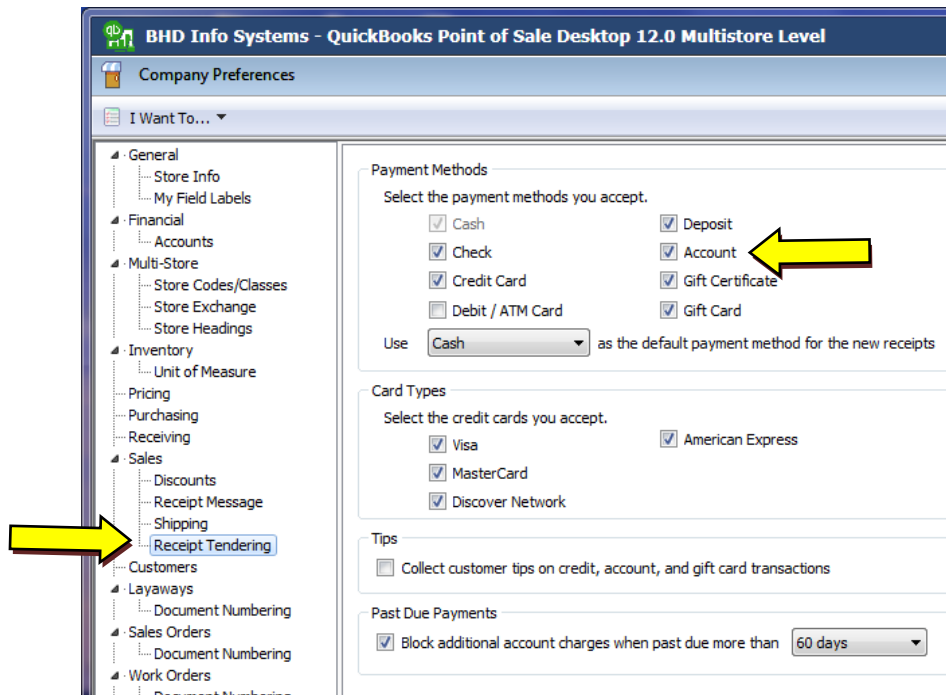




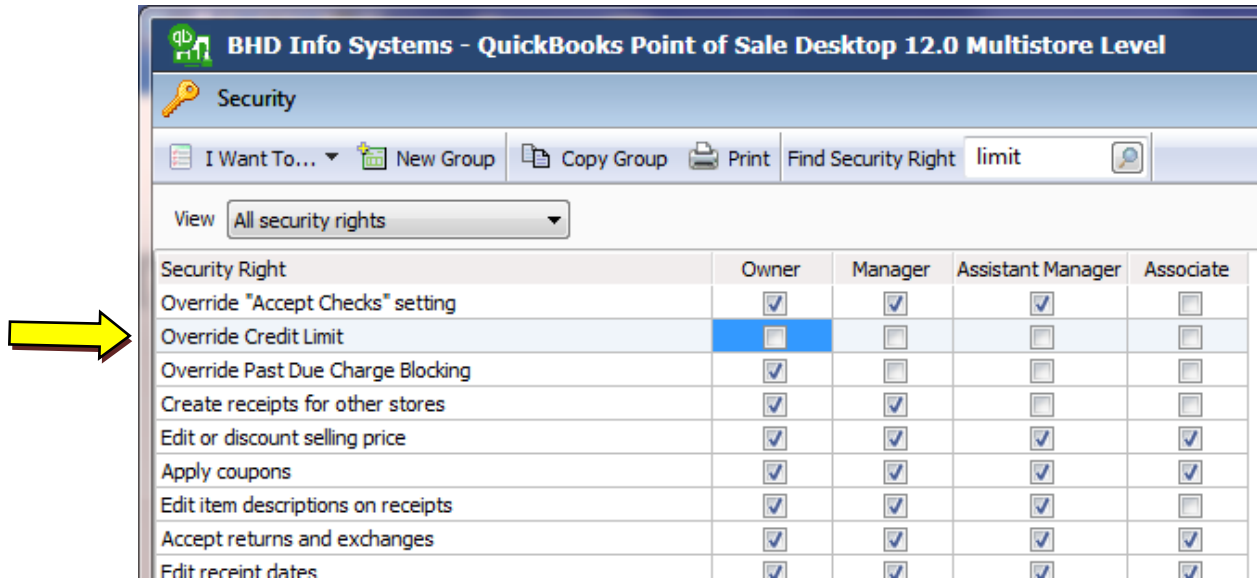
## QB POS Giving and Using Store Credit October, 2015 QB POS

We will look at **Giving and Using Store Credit**. QB POS does not have actual **Store Credit**, we will be using **Account** to track and apply **Store Credit**.

1. First to use **Account** you must have **Account** setup as a valid tender type. Go to **Company Preferences > Receipt Tendering**, make sure **Account**, is checked.



2. Make sure that your **Security** settings have **Override Credit Limit** all **unchecked**, if you you are not using **Account** as an **actual Charge Account**.



BHD Info Systems - QuickBooks Point of Sale Desktop 12.0 Multistore Level

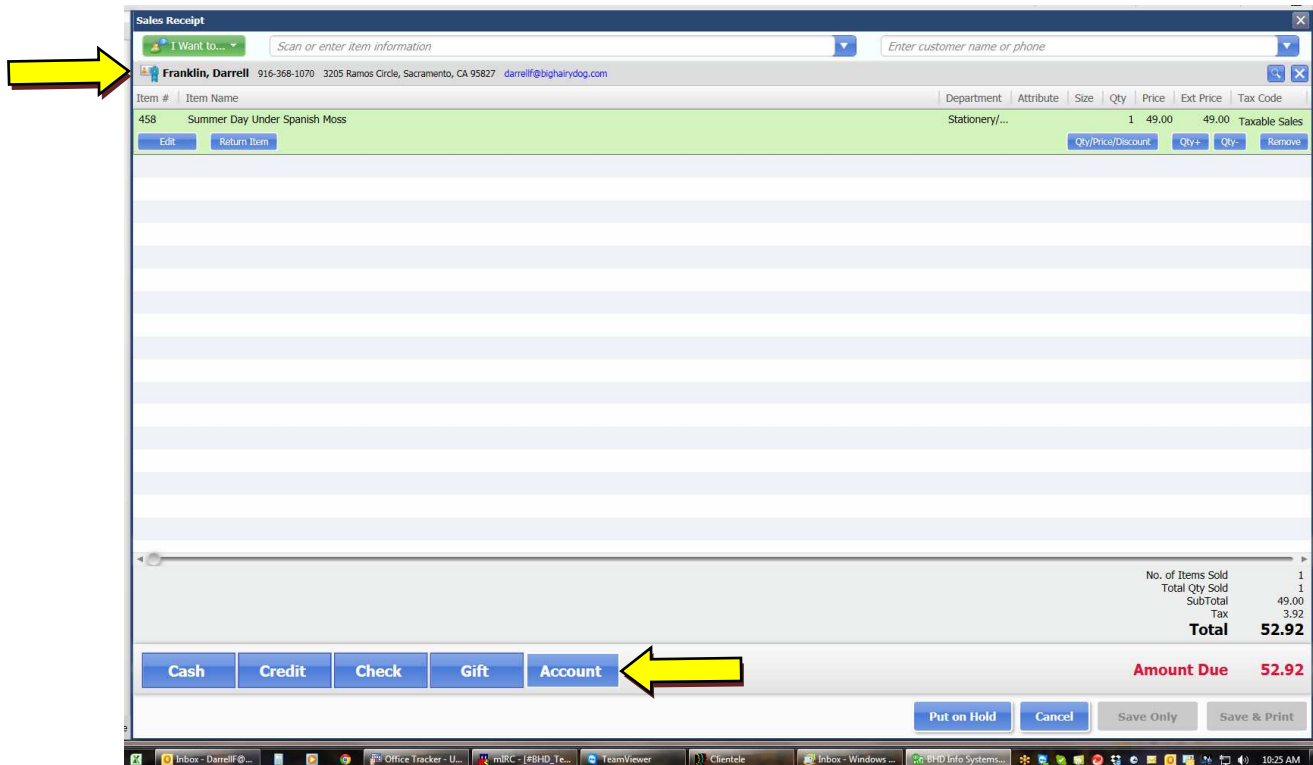
Security

I Want To... New Group Copy Group Print Find Security Right limit

View All security rights

Security Right	Owner	Manager	Assistant Manager	Associate
Override "Accept Checks" setting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Override Credit Limit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Override Past Due Charge Blocking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Create receipts for other stores	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Edit or discount selling price	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Apply coupons	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit item descriptions on receipts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Accept returns and exchanges	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit receipt dates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

3. Next to use **Account** you **must** have a **Customer** on the **Receipt**.
4. When **Making a Sale**, **Account** can be used to **give a Customer Store Credit** (Make a payment on account) or to **use the available Store Credit** (Charge to account).



Sales Receipt

I Want to... Scan or enter item information Enter customer name or phone

Franklin, Darrell 916-368-1070 3205 Ramos Circle, Sacramento, CA 95827 darrell@bighairydog.com

Item #	Item Name	Department	Attribute	Size	Qty	Price	Ext Price	Tax Code
458	Summer Day Under Spanish Moss	Stationery/...			1	49.00	49.00	Taxable Sales

Amount Due 52.92

Cash Credit Check Gift Account Put on Hold Cancel Save Only Save & Print

5. After adding Items to the **Receipt**, click the **Account** tender button.
6. To **use the Available Store Credit** make sure **Charge to account** is selected. This customer has **\$36.26 available** to use, you **must change the Charge Amount** to \$36.26, as that is all of the credit the customer has available.

Charge Account

**Accept account charge or payment**  
Charge to the customer's account or take a payment for the account

Charge to account     Make payment on account

Balance: -36.26

Charge Amount

7. Then click **Save**.
8. If you did not change the **Charge Amount** and the **Receipt Total** was **greater** than the Customer's negative Account Balance then you will get the **Insufficient available credit**, and now you **must change the Charge Amount** to be no more than the Account Balance (as a positive value). Then you can click **Save**.

Charge Account

**Insufficient available credit**  
This customer doesn't have enough credit available to cover the charge account.

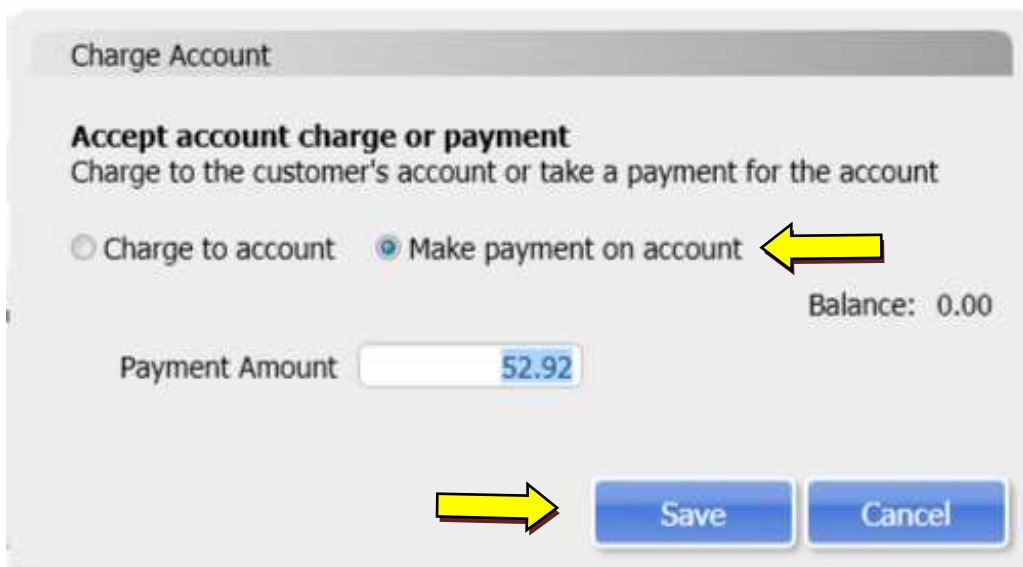
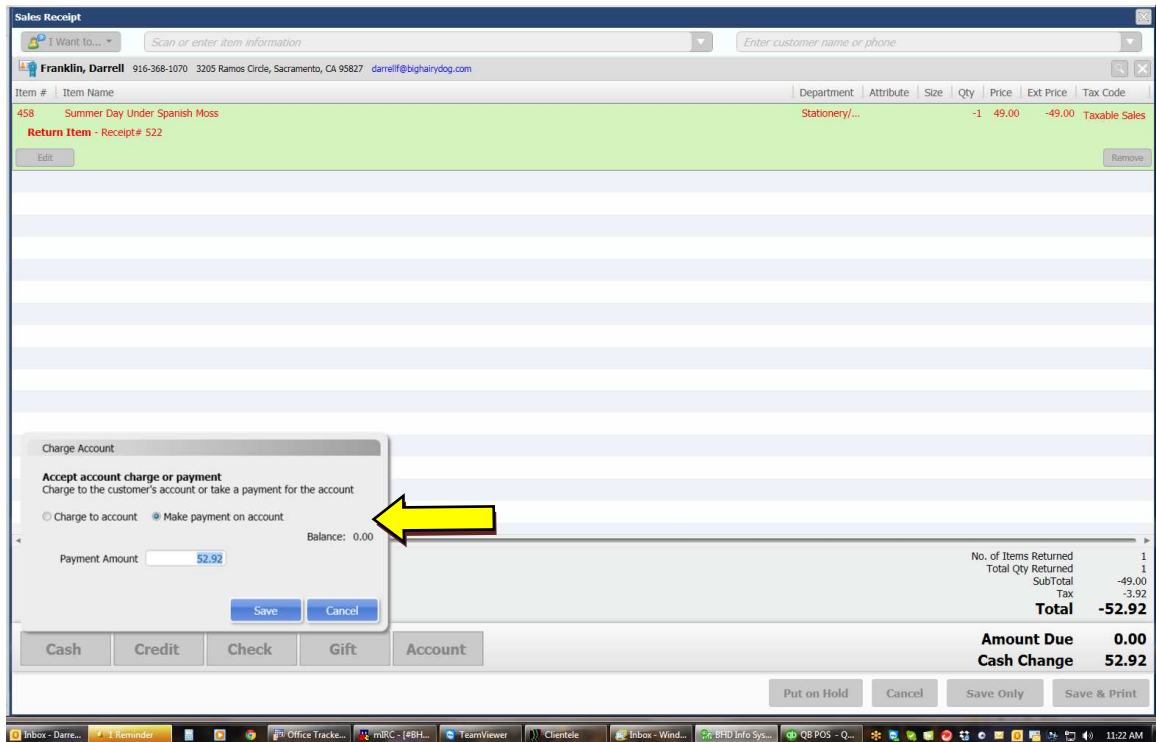
Credit Limit

Account Balance

Available Credit

Charge Amount

9. When **giving** a Customer **Store Credit**, after choosing **Account** the option will be **Make payment on account**. This will add the payment to the Customer's Account Balance and show up as a **negative Account Balance** (Store Credit) for the Customer.



10. Click **Save** and the Customer will have -\$52.92 as the Account Balance.

**Note:**

**The first time you use Store Credit (Make payment on account) it will ask you to set a Credit Limit, if you only using Account for Store Credit, be sure to set/keep the Account Limit at zero.**