



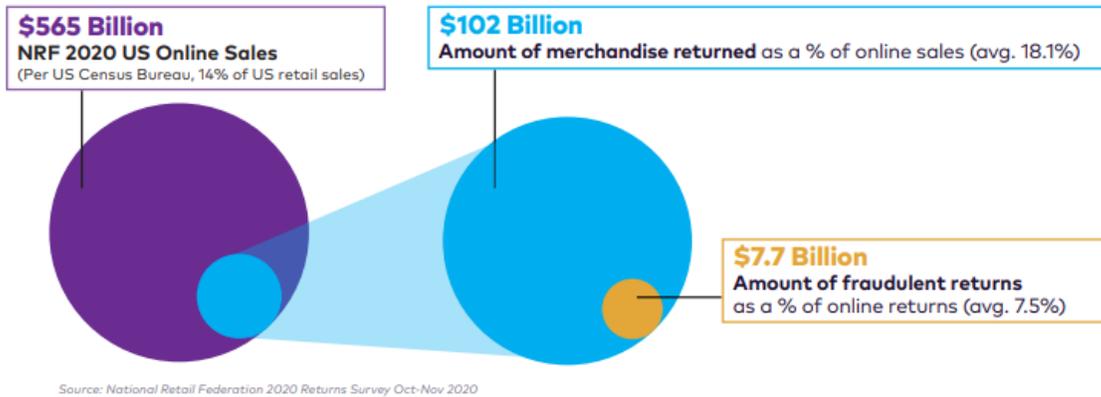
# Tips & Tricks: Handling Holiday Returns

Charles Owen  
*Chief Experience Officer*  
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# **WHAT YOU'LL LEARN**

- The state of retail industry returns
- Return rate by retail category
- Converting returns into opportunities
- Rules and best practices for returned items
- Paladin return setup options
- How to:
  - Processing returns with a receipt
  - Return purchase verification on invoice
  - Processing returns without a receipt
  - Processing defective item returns
  - Reporting and accountability reports

# The state of retail returns



- Online sales and returns more than doubled in 2020 (see illustration) and are a major driver of overall returns growth.
- Total in-store and online returns account for over \$400 billion in lost sales for U.S. retailers annually.
- For every \$100 in returned merchandise accepted, retailers lose \$5.90 to return fraud.
- Programs like buy online, return in-store (BORIS), click-and-collect have added to return fraud.

Source: National Retail Federation

# What is being returned

## Return Rate by Payment Type

Original Payment Type	Blended Return Rate
Cash	12.69%
Credit Card	22.78%
Debit	7.04%
Other	13.9%

*Source: National Retail Federation*

## Return Rate by Retail Category

Retail Category	Blended Return Rate
Apparel	12.2%
Auto Parts	19.4%
Beauty	4.3%
Drug/Pharmacies	1.6%
Home Improvement	11.5%
Housewares	11.5%
Sporting Goods	7.6%
<b>Survey Average</b>	<b>10.6%</b>

## Converting returns into opportunities



- Returns are good. Often your best customers make the most returns.
- In-store returns provide a chance to convert online shoppers into regular customers.
- Returns can be managed.
- Returns provide a chance to sell to known customers.

*Source: National Retail Federation*

# Rules and best practices for returned items

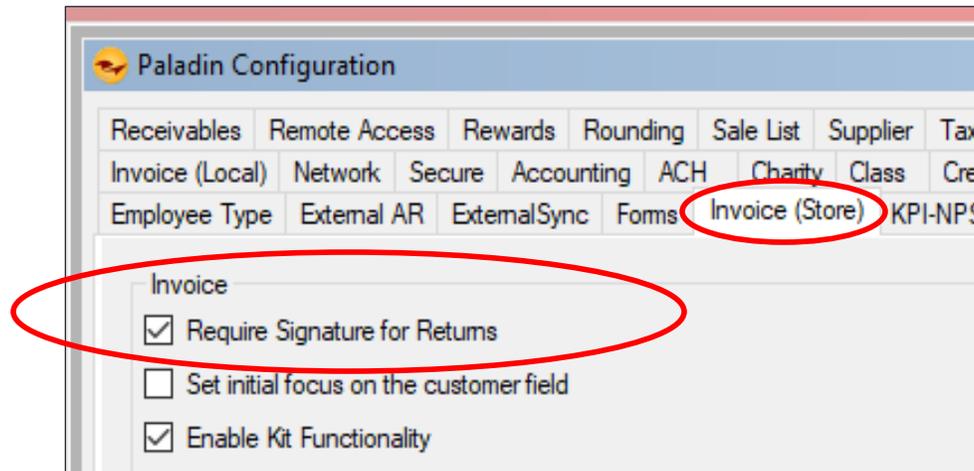


- You set the rules for returns in your store.
- Consider the following best practices:
  1. Set an expiration date for returns and add it as a footer on every invoice.
  2. Offer cash/credit only for those customers with a receipt.
  3. Offer store credit only for customers that do not have a receipt.
  4. Offer in-store gift card credit with returned balance.
  5. Require cashiers to match the return with the original invoice purchase to validate original purchase amount.
  6. Activate "Capture Return Item Invoice Number" in Paladin – (see slide 9).

# Paladin return setup option #1



## Require Signature for Returns



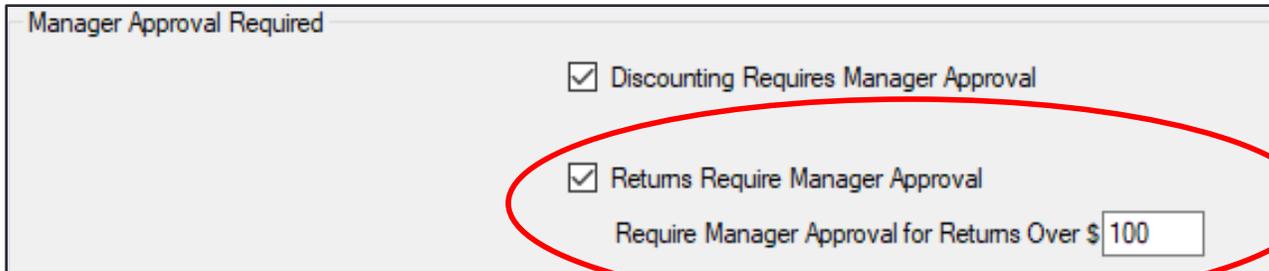
During checkout, Paladin can prompt for a required signature before allowing a return.

1. On the **File** menu, click **Setup**.
2. Click the **Invoice (Store)** tab.
3. In the **Invoice** pane, select **Require Signature for Returns**.
4. Click **Save** and then click **Close**.

## Paladin return setup option #2



Require Manager Approval  
&  
Require Manager Approval for Returns Over \$

A screenshot of a software settings window titled "Manager Approval Required". It contains two checked checkboxes: "Discounting Requires Manager Approval" and "Returns Require Manager Approval". Below the second checkbox is a text input field containing the value "100". A red oval highlights the "Returns Require Manager Approval" checkbox and the input field.

Manager Approval Required

Discounting Requires Manager Approval

Returns Require Manager Approval

Require Manager Approval for Returns Over \$

To prevent a return without a manager's signature:

1. On the **File** menu, click **Setup**.
2. Click the **Company** tab.
3. In the **Manager Approval Required** pane, select **Returns Require Manager Approval**.
4. Next, set the value for the “not to exceed” return amount, unless approved by a manager.
5. Click **Save** and then click **Close**.

## Paladin return setup option #3



### Capture Return Item Invoice Number

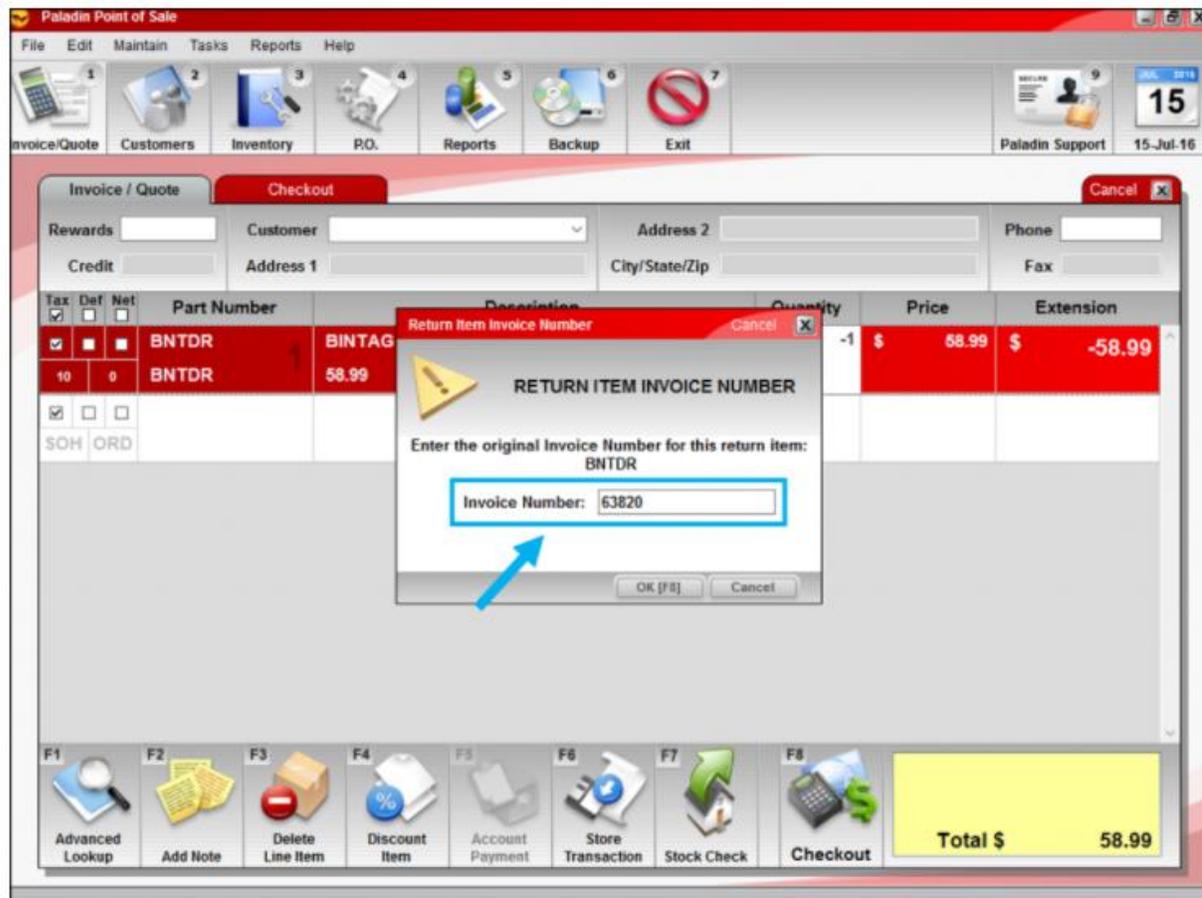
<input checked="" type="checkbox"/>	Use Receipt Printer for Invoice Reprint
<input type="checkbox"/>	Hide Item Regular Retail On Invoice
<input checked="" type="checkbox"/>	Invoice F4/Discount Respects Min Margin
<input checked="" type="checkbox"/>	Invoice F4/Discount Applies to Manually Priced Items
<input type="checkbox"/>	Capture Return Item Invoice Number
<input checked="" type="checkbox"/>	Display Description 2 in Invoice/Quote
<input checked="" type="checkbox"/>	Block Description 2 from Invoices and Reprints
<input type="checkbox"/>	Disable Customer Stored Transaction Count Popup
<input type="checkbox"/>	Do Not Accept Checks From Non-Charge Customer Accounts
Deleted Part Behavior <input type="text" value="Prompt For Restore"/> <input type="button" value="v"/>	

To require your staff to verify the purchase and add the original invoice number to the return invoice:

1. On the **File** menu, click **Setup**.
2. Click the **Invoice (Store)** tab.
3. In the **Invoice** pane, select **Capture Return Item Invoice Number**.
4. Click **Save** and then click **Close**.

***“Recommended Best Practice”***

# Processing returns with a receipt

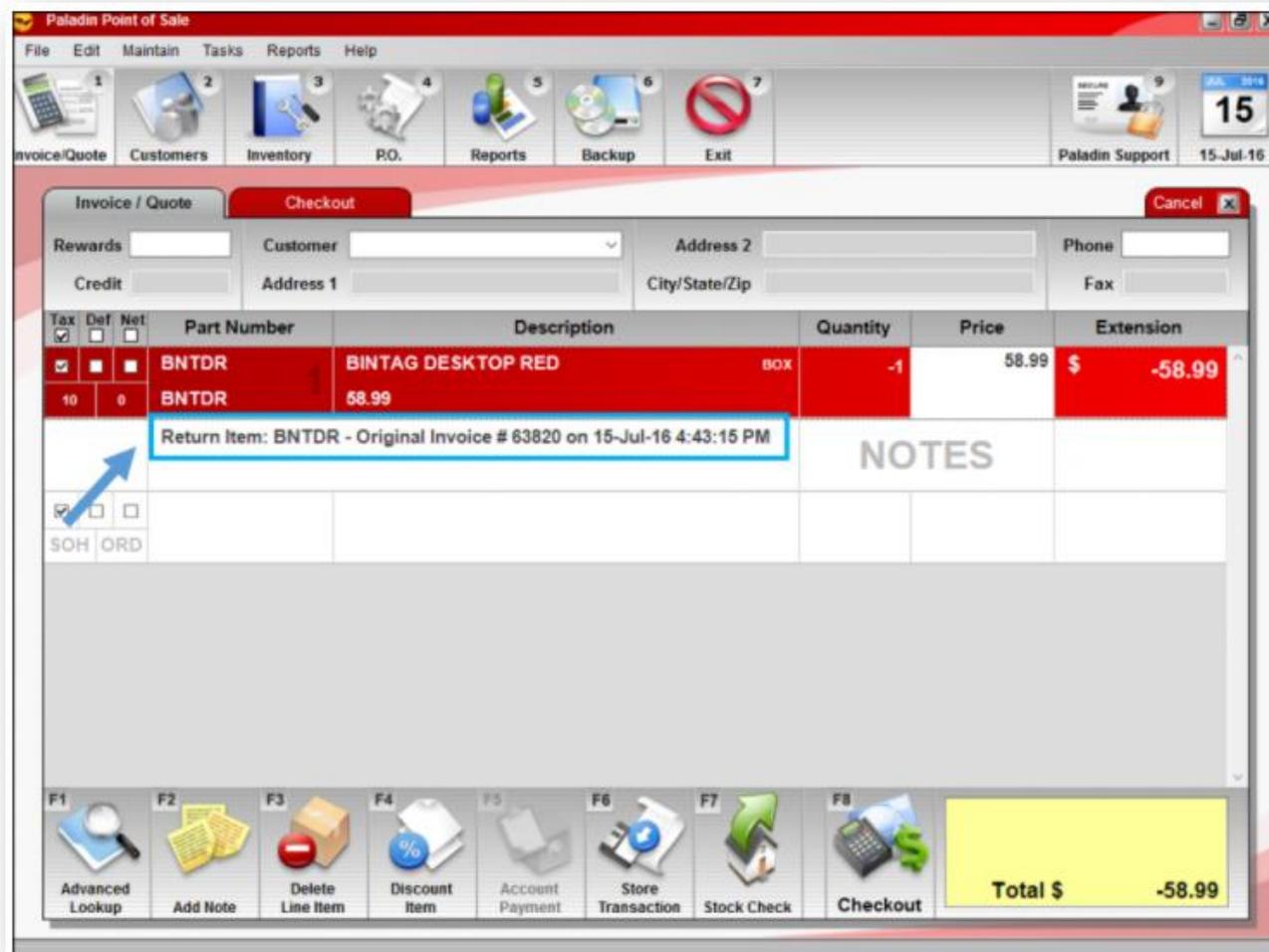


In the **Invoice/Quote** module, when you scan the returned item, a **Return Item Invoice Number** window appears and asks for the original purchase invoice number.

1. Scan the UPC code on the returned item.
2. In the **Qty** box, enter **-1** and press **Enter**.
3. Scan the original receipt barcode (Inv. #).
4. To associate this return with a customer's purchase history, in the **Customer** box, enter the customer's name or account number.
5. Complete the transaction.

# Processing returns with a receipt

- When you scan the barcode on the bottom of the original invoice or manually enter the invoice number, Paladin will verify that the invoice exists and that it includes the returned item.
- If the purchase is confirmed, the original invoice number is added to the new invoice.



# Return purchase verification on invoice

ITEM	QTY	SALE/REG	EXT	
PART 1	-1.00	24.00	-24.00	
EACH				
HAMMER				
Return Item: PART 1 - Original Invoice # 730035 on 27-Jul-16 10:15:52 PM				
SUBTOTAL \$		-24.00		
TAX \$		0.00		
<b>TOTAL \$</b>		<b>-24.00</b>		
CASH		-24.00		
EMPLOYEE	TERM	INV#	TIME	DATE
2	7	730036	11:45	28-Jul-16

Your receipt guarantees no hassle return  
with in 30 days of purchase.

Bring this receipt back in the next two  
weeks 10% off your next purchase.

# INVOICE

- When the return is complete, the receipt will reference the original invoice number.

# Processing returns without a receipt

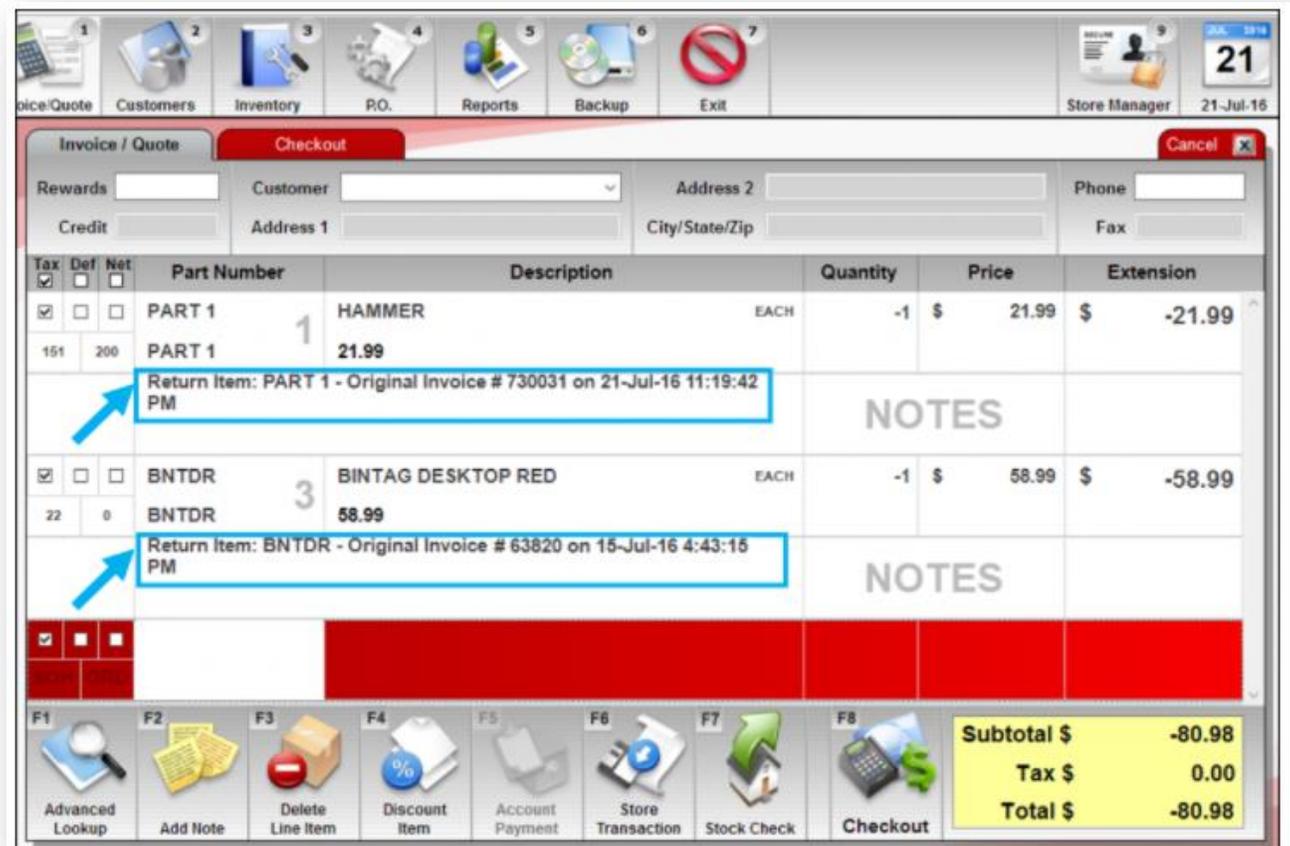


In the **Invoice/Quote** module:

1. If the customer exists in your system, in the **Customer box**, enter the customer's name or account number.
2. Click **Advanced Lookup** or press **F1**.
3. Click the **History** tab.
4. Select **Part** or **Part + Customer**.
5. Scan the part UPC code or enter the part number.
6. Select the correct item by verifying the **Price Sold** and **Date Sold** values.
7. In the **Qty** box, enter **-1** and then press **Enter**.
8. Click **Add Items to Invoice** or press **F8**.
9. Complete the transaction.

# Processing returns without a receipt

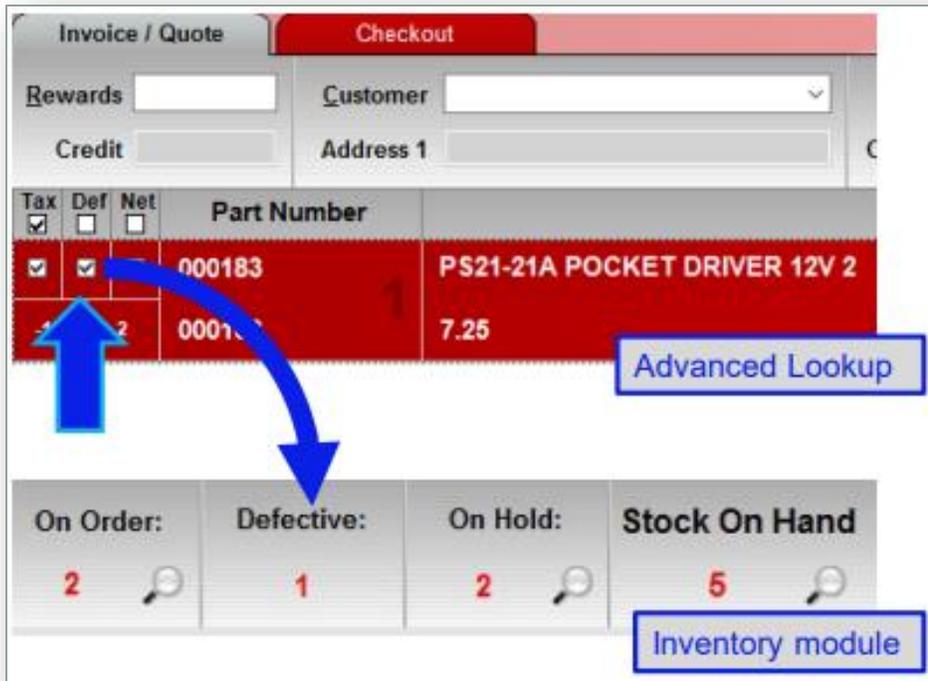
- After the invoice and purchase for each returned item is verified, the original invoice number is added to the new invoice.



Tax	Def	Net	Part Number	Description	Quantity	Price	Extension
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PART 1	HAMMER	-1	\$ 21.99	\$ -21.99
151	200		PART 1	21.99			
			Return Item: PART 1 - Original Invoice # 730031 on 21-Jul-16 11:19:42 PM				
NOTES							
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BNTDR	BINTAG DESKTOP RED	-1	\$ 58.99	\$ -58.99
22	0		BNTDR	58.99			
			Return Item: BNTDR - Original Invoice # 63820 on 15-Jul-16 4:43:15 PM				
NOTES							

Subtotal \$	-80.98
Tax \$	0.00
<b>Total \$</b>	<b>-80.98</b>

## Processing defective item returns



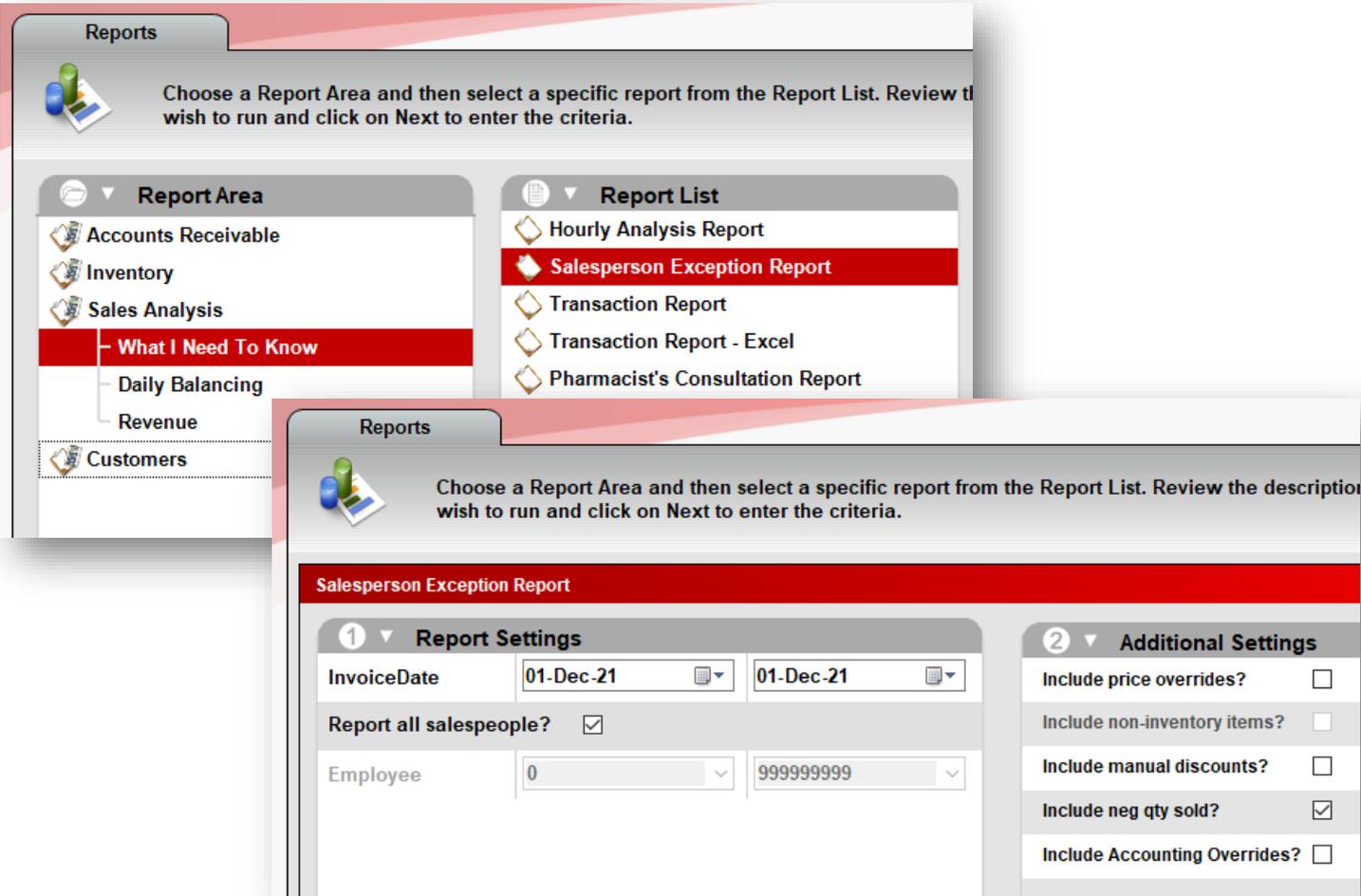
Tax	Def	Net	Part Number	Price
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	000183	7.25
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	000183	7.25

On Order: 2    Defective: 1    On Hold: 2    Stock On Hand: 5

Advanced Lookup    Inventory module

- When a customer returns a defective item, select the **Def** checkbox and then add the item to the return invoice.
- When you process the return, the item will be added to your defective inventory and the inventory item stock on hand will not be updated.

# Reporting and accountability reports



The screenshot displays the 'Reports' module interface. The top section shows a 'Report Area' list with 'What I Need To Know' selected. The 'Report List' shows 'Salesperson Exception Report' selected. Below this, the 'Salesperson Exception Report' settings are shown, including 'Report Settings' and 'Additional Settings'.

**Report Area**

- Accounts Receivable
- Inventory
- Sales Analysis
- What I Need To Know**
- Daily Balancing
- Revenue
- Customers

**Report List**

- Hourly Analysis Report
- Salesperson Exception Report**
- Transaction Report
- Transaction Report - Excel
- Pharmacist's Consultation Report

**Salesperson Exception Report**

**1 Report Settings**

InvoiceDate: 01-Dec-21 to 01-Dec-21

Report all salespeople?

Employee: 0 to 999999999

**2 Additional Settings**

- Include price overrides?
- Include non-inventory items?
- Include manual discounts?
- Include neg qty sold?
- Include Accounting Overrides?

- In the **Reports** module, select **Sales Analysis** → **What I Need To Know** → **Salesperson Exception Report**.
- Set the desired invoice date range.
- Select “**Include neg qty sold?**” checkbox.
- Press **F12** or click **Run Report**.

## Learn more

- [About returns](#)
- [Verify the purchase of a returned item and add the original invoice number to the return invoice](#)
- [About defective items](#)
- [How to manage supplier returns with the accounts receivable system](#)

Next webinar:

***How to Prepare  
Year-End Reports***

December 21, 2021

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