



QuickStart Guide

Counter Returns

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ARKONA QuickStart Guide

Use this QuickStart Guide for help generating a return invoice.

- Any part can be returned on an invoice as follows:
 1. Place the part on an invoice.
 2. Take option **R=Return** by the part.
 3. Non-stock returns give you the change to return the part to inventory and override the cost.
 4. Close the invoice as usual

To return parts from a previous invoice, take the following steps:

1. Find the invoice the parts were purchase on.

- a. Use function **77=Display Invoice/RO** to display invoice history.
- b. Enter the invoice number if you have it; or
- c. Use function **F4=Sequence** to display the Sequence Selection window and take option **1=Select** by Name to sort the invoice history by customer name.
- d. Key in the first few characters of the customer name in the Position To field and press [ENTER] to position to the customer name.
 - If the customer has multiple invoices, you can take option **1=Select** by several invoices around that date of the original invoice and press [ENTER] to display the first invoice. Use function **F12=Cancel** to display the other selected invoices until the invoice you need to return is displayed.

2. Select the parts to return.

- a. Use function **11=Create Return** to display the parts that are available to be returned.
 - Returns can not be created on special orders, lost sales, or other returns.
- b. Take option **1=Select** by each part you want to return.
- c. Use function **F10=Create Return** to pull the parts to a new invoice as returns.
 - Non-stock returns let you change the cost and select whether the part is returned to inventory.
 - The customer name and price levels are retrieved from the original invoice.
 - A comment with the original invoice number displays automatically.
 - Other parts can be billed to the return invoice.

3. Close the return invoice.

- a. Use function **90=Cashier** to close.
- b. Select the payment method.
 - If your parts department operates in Cashier Mode, take option **1=Select** by the correct payment method and press [ENTER] to finish.
 - If your parts department does not operate in Cashier Mode, select the payment method and close.