Cash Transactions

While you see many customers each week, their transactions fall into two main categories, cash, and store accounts.

Cash customers may pay cash for their purchase, but Checks, Debit Cards, Bankcards, and Alternate Tenders also fall into this category.

In this course, we'll show the procedures for transactions paid with Cash, Checks, Bankcards, and Alternate Tenders.

Topics

- Cash
- Check
- Bankcard
- Alternate Tender

Cash

When you complete a transaction, the customer may pay with cash.

When this happens, enter the amount of cash the customer is paying in the Cash field and press enter.

Eagle assumes that there are always two decimal places in the number you enter, even if you don't type a decimal.

For example, if you type 2 0 0 0, Eagle will read it as twenty dollars, not two thousand.

If the amount is less than the sales amount, the cash drawer will not open and a note will appear at the bottom of the screen, telling you an additional amount is due.

Change the cash amount to match the total due or use a different tender to enter the remaining balance.

If the Cash amount is more than the Total Due, the Change Due screen will appear, and the cash drawer will open so you can give the change to your customer.

Depending on how your system is configured, you may be prompted to print a receipt or invoice.

Check

Let's walk through completing a sale paid by check.

When you reach the Totals Due screen, place your cursor in the Check box and press enter. The total will automatically fill in.

Then, type the check number in the Number field and press Enter.

Depending on how your store is configured, one of the following steps may occur.

If your business uses check readers, insert the check in the MICR reader to be validated.

If your business endorses checks in a Receipt Printer, insert the check into the receipt printer for endorsement.

If your business utilizes the Eagle Bad Check list or some manner of check verification - Enter information about the check on the validation screen.

After you've completed the final step, the transaction will be complete.

Bankcard

You will likely have customers who pay for their items with a Bankcard.

When this happens, the customer will be prompted to insert their card and answer questions on the signature pad based on how you have configured Eagle.

After the card is approved, the customer is prompted to sign the signature pad and tap OK.

On your screen, press OK to save the signature. A receipt or invoice will then print.

If your store does not use signature pads, two copies of the receipt or invoice will print.

Have the customer to sign one copy of the receipt and keep that copy for the store's records.

The customer keeps the other receipt.

If for some reason the bankcard doesn't go through, you can enter it manually.

On the Totals Due screen, select the Bankcard box and press enter to input the charge amount.

Select the correct bankcard type from the list provided and press Ok.

Then, type the customer's bankcard number in the Number field. Then press enter.

Alternate Tender

Sometimes a customer may pay with a tender other than Cash, Check, or Bank Card.

The most common types of alternate tender are coupons, gift certificates, or gift cards.

When this happens, select Alternate Tenders from the Ribbon menu or press F2.

Select the Appropriate Alternate Tender from the list.

For example, if the customer has a Store Coupon, select, STORE COUPON.

Enter the coupon amount and press OK.

The total amount will reduce by the coupon value.

If the total is not completely covered by the alternate tender, enter a different tender to cover the remaining balance and process the transaction as usual.

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