

Maintaining Sales Transactions Transcript

Andrew: Oh no, not again.

Robert: What's wrong Andrew?

Andrew: I keep messing things up when someone comes to check out. First the quantity was wrong, then the customer didn't want the item. Now the customer wants me to suspend the order while they're leaving the store. I don't know how to do any of that.

Robert: Don't worry. I can show you how to do all of that. Just let me know what part you want to start with.

Topics-

- Change Price Point or Quantity
- Void A Line or Transaction
- Insert a Line
- Multiple Selling Units

Change a Price Point or Quantity

There are times you may need to change the quantity or price of an item in Point of Sale. Select Change from the Ribbon menu. Enter the line number that needs to be changed and press OK. The item will appear in the bottom of the screen.

Now you can change the quantity or edit the price box if you have the appropriate authorization. Press Enter to save the changes. The posting line will then update with the changes.

Void a Line or Transaction

At times, a customer may decide they no longer want an item or want to complete a transaction. To void a single line, select Void from the ribbon menu. Enter the line to Void and press OK.

The item description will change to “Item Voided” and the product is removed from the purchase. If you need to void the entire transaction, select Void Transaction from the ribbon menu. Select the reason for the void. The transaction will then be cleared and you can start a new one.

Insert a Line

There are times you may need to insert a line after an item to explain a change in its price. When this happens, select the Menu button from the Ribbon menu. Under Maintain, select Insert a Line.

Then indicate which line the note will appear after. Select Comment from the Ribbon menu. Type your comment and press OK. Now, the comment appears after the line indicated instead of at the end of the list of transactions.

Multiple Selling Units

Products that are bought and sold by different units, may be set up with Multiple Selling Units. Items like wire, are often bought by the roll, but sold by the foot.

Enter the item as you normally would at Point of Sale. A box will appear prompting you to select the appropriate selling Sell by. In this case we’ll select the foot length. Enter the quantity, in feet and press OK or enter. The proper unit and quantity of copper wire has now been added to the sales order.

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Corporate Office

804 Las Cimas Parkway
Austin, TX 78746

USA

Toll Free: +1.888.448.2636

Direct: +1.512.328.2300

Fax: +1.512.278.5590

Latin America and Caribbean

Blvd. Antonio L. Rodriguez #1882 Int. 104

Plaza Central, Col. Santa Maria

Monterrey, Nuevo Leon, CP 64650

Mexico

Phone: +52.81.1551.7100

Fax: +52.81.1551.7117

Europe, Middle East and Africa

No. 1 The Arena

Downshire Way

Bracknell, Berkshire RG12 1PU

United Kingdom

Phone: +44.1344.468468

Fax: +44.1344.468010

Asia

238A Thomson Road #23-06

Novena Square Tower A

Singapore 307684

Singapore

Phone: +65.6333.8121

Fax: +65.6333.8131

Australia and New Zealand

Suite 2 Level 8,

100 Pacific Highway

North Sydney, NSW 2060

Australia

Phone: +61.2.9927.6200

Fax: +61.2.9927.6298