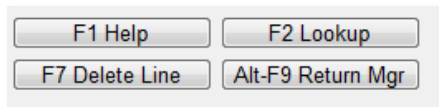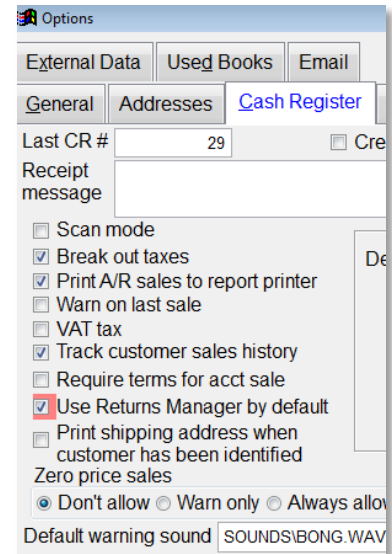# Using Returns Manager

When using Element Payment Services (EPS) you are required to use the "Returns Manager" in Visual Anthology. Element requires that only sales processed through their system may be returned through their system. To accomplish this Anthology developed this "transaction based" system to meet the industries requirements.

Setting Returns Manager as the default

You may set this to the system default in the Tools | Options – Cash Register screen. Place a check mark in the "Use Returns Manager by default" option. This will cause it to display on the Cash Register screen on the bottom button bar (Alt-F9 Return Mgr).
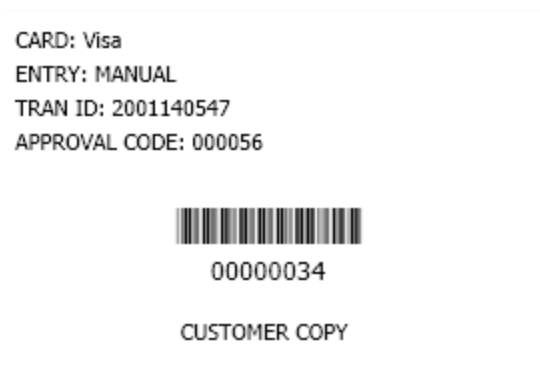
If you don't want it as the default you may select it when needed by press the Alt+F9 key combination while the Cash Register is open or clicking the button shown above.

Understanding the Return Manager screen

When the Returns Manager screen opens you have a few options for locating the correct transaction.

- If the customer has the receipt you can use the "Transaction Number" field – enter or scan the receipt number (00000034).
- You can select a date range use the "From" and "To" date fields and choose "Set". This will display all the transaction during that time.
- You can set the ISBN/SKU field to "One" and enter the ISBN of the book.
- You can set the Customer Code to "One" and chose a customer code. This will list all the purchase by a single customer and choose "Set". This option only works accurately if you ALWAYS put the customer information on the Cash Register sale.
- You can set the Customer Name to "One" and chose a customer last name and choose "Set"". As above this will list all the transactions for this customer. The option only works accurately if you ALWAYS put the customer information on the Cash Register sale.

Transaction number			From	7/2/2012	...	To	9/24/2012	...		Set
ISBN / SKU			Customer code			Customer last name				Reset
⦿ All			⦿ All			⦿ All				
○ One		...	○ One		...	○ One		...		

F1 Help	F12 Select	F9 Cancel

- For my example I choose to enter the Transaction Number because my customer can in with a receipt

Return Manager

Source	Tran #	ISBN / SKU	Title / Description	Qty	UOM	Date	Price	Disc%	Name	Code	Note
CR	36	978031286009	Prince of Fire and	1		9/24/2012	27.95	0.000			
CR	36	978043929149	Alice in Wonderlan	1		9/24/2012	1.99	0.000			
CR	36	978048642248	Wonderful Wizard	1		9/24/2012	9.95	0.000			

Transaction number	36		From	9/19/2012	...	To	9/24/2012	...		Set
ISBN / SKU			Customer code			Customer last name				Reset
⦿ All			⦿ All			⦿ All				
○ One		...	○ One		...	○ One		...		

F1 Help	F12 Select	F9 Cancel

- o I enter 36 in the field and clicked Set
  - o Transaction 36 has three books associated with it.
    - ▪ I locate the book (item) to be returned
    - ▪ Click the item
    - ▪ Then choose Select
- The Return Manager screen closes and I am taken back to the Cash Register with information filled in for me.

- When I click enter the item is marked as a return and placed in the "tape" section of the Cash Register screen.

- If this completes the transaction
  - Choose Take Tenders
  - Select the type of card
  - Press Enter Line
  - Element is contacted and the return is completed.

Return Status

- Approval Status - Approved
- Transaction Status - Approved
- Approval Number - 000016
- Transaction ID - 2001140569
- Express Response Message - Approved
- Express Response Code - 0