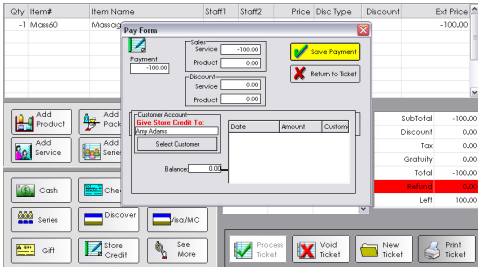


# store credits

Store credits are used when a client has a credit remaining that they wish to apply to their account for future use.

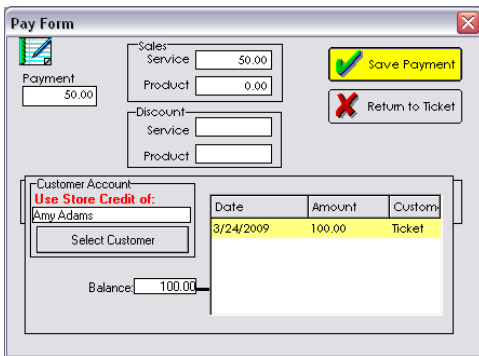
## Issuing a Store Credit

1. From an open sales ticket, typically positive balances result in a product return or some other payment discrepancy.
2. After returning a product, verify the total amount due to the customer in the Total field.
3. Click on the Store Credit button.
4. Click the Enter key to record the exact amount of the store credit in the amount field (DO NOT manually type in the amount).
5. Click the Save Payment button.
6. Note the Refund amount in red is the same as the store credit under the Pay Type and Amount fields.
7. Click the Process Ticket button to process and close the sales ticket.



## Redeeming a Store Credit

1. Enter the service and products for the client in sales ticket screen, click on the Store Credit button.
2. Click the Enter key to record the exact amount of the store credit in the payment field.
3. Click the Save Payment button.
4. Click the Process Ticket button to process and close the sales ticket.
5. If the store credit is greater than the amount of the ticket, the remaining store credit amount will be retained with the client's file.



## Viewing a Store Credit

1. From the SalonBiz®/SpaBiz® menu bar click on the File Drawer icon.
2. Type in the customer's first and last name, and then click the search button.
3. Double click on the customer name to open their customer file.
4. Click the Customer History button.
5. Click the Account & Cards tab.
6. Click the Return to Previous Screen button when you are finished.

