

Refunds - Tips and Tricks

This guide offers several useful tips and tricks related to the Refunds feature in iGo Figure® Version 3, including:

- How to issue a refund (including refunding a single item from an invoice).
- The effect a refund has on your paperwork and inventory.
- And, why a refund is the proper method of “deleting” an erroneous payment from a member’s payment history.

How to issue a refund

1. From the Main Menu, click the “Refunds” button and enter the appropriate password.
2. Click on the name of the customer who is receiving the refund.
3. You will be presented with a list of all payments recorded for that customer. Select the payment to be refunded (by clicking in the “Select” column at the right), and then click “Next.”



4. Check off the item to be refunded. You can also enter additional comments in the space provided. Those comments will be printed on the refund receipt issued to the customer, and will also be saved in the member’s payment history.



5. Special tip: If a customer purchased more than one of an item, but does not want a refund on all of them, just click under the “Refund” quantity, and enter any number you wish.

In the example below, the customer purchased three protein shakes, but only wishes a refund for one of them.

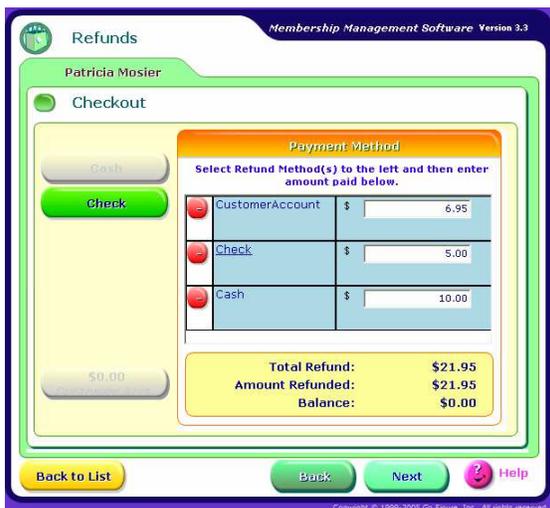


6. Special tip: If an invoice included several items, and only one is to be refunded, simply check off that item. In the next example, the customer purchased a Protein Shake and a Calcium Supplement, but only wants a refund on the Calcium Supplement.



- After you have specified which item or items are to be refunded (and the quantity of each), click “Next.” This will bring you to the Checkout screen, where you can specify if you want to issue the refund by cash, check, Customer Account, or some combination of the three.

In the example below, we have issued the \$21.95 refund through \$10 in cash, \$5 in check, and a \$6.95 credit issued to the Customer Account. Although it is rare you would want to do this, iGo Figure allows you the flexibility.



- Click “Next,” and you will be finished with the refund process, and at a screen where you can print a refund receipt for your customer, and for your records.

How Refunds affect your paperwork and inventory

Daily Gross Sheet: Refunds have no effect on your Daily Gross Sheet, by design. This document is intended to show only money coming in, not going back out. (To see a summary of all refunds issued, pull up a Tax Report - available under Management Reports - which will clearly show all refunds issued).

Projection Sheet: A negative adjustment in the amount of the refund is automatically made to your Projection Sheet.

Inventory: Inventory is *not* automatically affected by refunds, by design. The reason is simple: a refunded item is not necessarily returned to inventory (for example, if the refund was issued because the product was spoiled).

Using the refund feature to “delete” a payment from a member’s payment history

In iGo Figure Version 3, a payment cannot simply be “deleted” out of a member’s payment history.

There is a very good reason for this: it would result in inconsistencies between the Daily Gross Sheet and Projection Sheet, and it is quite simply not accounting best practices.

When an item is recorded “on the books” in error, it is not simply “erased” or “whited-out.” Rather, a corresponding “correction” entry is made. And, this is the manner in which iGo Figure Version 3 works.

If you have recorded a payment for a customer in error, accounting best practices dictate that you should issue a refund for that amount to that customer, clearly indicating the reason why.

Your paperwork numbers will always be accurate, and you will have a complete historical tracking of exactly how and when the mistake was made - and how it was corrected.

Please note: Beginning with Version 3.4, a payment may be “voided,” provided it is not yet processed through Money Management.