Return a Sale

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Overview

This guide will help you record an authorized return against a completed sale.

Muhasib records the return and may update stock, customer balance, tax, revenue, cost, and payments according to settings.

Who can do this

You need access to Sale Return plus customer, item, location, batch/serial, payment, and override permissions as needed.

Before you start

Locate the original invoice and confirm return quantities, condition, destination location, refund or credit method, and approval.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Sales & Customers → Sale Return.

Return a Sale

Step 1: Start Sale Return and select the original sale when supported

Step 2: Confirm customer and original document details

Step 3: Select only the returned lines and quantities

Step 4: Confirm price, discount, tax, location, batch, serial, and return reason

Step 5: Select the authorized refund or customer-credit treatment

Step 6: Review totals and confirm once

Step 7: Print or retain the return document

Check your work

Compare and Confirm the return with the original invoice, returned stock, customer ledger, refund/credit, tax, and accounting entries.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Never enter more than the allowed quantity without approved override.
- Check for an existing return before retrying.

Related guides

- Create a POS Sale
- Pay or Refund a Customer

- Correct or Reverse a Customer or Agent Transaction

What to do next

> **Create a POS Sale**.

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