

Returns and corrections at the till

Point of sale

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Point of sale

Returns and corrections at the till

Take back goods, refund customers and fix mistakes safely.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Plan availability

Included in the **Kuza** and **Enterprise** plans. It is not part of **Biashara**. Contact us if you want to upgrade.

Overview

Customers bring goods back, and cashiers make mistakes. You must never delete a sale to hide it. Use a **return** so stock and accounts stay correct and the history is clear.

Steps

Return goods from a sale

1. In the POS, open **Recent Orders** and find the original invoice using its number or date.
2. Click **Return**. The system opens a return document for that invoice.
3. Select the items and quantities being returned.
4. Choose how to refund the customer: **cash**, **M-Pesa** or a **credit note** for a later purchase.
5. Complete the return. Stock increases and sales fall by the returned amount.

An exchange

Do a return for the old item, then a new sale for the replacement. If the new item costs more, collect the difference.

A mistake before completing

If an order has not yet been completed, simply remove or change the lines. Nothing has been posted.

A mistake after completing

1. Do **not** delete the invoice.
2. Make a return for the incorrect sale, then a correct sale.
3. A manager can cancel a submitted invoice only if the shift is still open and your permissions allow it. See Credit notes and debit notes.

Practical example

A customer returns one of two paint tins because it is the wrong colour. The cashier finds the invoice in **Recent Orders**, returns one tin, refunds KES 1,800 in cash, and sells the correct colour as a new order. The cash count at closing still matches.

Important notes

- Ask for the original receipt. Check the item condition against your returns policy.
- Require manager approval for refunds above a set amount.
- A return of an M-Pesa sale should be refunded by M-Pesa, with a record of the transaction code.

Common mistakes

- Refunding cash without a return document, which causes a shortage at closing.
- Deleting invoices to cover errors.

Next steps

Read Point of sale reports and the daily routine.

Related documentation

- Selling at the till
- Credit notes and debit notes
- Opening and closing a shift