

Refund log

The refund log is used to track refunds in your key shop. Whenever a refund is issued by your shop is must first be logged on this form. This form must be filled out BEFORE the refund is rung on the register.

For each refund fill in the date of the return, not the sale date. You print the customer's name so that it can be read. Customers cannot write on this form. Fill in the customer's home or work phone number. If the customer will not give his information then fill in "NO INFO" for name and phone.

Enter the total amount of the refund without tax. (This can be done after the refund is rung on the cash register.) Enter the reason for the refund and the initials of the employee issuing the refund not the original sales person.

If the customer brought in the original receipt and it has on it items that are not being refunded in addition to the items that are being refunded then the original receipt must be returned to the customer. Otherwise attach the original receipt to the back of the refund log.

If the customer charged the original purchase then the refund must be credited to her charge card and the refund receipt (the one that comes out of the register when you ring the refund) is given to the customer. If the customer paid the original purchase in cash or check then give the refund in cash and attach the refund receipt to the back of the refund log.

Every morning the shop manager must check the refunds (Total Returns without tax) on the closing receipt from the previous day against the refunds on the refund log.

Note: Refunds listed on the closing receipt are with tax. Refunds listed on all paperwork you fill out MUST be without tax.

Every month the shop manager must contact 2 customers that have been issued to verify the refund. The person doing the contact must enter his initials and any comments from the customer in the appropriate columns.

This form is filled out on a calendar month schedule, not fiscal month. The reason for this is that Sears keeps track of refunds on a calendar month.

This form must be faxed to Richard at the beginning of the following month.