

## How to Guide How to do an Account Return

MRJ Consultants

37 Weavind Ave, Eldoraigne, Centurion, 0157

Tel: (012) 654 0300

Mail: helpdesk@mrj.co.za



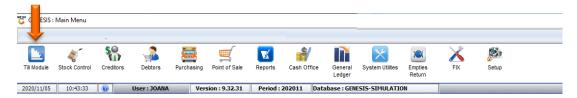
1. Open Genesis Menu.



2. Type User code and Password.



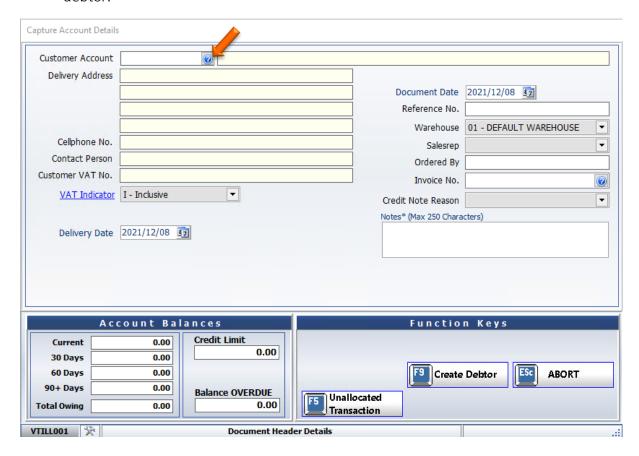
3. Open Till Module from the Main menu.



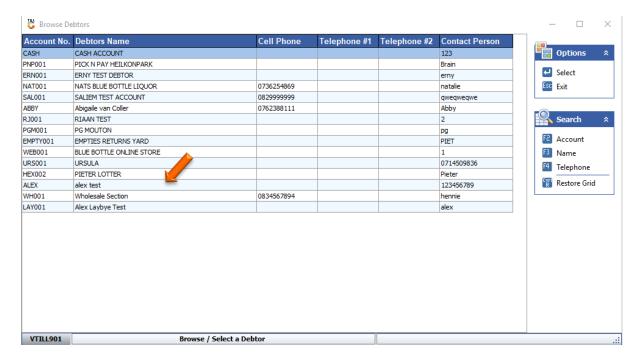
4. Once opened you will be prompted to the below, Click on Account Return.



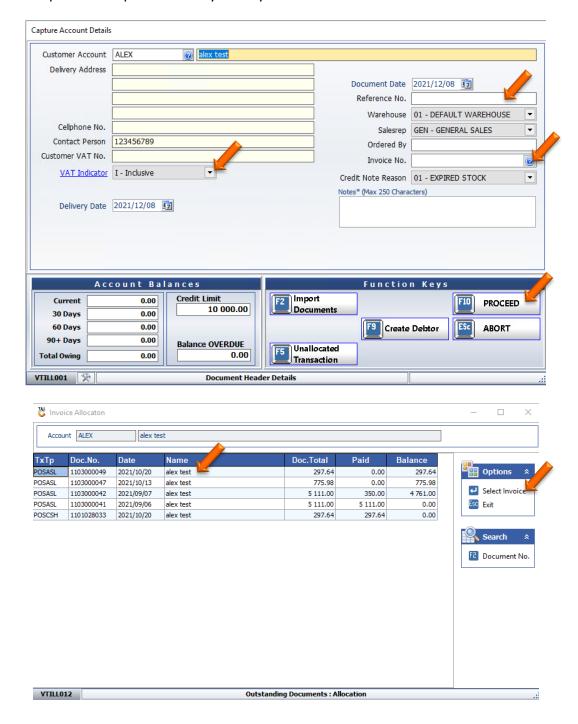
5. Once opened you will be prompted to the following page. Firstly, a customer account needs to be selected. Type in the account number if you know it alternatively click on the (?) icon This will take you to all your debtors where you can select the required debtor.



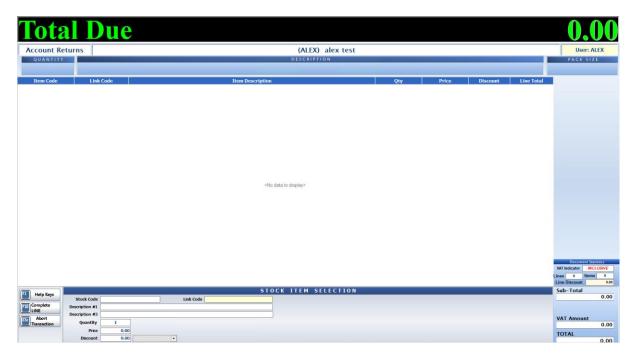
6. Once the correct debtor has been found you can press enter to proceed.



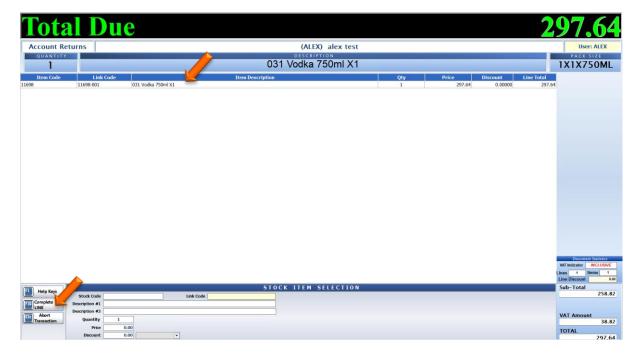
- 7. You can now press enter to go through the options. Under VAT indicator you have the option to select VAT or NO-VAT.
  - -In the reference no you can put any information you want for your reference.
  - -In the invoice no block there is an option to click on the (?), this will open all invoices, here you can select the invoice you would like to return then press enter to select it.
  - -When all details have been entered and you are happy with everything you can click on proceed or press F10 on your keyboard.

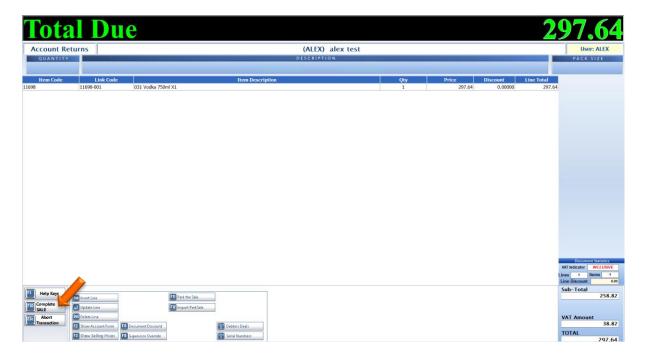


8. You will now be prompted to the sales page, if an invoice was selected it will automatically prompt all items to return, alternatively select the items to return.

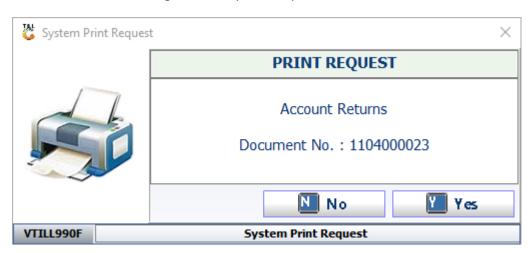


9. Once you are happy with everything you can Press F10 to complete the line and F10 to complete the sale.





10. You will then be given the option to print the return, Press Yes or No.



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