

## Maintaining Sales Transactions Transcript

Customers sometimes change their minds about their purchase when they reach the register.

They may want to add or remove items, void an item or an entire transaction, or buy an item that the system shows with multiple selling units.

In this course, we show how to change price or quantity, void a line or transaction, insert a line, and sell items with multiple selling units.

### 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 to change and press OK.

The item appears at the bottom of the screen.

Change the quantity or edit the price if you have authorization.

Press Enter to save the changes.

The posting line updates 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 changes to Item Voided and the system removes the product from the transaction.

If you need to void the entire transaction, select Void Transaction from the ribbon menu and choose the reason for the void.

The system clears the transaction, 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 choose the line after which you want the note to appear.

Select Comment from the Ribbon menu.

Type your comment and press OK.

Now, the comment appears after the line selected instead of at the end of the list.

## Multiple Selling Units

Products bought and sold by different units, may be set up with Multiple Selling Units.

For example, wire bought by the roll may be sold by the roll or foot.

Enter the item as you normally would at Point of Sale.

The system prompts to select a Sell by.

In this case, we select the foot length.

Enter the quantity in feet and select OK or press Enter.

The system adds the proper unit and quantity of wire to the sales order.

As you can see, there are multiple and easy ways to manipulate transactions at point-of-sale.

In this course, we showed how to change price or quantity, void a line or transaction, insert a line, and sell items with multiple selling units.

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and are trademarks of Epicor Software Corporation, registered in the United States and other countries. All other marks are owned by their respective owners. Copyright © 2016 Epicor Software Corporation. All rights reserved.

---

## About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit [www.epicor.com](http://www.epicor.com).



### 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