

Sales Return

There are 2 ways of adding sales return

First way:

Edit existing invoice for the sales by going to edit the invoice and remove the product or reduce the quantity of the product. And save it. The system will automatically add the returned quantity back to stock. This is a simple & recommended way of doing.

Second Way:

Follow the screenshot below:

The screenshot displays a software interface for managing sales returns. On the left is a dark sidebar menu with various options like 'All Sales', 'Add Sale', 'List POS', etc. The main area shows a table titled 'All sales' with columns: Action, Date, Invoice No., Customer name, Payment status, MyInvois Status, Total amount, and Total paid. Three rows are visible, each with a 'Paid' status. A 'Total' row shows a total amount of RM 6,695.00. A dropdown menu is open over the 'Action' column, listing various actions like 'View', 'Edit', 'Delete', 'Edit Shipping', 'Submit MyInvois', 'Print Invoice', 'Packing Slip', 'Delivery Note', 'View Payments', 'Sell Return', 'Invoice URL', and 'New Sale Notification'. The interface also includes a search bar, export options (CSV, Excel, PDF), and pagination controls.

Payment for Sale Return:

When a **Sale Return** is created, the system considers the return amount as a **Due Payment**, indicating that the amount needs to be refunded to the customer.

To complete the return process, you must **add a payment** to record the refund.

To add the payment for sale return, follow the steps.

- Go to **Sales ? List Sale Return**.
- In the list, locate the **Payment Status** column for each sale return entry.
- If the status shows **Due**, click on the **Due** button.
 - This will open an **Add Payment** pop-up window.

- Enter the **Refund Amount** and click **Save**.
- The **Payment Status** will now update to **Paid**.

Question: Why sell return value not decrease the payment value from the parent invoice?

- SenangUrus Business will adjust these values in the Profit & Loss report.
- Regarding payment, users have to add a transaction for receiving payment from the customer and then paying them back. This way all the transactions are recorded.

Revision #2

Created 30 September 2025 03:41:09 by Admin

Updated 22 October 2025 03:36:31 by Admin