

# **Credit and Destroy for Tablet Users**

Copyright © 2018 A-Line Greeting Cards

# Damaged Product Returns – Tablet

- The following slides will explain on how to create a return for damaged products on the tablet. Here are some things to keep in mind while you are completing this:
  - Make sure you have checked the **Damaged Product Return** checkbox before you begin adding items.
  - You do not need to save it. It will automatically save as you add/remove items, change your scan in and scan out times, and make changes to additional notes on the return.
  - Items are added by scanning them or by using the typecode screen just as you would a Credit and Rebill.

# Creating a Damaged Product Return

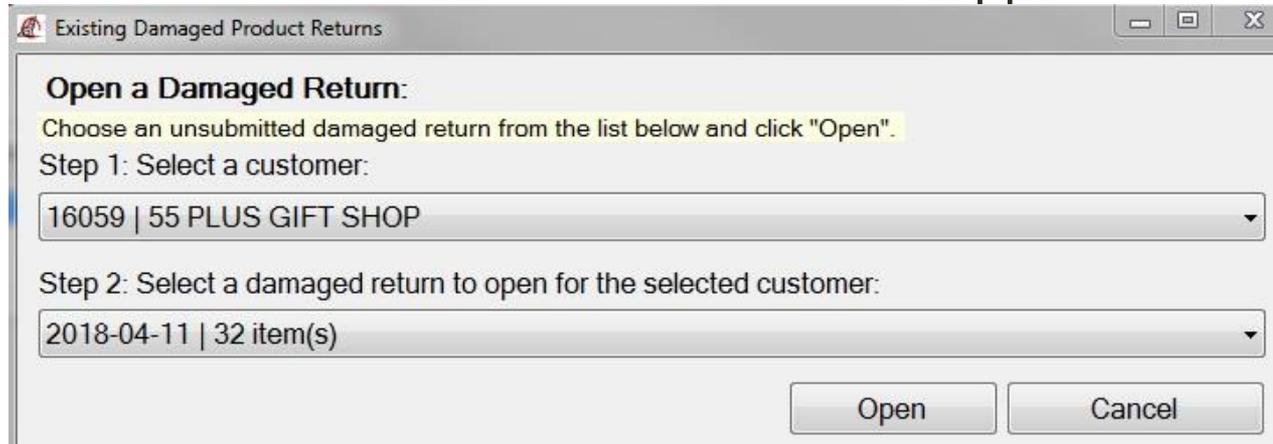
- To create a damaged product return on your tablet, please begin by following the steps exactly as below:
  - 1. Open **Tablet Scan**;
  - 2. Click on **New Order**;
  - 3. Select your customer;
  - 4. Click on the **Damaged Product Return** checkbox;
    - When you click on it, a checkmark will appear indicating that you are completing this return.
    - If you do not see this checkbox:
      - 1. Download your files from A-line
      - 2. Close out of Tablet Sync and Tablet Scan(if opened)
      - 3. Reopen Tablet Sync and close it to copy over the latest Tablet Scan program.
      - 4. Reopen Tablet Scan.
  - Begin adding your items by scanning them or using the typecode screen.
  - You may add additional notes and adjust your time in and time out as per normal.

# Opening an Existing Damaged Product Return

- If you wish to make changes to an existing damaged product return that you have not submitted yet, click on the **Returns** option at the top of the screen and then click **Open Damaged Returns**.



- Follow the instructions on the screen that appears:

A screenshot of a dialog box titled 'Existing Damaged Product Returns'. The dialog box contains the following text: 'Open a Damaged Return:', 'Choose an unsubmitted damaged return from the list below and click "Open".', 'Step 1: Select a customer:', a dropdown menu showing '16059 | 55 PLUS GIFT SHOP', 'Step 2: Select a damaged return to open for the selected customer:', a dropdown menu showing '2018-04-11 | 32 item(s)', and two buttons at the bottom: 'Open' and 'Cancel'.

- When you click **Open**, the screen will close and the return will appear on the main screen for you to make changes to it.

# Uploading a Damaged Product Return

- When you are done creating your damaged product return and ready to upload it, open Tablet Sync. There will be a button called **Upload Damaged Returns**.
- Click on this button and follow the same uploading procedures as you would a regular order.
  - If you do not see this button, please make sure you:
    - 1. Download your files from A-line
    - 2. Close out of Tablet Sync and Tablet Scan(if opened)
    - 3. Reopen Tablet Scan and close it to copy over the new Tablet Sync program.
    - 4. Reopen Tablet Sync.

# Questions?

- If you have any questions or concerns, please email [servicedesk@alinegreetings.com](mailto:servicedesk@alinegreetings.com)