

returning items on a ticket

Follow these steps to return items on a sales ticket.

Qty	Item#	Item Name	Staff1	Staff2	Price	Disc Type	Discount	Ext Price

Returning Products

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click on the New Ticket button.
3. Type in the customer's first and last name.
4. Click the Return Item button.
5. From the Type of Item Being Returned field, click the Product button.
6. Click in the Item Number field and scan the product or click the Select Product button and choose the product from the list displayed.
7. Select from the Return the Product to Where? drop down menu.
 - Return to Inventory Stock – if item has not been used and can be resold.
 - For Internal Use – if item can be used as a tester.
 - Return to Vendor – if client has had an allergic reaction to the product or the product is defective.
 - Spoilage (Trash Can) – if the item cannot be used in any area of the salon.
8. Click the Return Item button.
9. The product will be displayed on the sales ticket with a –1 quantity.
10. If applicable, scan the new (replacement) product and determine the difference to be paid or owed.

Return Item

Which type of item is being returned?

Last purchase information:

Item Num: 019084818268
Item Name: Sensitive Cleanser 5.5oz

Information needed regarding return:

Return the Product Where?
Return to Inventory Stock

	Staff 1	Staff 2	Discount	Price
Retail Price				20.00
Purchase Price	Emma		0.00	20.00

Returning a Service

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click on the New Ticket button.
3. Type in the customer's first and last name.
4. Click the Return Item button.
5. From the Type of Item Being Returned field, click the Service button.
6. Click the Select Service button and choose the service from the list displayed.
7. Click the Return Item button.
8. The service will be displayed on the sales ticket with a negative quantity. It will note the original service member and the original price of the service.

Return Item

Which type of item is being returned?

Last purchase information:

Item Num: Hc
Item Name: Haircut

Information needed regarding return:

	Staff 1	Staff 2	Discount	Price
Current Price				0.00
Purchase Price	Emma		0.00	50.00



Return Item

Which type of item is being returned?

Product Service **Gift** Series

Gift Certificates Open for Customer
G6 purchased on: 3/23/2009 by Jennifer Jones

Serial Number for Gift Certificate
G6

	Date	Amount	Customer
Original		100.00	
Used		0.00	
Refundable		100.00	

Return Item Do Not Return

Returning a Gift Certificate

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click the New Ticket button.
3. Type in the customer's first and last name on the ticket.
4. Click the Return Item button.
5. From the Type of Item Being Returned field, click on the Gift button.
6. Click in the Gift Certificates Open for Customer field and choose the gift certificate that the client is returning.
7. The gift certificate serial number and value will appear on the screen.
8. Click the Return Item button.
9. Choose the type of payment that you will use to refund the gift certificate.
10. Click the Enter button on your keyboard when the Pay Form screen appears. This will enter the amount of the gift certificate.
11. Click the Save Payment button.
12. Click the Process Ticket button.
13. Follow your procedure for returning.
14. The gift certificate will be voided.

Return Item

Which type of item is being returned?

Product Service Gift **Series**

Series Open for Customer
S2 purchased on: 3/23/2009 by Jennifer Jones

Serial Number
S2

	Service	Value	Used on	Custor
Original	Manicure	20.00		
Used	Manicure	20.00		
Refundable	Manicure	20.00		

Return Item Do Not Return

Returning a Series

1. From the SalonBiz®/SpaBiz® menu bar, click on the Ticket icon.
2. Click the New Ticket button.
3. Enter customer's first and last name.
4. Click the Return Item button.
5. From the type of item being returned field, click on the Series button.
6. From the drop down menu Series Open for Customer field, click once on the series that the client is returning.
7. The series serial number and value will appear on the screen.
8. Click the Return Item button.
9. Choose the type of payment that you will use to refund the series.
10. Press the Enter button on your keyboard when the Pay Form screen appears. This will enter the amount of the series.
11. Click the Save Payment button.
12. Click the Process Ticket button.
13. Follow your procedure for returning the specific payment type.
14. The series will be voided out of the system

