

Handling Returns & Exchanges

When a customer returns something purchased from your shop, you need to enter information in FTD Mercury for record keeping and to determine the correct amount of money to return to the customer. This may require you to create a credit memo for an order that was charged to a house account, or you may have to credit funds back to a credit card or provide a cash refund, depending upon the original purchase method.

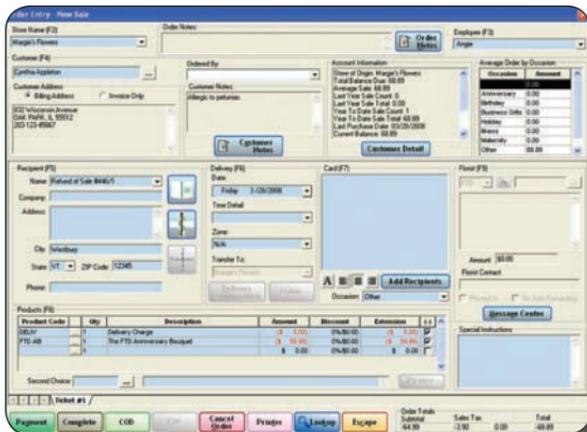
To process a return or exchange:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Ticket**. You can also click **Lookup** from the **Order Entry** or **Point of Sale** window. The **Ticket Search** window opens.
2. In the **Search Parameters**, enter search criteria and click **Search**.
3. If you are refunding or exchanging an item from a specific ticket in a multi-ticket sale, right-click on the ticket and click **Refund Ticket**. Otherwise, right-click on the sale and click **Refund Sale**. (Tickets which already have refunds associated with them are highlighted in light blue.)
4. When the **Order Entry** or **Point of Sale** window opens, FTD Mercury displays a refund sale containing a copy of the original order with negative values for the items. Remove the items not being refunded or exchanged, and add any new products for exchanges.
5. Click **Complete**. Depending on whether you owe the customer money or the customer owes you money (in the case of an exchange), the **Refund** or **Payments** window opens.
 - » For a refund, in the **Payments** area, select the refund type. The **Cash Due** field indicates the amount of cash to return to the customer. If this is a credit card refund, either manually enter the credit card number or swipe the credit card.
 - » For an exchange where the customer owes you additional funds, in the **Payments** area, select the payment type. The **Balance Due** field indicates the amount the customer owes you.
6. Click **Complete**.

NOTE: For refunds to a house account when the customer uses open item accounting, select **Receive Payment** from the **Management** menu and apply the credit to the appropriate ticket.



Handling Returns & Exchanges



Refund sales automatically have the items from the original sale marked as negative amounts. When you create a refund from Ticket Search, the recipient is listed as a refund of the original sale.

The Refund window displays the amount refunded to the customer, whether it is back to a house account, to a credit card, or in cash to the customer.

