# Entering Customer’s Existing Store Credits or House Charge Balances into RetailEdge when Converting Your POS to RetailEdge

Getting Started · https://retailedge.com/docs/giving-customers-existing-store-credits-or-house-charge-balances

We get this question a lot from customers who are switching from their old POS like Quickbooks POS and need to get existing customer's balances or credits into RetailEdge.

## What's  A Credit?

There are two things in RetailEdge that people refer to as credits. So, I will go over both.

### Store Credits.

These are usually issued to a customer for a return. If you simply return an item to a payment method STORE CREDIT, then this will issue the customer a store credit.

### House Charge Credits.

This would be a similar thing, but you would return the item to their account. This topic takes house charges and billing to a customer's  House Charge account.

## Get the Credit into RetailEdge

When you are setting up initially and want to give customers these “credits” that are coming from another system like Quickbooks POS, then you would use either one of these mechanisms.

1. **Open a new sales session** before doing this (i.e., close all registers).
2. **Create a generic item** (Prior Credit Balance) that you can change the value of when selling it. (set it with a $0 cost and $0 price).
3. **Return the credit item** to the customer for the amount of their credit.

4. **Back date the sale** to the date you want to issue the credit (Press Ctrl-Alt-D on the sales screen)
5. **Use Payment Method ACCOUNT** for House Charge or **STORE CREDIT** if you want to issue the amount to the customer's store credit.

## Close Your Sales Session

When you have finished doing this for all customers who need the credit, close the sales session (Close on the Toolbar).

**Note:** The sales will show up on the day that they were backdated to, but the Closing will show for today. Just remember if you are sending your closings to Quickbooks, to not select this close to send over since these "credits" in theory are going to already be in your accounting system.