1(877)439-0975

2008

Why you need this:

- **You need an efficient way to handle customer returns**

- **You find it difficult to locate the necessary information when determining an appropriate credit amount for a return**

- **You need to determine what amount to credit a customer for their return because you are unsure of the price they were charged for this particular unit**

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Live Return

Efficiently Post Returns in Sage BusinessWorks

BSoft's Live Return provides you with an efficient and informative screen from which you can determine the appropriate amount to credit a customer, for a return, based on their purchase history part.

One of your most frequent customers wants to return an item! The customer has purchased multiples of the item at various times. With Live Return simply look-up the customer and item. You can view all of the transactions in which the specified item was sold. Select the appropriate invoice and credit amount (even include a restocking fee) all from one screen!

You need to credit a customer for a return, but for how much, which invoice are they returning from? Don't worry, you can see the highest, lowest, average, and even most recent price charged to the customer for that specific item.

Use this pricing information and purchase history to determine the appropriate credit amount.

Once the credit memo has been posted to BusinessWorks the credit memo prints out and you have the option of jumping into "Apply Open Credits" to distribute the credit to open invoices or issue a refund check.
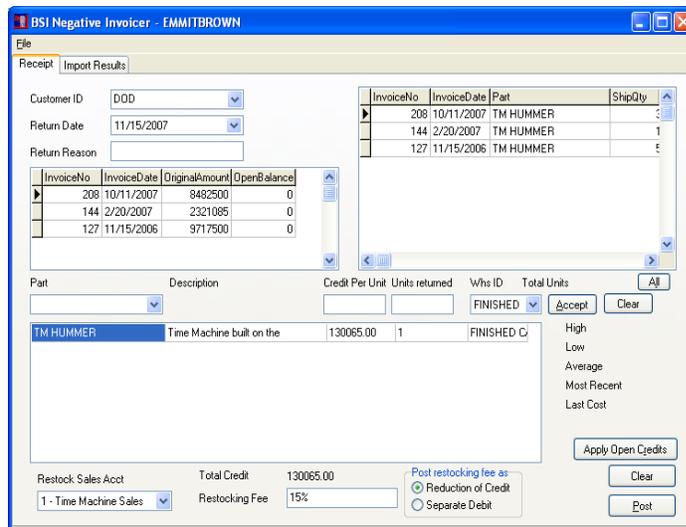
The bottom line! Processing returns can be tricky. You need to be able to determine a fair credit to grant for a return and in a busy inventory company there are a lot of things to consider. BSI Live Return puts that information at your fingertips and makes it easy to turn that information into a sensible return and customer credit.

CHALLENGE	SOLUTION	RESULTS
Efficiently process customer returns without searching entire BusinessWorks file to find the information needed.	Install BSoft's Live Return	Increased efficiency in processing customer credits, due to returns; easily determine appropriate amount for credit based on purchase history.