amount Applied” column and type in the amount you wish to apply to the invoice. Any amount up to the “total due” amount can be entered. The amounts can be varied as you wish, ensuring that when you have finished the “Balance to Apply” is equal to zero.

Once you are happy with your application of the credit, you can record the settlement by clicking on the “Record” (F12) button.

# **Retailer Point of Sale Software**

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Part settlements can be made if the customer's account does not have enough open invoices to apply the total credit amount. The remaining amount will still show in the settle returns list as a credit amount.

Although this appears to be another of the tiresome tasks that you have to do, if you carry out your settlement of returns on a regular basis, minimum time is taken and you will have more control of your accounts.