Sales

The Sales screen is the initial entry point for all activity. From here you can access any area of the system by using the functions on the Main Menu on the right of the screen.

See Also the "Quick Reference Guide"

The Sales Screen - Overview

The Point Of Sale (POS) screen is the initial entry point after log in. All other areas are accessed via the Control Menus on the right hand side of the screen.

Key information is shown on display bars and within information fields around the POS screen, including transaction type, product details, customer information and operator prompts.

During a transaction, various Control Menus become available. If a function or action is visible, then that option is available for use.

Throughout various parts of a transaction, the menu options change as your requirements change, e.g. before entering your Operator ID, the Control Menu shows F1 Help only, at this point no other options are available. Once an Operator ID is entered, the Control Menu changes and the Main Menu becomes available.

If an item is now entered for sale, the Control Menu again changes to display the Sales Menu. The Sales Menu displays all options available once a sale has been initiated.

To access the Sales Screen:

    1. Open and login to WinSTORE using your User Name and Password (Initial default POS, POS)
    2. Enter your Operator ID into the Input Field.
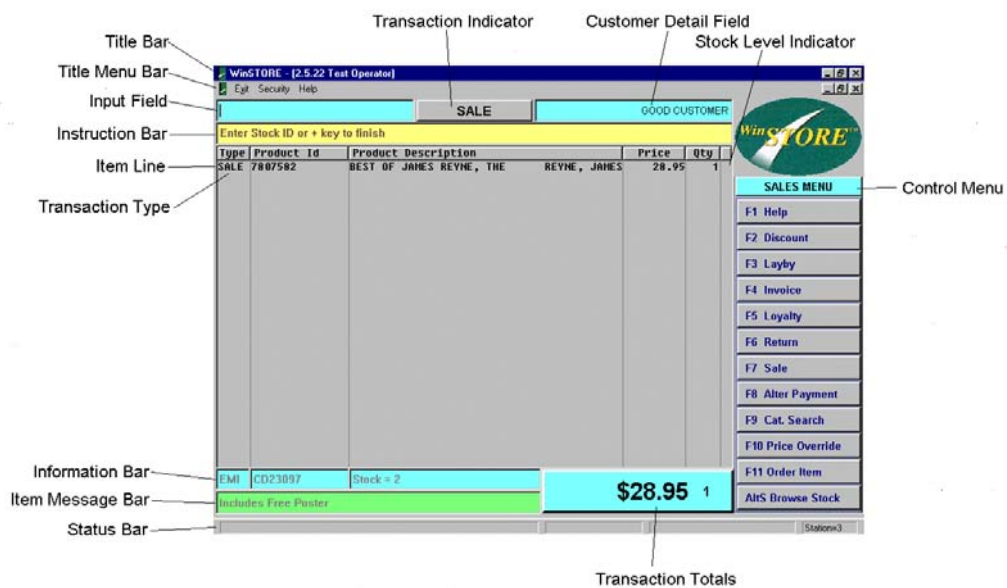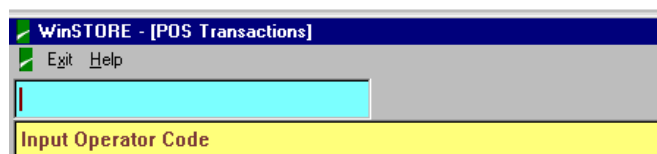
Title Bar
Displays the WinSTORE version number and the name of the current operator.

Title Menu
Exit - Select (or press Alt X) to close WinSTORE.
Security - Refer to the Security section of this manual for details.
Help - Select for further WinSTORE version details.

Input Field
The default cursor position, using the arrow up/ down keys will alternate the cursor between this input field and the item quantity field. To make alterations to any item already input you must first arrow up or down to the correct line. To input a new item the cursor must be in this input field.

Instruction Bar
Displays basic operator prompts.

Item Line
Product details

Transaction Type
Item transaction type, e.g. SALE - Sale, RETN - Customer Return, SOH+ - Stock on Hand Increase, etc.

Transaction Indicator
Displays the current transaction type. This will initially default to SALE and will change according to which function is accessed from the Control Menus.

Customer Detail Field
Displays any customer detail if a customer has been selected.

Stock Level Indicator
A green asterix = last one in stock, a red asterix = none in stock.

Control Menu
Displays available actions or functions. Control menus will change as different functions are selected.

Information Bar
Displays further product information

Item Message Bar
Displays any message attached to stock items.

Status Bar
Displays system information such as Station Number etc., and the change given on the last completed sale (if any).

Transaction Totals
Progressive dollar value and number of items. Depending on the type of transaction, the dollar value may be at cost or retail.

Operator ID

Operator ID's identify each operator, and record their initials against any transaction or any type of maintenance that they perform. Through the use of Operator IDs, access to functions may be restricted to allow only those with the required security level to perform those functions.

Following the input of the Operator ID, the operator name is displayed in the Title Bar and remains until the transaction is finalised. An operator ID must be input to start any transaction.

() Refer to the Administration - POS Menu manual for enabling and setting up Operator IDs and Staff Levels.

Operator   1.   Enter a valid Operator ID. You are not required to press the enter key following input of the ID.

☛   The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

The Main Menu

The Main Menu is the entry point to other areas or functions.

F1 Help - On line help facility.

F5 No Sale - Open the cash drawer without a sales transaction.

F6 Return - Refunds and Exchanges

F9 Cat. Search - Search the entire catalogue.

F10 Customers - Browse all customers.

F11 Order Item - Place order for item not in catalogue or stock.

Alt S Stock - To Stock menu.

Alt C Catalogue - To Catalogue Menu.

Alt O Orders - To Orders Menu.

Alt R Reports - To Reports Menu.

Alt A Admin - To Admin Menu.

Alt T Trading - To Trading Menu.

F5 No Sale

To open the cash drawer without processing a sale select F5 No Sale from the Main Menu. This action is recorded in the transaction log along with the initials of the operator.

() Refer to the Administration - POS Menu manual for enabling and setting up Operator IDs and Staff Levels.
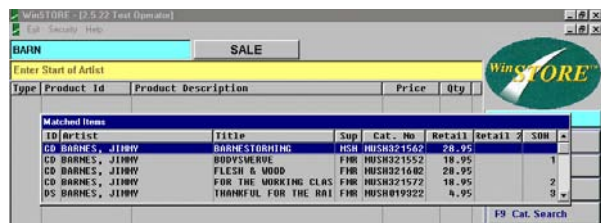
Item Input Method

Stock Items

There are 9 different methods for inputting stock items, any one of these can be used on an item by item basis within any transaction without changing the default input method (refer Admin-Station Settings-Details 1).

Alt 1	**Input by barcode**
Alt 2	**Input by system generated stock ID**
Alt 3	**Input by catalogue number**
Alt 4 (once)	**Search on start of title,**
Alt 4 (twice)	**Search on any part of title**
Alt 5 (once)	**Search on start of artist,**
Alt 5 (twice)	**Search on any part of artist**
Alt 6 (once)	**Search on start of second artist,**
Alt 6 (twice)	**Search on any part of 2nd artist**

Use the Alt keys 1 to 6 to change the input method for the next item input only - the input method reverts to the default input method after the input of an item.

The Alt 4,5 & 6 options search through stock only, not the entire catalogue. This makes it a handy function for quick searching to see if an item is in stock.

To permanently alter the input method, select Trading (Alt T) from the Main Menu, then F7 for Input Style from the Trading Menu. Select the required input method, either Barcode, Stock ID or Catalogue Number.

Non-Stock Items

Items may be sold that are not stocked within the system. The Non-Stock function allows the capture of product details at the point of sale and ensure the End Of Day banking is correct.
To bring up the non-stock entry window, press the minus key (-) or type NS and press enter. All fields within this window must be completed.

Gift Vouchers

To bring up the Gift Voucher input window type GV and press enter. To redeem a Gift Voucher, simply select the tender type of Gift Voucher, then enter the voucher number into the prompt box.

( ) Refer to the Administration - System Defaults manual for setting up Gift Voucher controls.

Line Item Alterations

At any point whilst inputting items, you may alter the quantity of an item or remove a line entirely.

    1.   Use the up or down arrow to move the cursor to the line that you wish to alter.

☛   The item line will change to a highlight bar with the quantity field open.

    2.   To change the quantity, enter the correct quantity and press enter. To remove the line, press the delete key or change the quantity to 0.

Transaction Cancellation

While inputting items, you may choose to cancel the entire transaction by pressing the **Esc** (escape) key, a cancellation confirmation is displayed. Select Yes to cancel the entire transaction.

📖   After confirming Yes to cancel transaction, all input is deleted. This action cannot be undone

The Sales Menu

After the first item is input the Control Menu changes to the Sales Menu.

F1 Help - On Line Help

F2 Discount - Apply discount to items

F3 Layby - Place items on layby

F4 Invoice - Place items on invoice (customer account)

F5 Loyalty - Place items on Loyalty Club.

F6 Return - Return the next item for refund or exchange.

F7 Sale - Revert to Sale after refund or exchange.

F8 Alter Payment - Change the payment amount if transaction is an account payment.

F9 Cat. Search - Search the entire catalogue

F10 Price Override - Change the item price.

F11 Order Item - Place order for item not in catalogue or stock.

Alt S Stock - Search Stock only.

Once an item is input for sale, the type of sale is then determined. Depending on the type of sale that is being performed, different options follow. All the types of sales are listed within the Sales menu. If the item is to be placed on layby, select F3 for Layby, if the sale needs to be discounted, select F2 to discount and so on.

Price Alterations

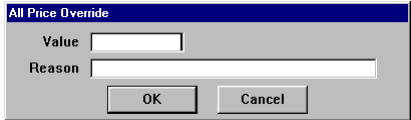There are two distinct methods of changing the price of an item during the transaction, Price Override and Discount.

Price Override (F10)

Changing a price using F10 allows you to alter the price, up or down, without any indication on the customer receipt that the price has been altered. This price override will only effect the current item within the transaction - it will not permanently alter the retail price of the item. To permanently alter a retail price, it is necessary to edit the stock item from Browse Stock in the Stock Menu. This F10 price override may also be used for non-sales transactions to alter a cost price, e.g. Transferring stock between stores, returning stock to suppliers and during quick receiving of stock, refer to the Stock section for further information.

Steps:

1. Use the up or down arrow to highlight the item. (If there is only one item line in the transaction this step is not necessary.)
☛ If there is more than one line item and none are highlighted prior to selecting price override, every item in the transaction will be changed to the new price.
2. **Press F10** (Price Override) to open the price override input window.
☛ If the operator does not have access to price override, the access denied or supervisor authorisation message is displayed.
3. Enter the new selling price of the item and a reason for the alteration (optional, refer Admin-System Settings-Details 1).
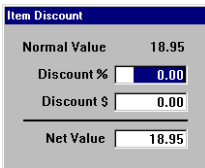
Discounts (F2)

Using the F2 Discount function allows you to lower the price only. The discount amount is also shown on the customer receipt. This function is available only during Sales transactions. (For information on staff discounting, refer to Security-Staff Sales).
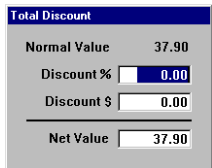
Steps:

1. Use the up or down arrow to highlight the item. (If there is only one item line in the transaction this step is not necessary.)
☛ If there is more than one line item and none are highlighted prior to selecting F2 Discount, every item in the transaction will be discounted.
2. **Press F2** (Discount) to open the discount selection window.
☛ If the operator does not have access to discounts, the access denied or supervisor authorisation message is displayed.
3. Enter the discount to be applied by either a percentage or a dollar amount.

Sales Transactions

Fully Paid Sales - Cash, Cheque, Credit Card, EFTPOS etc.

All fully paid sales transactions, (non-account sales, i.e. laybys, customer orders and invoices), are performed in much the same manner.

() Refer to the Administration manuals section for information about the set up of Operator ID's, Tender Types and settings controlling docket printing.

Steps:

1. Input a valid Operator ID.
   - ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Input the item(s) using any of the described input methods.
   - ☛ The Main Menu will change to the Sales Menu.

3. Select a function (if any) from the Sales Menu to apply discount or price change.

4. Subtotal (press the + key on the numeric pad) to bring up the tender window.

5. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
   - ☛ If there are multiple tenders, select each in order, the tender window will remain until the total is reached or a cash tendered amount is entered that is greater than the owing balance.

6. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.
   - ☛ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Account Sales - Laybys, Invoices.

Account Sales are only slightly different to fully paid sales in so much as the customer must be selected (or created) after the input of the items.

( ) Refer to the Administration manuals section for information about the set up of Operator ID's, Tender Types and settings controlling docket printing.

( ) Refer to the Operation - Customer Accounts manual for creation and control of customer details.

Steps:

1. Input a valid Operator ID.
   ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Input the item(s) using any of the described input methods.
   ☛ The Main Menu will change to the Sales Menu.

3. Apply any discounts or price changes required.

4. Select either F3 to Layby or F4 to Invoice from the Sales Menu.
   ☛ This calls the Customer Browse screen.

5. Select or Add the customer.
   ☛ This brings you back to the sales screen with the customer name in the Customer Detail Field and brings up the deposit window.

6. Input the required deposit amount, (if any) and press enter.
   ☛ This changes the Transaction Totals to the deposit amount.

7. Subtotal (press the + key on the numeric pad) to bring up the tender window.
   ☛ This will automatically place the balance left in the first line with either Layby or Invoice as the tender.

8. Select the tender type for the deposit by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.

9. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.
   ☛ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Loyalty Club Sales

Loyalty Club sales are performed in much the same manner as fully paid sales, with the addition of selecting the customer after inputting the items. Account sales will automatically be included on the loyalty club if the selected customer is a loyalty member.

( ) Refer to the Operation - Loyalty manual for set up and control of the Loyalty Club.

( ) Refer to the Operation - Customer Accounts manual for creation and control of customer details.

Steps:

1. Input a valid Operator ID.
   ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Input the item(s) using any of the described input methods.
   ☛ The Main Menu will change to the Sales Menu.

3. Apply any discounts or price changes required.

4. Select F5 for Loyalty from the Sales Menu.
   ☛ This calls the Customer Browse screen.

5. Select or Add the customer.
   ☛ This brings you back to the sales screen with the customer name in the Customer Detail Field.

6. Subtotal (press the + key on the numeric pad) to bring up the tender window.

7. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.

8. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.
   ☛ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Depending on options selected in Admin-Station Settings-Details2, a confirmation window may open showing the loyalty status for that customer and the points added for the current transaction.

📖 Loyalty Redemption

Redemption is virtually automatic. Once a customer has accrued the points or quantity required, at the next sale for that customer a prompt will open to inform the operator that redemption is available. A Yes /No option allows the redemption to be applied or continue accrual until the next purchase.

Refunds and Exchanges

⟨⟩　Refer to the Administration manuals section for information about the set up and control of Refunds, Exchanges, Credit Vouchers and Credit Notes.

Refunds

Refunds are performed on fully paid or completed account sales only. If the original sale was an account sale or a customer order and it has not yet been completed, the correct procedure is to cancel the transaction, this will then prompt to refund any payments or deposits.

⟨⟩ Refer to Cancelling/ Refunding Account Sales later in this section for information regarding refunding payments on laybys, invoices and orders.

A refund is performed in the same manner as a fully paid sale, with the exception of selecting F6 Return from the Main Menu prior to inputting the item(s). You may also select the customer if required, to capture the detail within that customers history.

Steps:

1. Input a valid Operator ID.
   - ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.
   - ☞ At this point you may select F10 and select the customer if required. Depending on settings in Admin-System Settings, this may be automatically prompted.

2. Select F6 Return from the Main Menu
   - ☞ You are prompted to select the credit method

3. Select Refund.
   - ☞ The Transaction Indicator will change to REFUND.

4. Input the item(s) using any of the described input methods.
   - ☞ The Main Menu will change to the Sales Menu.

5. Select a function (if any) from the Sales Menu to apply discount or price change.

6. Subtotal (press the + key on the numeric pad) to bring up the tender window.

7. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
   - ☞ If there are multiple tenders, select each in order. The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar

📖　A refund on a loyalty club sale is performed in this same manner with the addition of pressing F5 and selecting the customer after inputting the item(s) and before subtotalling. There may be an extra prompt asking to retain the amount owing to the customer on to their account.

Exchanges

Exchanges are performed on fully paid or completed account sales only. If the original sale was an account sale or a customer order and it is not yet completed, the correct procedure is to cancel the original transaction and create a new transaction, this will then prompt to transfer or refund any payments or deposits.

()   Refer to Cancelling/ Refunding Account Sales later in this section for information regarding refunding on laybys, invoices and orders.

The exchange procedure is the same regardless of the price difference between the returned product(s) and the exchanged product(s), the difference will be calculated after subtotalling and prompt to either tender or refund.

Steps:

1. Input a valid Operator ID.
    - ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F6 Return from the Main Menu
    - ☛ You are prompted to select the credit method

3. Select Exchange.
    - ☛ The Transaction Indicator will change to EXCHANGE.

4. Input the item(s) being returned using any of the described input methods.
    - ☛ The Main Menu will change to the Sales Menu.

5. Select a function (if any) from the Sales Menu to apply discount or price change.

6. Select F7 Sale from the Sales Menu
    - ☛ The Transaction Indicator will change from red to black.

7. Input the item(s) being taken using any of the described input methods.

8. Subtotal (press the + key on the numeric pad) to bring up the tender window.

9. Select the tender type (for refund or tender) by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
    - ☛ If there are multiple tenders, select each in order. The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

📖   You can also perform an exchange by entering the product being taken first, then pressing F6 before inputting the product being returned. Doing it this way round, negates the need to press F7 in step 6.

Credit Notes

() Refer to the Administration - System Defaults manual for set up and control of Credit Notes and Credit Vouchers.

The Credit Note option assumes that you have pre-printed credit note stationary (similar to gift vouchers), that you will manually fill out and hand to your customer. You may also use the printed docket as the actual credit note. This credit note may then be presented as payment for a later purchase, once again similar to gift vouchers.

Steps:

1. Input a valid Operator ID.
   ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F6 Return from the Main Menu
   ☞ You are prompted to select the credit method

3. Select Credit Note.
   ☞ The Transaction Indicator will change to CR. NOTE.

4. Input the item(s) using any of the described input methods.
   ☞ The Main Menu will change to the Sales Menu.

5. Select a function (if any) from the Sales Menu to apply discount or price change.

6. Subtotal (press the + key on the numeric pad) to finalise the transaction.
   ☞ A Credit Note item line will be inserted and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID.

Credit Vouchers

The credit voucher option is an alternative to credit notes. In this case it assumes that you will issue a gift voucher as the credit.

Steps:

1. Input a valid Operator ID.
   ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F6 Return from the Main Menu
   ☞ You are prompted to select the credit method

3. Select Voucher.
   ☞ The Transaction Indicator will change to VOUCHER.

4. Input the item(s) using any of the described input methods.
   ☞ The Main Menu will change to the Sales Menu.

5. Select a function (if any) from the Sales Menu to apply discount or price change.

6. Subtotal (press the + key on the numeric pad) to finalise the transaction.
   ☞ You are prompted to input the gift voucher details, complete as prompted. The screen will then revert back to Step 1 waiting on the next Operator ID.
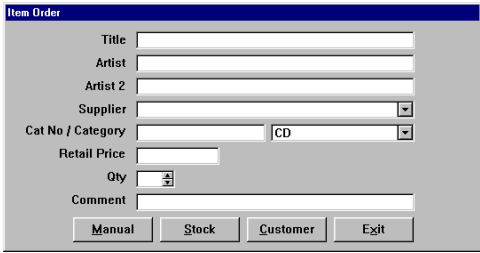
Customer Orders

The creation of all customer orders follow the same basic steps...

1. finding or inputting the product
2. finding or inputting the customer details
3. inputting the deposit amount
4. finalising the order

The main difference being in finding the product. You may search the entire catalogue (F9 from the Main Menu or the Sales Menu), or search just your stock (F2 from the Stock Menu), or you might just type in the product details from an external source, e.g. Platterlog, (F11 from the Main Menu or the Sales Menu). Whichever way, finding the product is always the first step, and this step ends with the Order Item window completed with all known product detail.

> ( ) Refer to the Administration - System Defaults manual for information
> on the options and controls for deposits on orders.

The Order Item window requires that all fields be completed with meaningful detail. The supplier, catalogue number, category and quantity fields are mandatory and must have a valid entry. If you do not know the catalogue number, use something reasonably unique to this product, e.g. The artist name, do not input question marks etc.

If you have used either of the search facilities to arrive at this point, you can alter any detail if required, e.g. If you know the price is incorrect you might change it to 0.00 or if you know the product is available from a different supplier, change the supplier here.

If you have used either of the search facilities, and still cannot find the product, select Alt O on any product to bring up the window then select Alt M for Manual which will clear all fields awaiting manual input.

You can also enter a comment regarding this product, the comment will then flow through and appear on the docket that is printed when the product is received.

Steps:

1.   Input a valid Operator ID.
     ☞   The transaction indicator will display SALE and the
          Control Menu will change to the Main Menu.

2.   Find the item using either search facility then select Alt O to
     Order, or select F11 from the Main Menu and input the product
     details.
     ☞   The supplier, catalogue number, category and quantity
          field must be completed. If you do not know the catalogue
     number you must use something reasonably unique to
     this product, e.g. The artist name. Do Not input question
     marks etc.

3.   Select Alt C Customer.
     ☞   This calls the Customer Browse screen.

4.   Select or Add the customer.
     ☞   This calls the order confirmation window
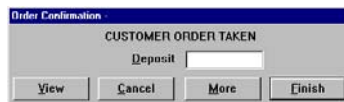
5.   You now have several options, input the required deposit
     amount, (if any) and press enter or select More to order another
     product for this customer. If multiple product have already been
     ordered within this transaction, select view to list.
     ☞   When Finish is selected this brings you back to the sales
          screen with the customer name in the Customer Detail
          Field.

6.   Subtotal (press the + key on the numeric pad) to bring up the
     tender window.

7.   Select the tender type by typing the first letter, e.g. E for
     EFTPOS or C for Credit card, or use the arrow down key to
     select from the list.
     ☞   If there are multiple tenders, select each in order, the
          tender window will remain until the total is reached or a
          cash tendered amount is entered.

8.   Enter the amount tendered if Cash, or enter on the existing
     amount if the amount is correct.
     ☞   The change window is displayed for 3 seconds, the cash
          drawer will open and the receipt will print. The screen will
          then revert back to Step 1 waiting on the next Operator
          ID. The change given will remain in the Status Bar.

Account Payments

All account payments are performed in a similar manner although you will need to indicate which type of account , i.e. customer order (OR), layby (LB) or invoice (IN). Payments across different account types for the same customer can be made within one transaction.

Items placed on customer accounts are maintained separately with individual balances, even though several items may have been placed on the account at the same time. e.g. If three items, each for $28.95 were placed on layby at the same time with a $15.00 deposit, the deposit will have been split evenly leaving a balance of $23.95 on each item. This allows payment and/ or collection of any or all of the items. When making following payments on accounts you can similarly pay amounts item by item or allow the system to divide one payment amount across several items.

Payments are normally made against specific items on an account, if a payment is required to be made against an account and there are no specific items to place the payment against, this is referred to as a Pre-Payment. Pre-Payments are also required if an item on an account is cancelled and any payments made against that item are to be held as a credit on the account rather than being refunded. Any pre-payments held on an account may then optionally be applied to any items that are later placed on the account.

Steps for a Pre-Payment:

1. Input a valid Operator ID.
   - ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Type PP and press enter.
   - ☛ This calls the customer listing.

3. Find and select the customer.
   - ☛ This brings you back to the sales screen with the customer name in the Customer Detail Field and brings up a payment window.

4. Input the payment amount and press enter.
   - ☛ This will insert an item line for the pre-payment.

5. Subtotal (press the + key on the numeric pad) to bring up the tender window.

6. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
   - ☛ If there are multiple tenders, select each in order, the tender window will remain until the total is reached or a cash tendered amount is entered.

7. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.
   - ☛ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Steps for all other account payments:

1. Input a valid Operator ID.
    - ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F10 Customers from the Main Menu, to call the customer listing.

3. Find and select the customer.
    - ☛ This brings you back to the sales screen with the customer name in the Customer Detail Field.

4. Depending on the type of account enter IN for invoices, LB for laybys or OR for Orders then press enter.
    - ☛ This will list all uncompleted invoices, laybys or orders for this customer.

5. Find the item that you wish to make the payment against and press enter on it. At this point several things may happen depending upon options set in Station Settings and if the item is part of a multiple transaction.
    - ☛ If the item is part of a multiple transaction you will be prompted to select all lines or not. If the item is a single entry the payment window may open. You may input individual payments against each selected line or you can just enter on the balance for each line until you have selected all lines that you wish to make payment against.

6. Once all lines have been selected, the balance column of each line will be highlighted in yellow, press Alt S to select these.
    - ☛ This brings you back to the sales screen with each of the payments on the item lines.

7. Select F8 Change Payment if you wish to place one amount divided across all lines or alternately go back to step 4 to select items of other account types, or move to the next step.

8. Subtotal (press the + key on the numeric pad) to bring up the tender window.
    - ☛ If there are any pre-payments on this account you will be prompted to use them or not.

9. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
    - ☛ If there are multiple tenders, select each in order, the tender window will remain until the total is reached or a cash tendered amount is entered.

10. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.
    - ☛ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. If this was a final payment on an order or a layby, you may be prompted to mark the item(s) as taken. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Cancelling/ Refunding Account Sales

Cancelling an Account Sale

An account sale, i.e. Layby, Invoice or Customer Order may be cancelled only while it is still current (not completed). Once an order is paid and collected, or a layby is paid out and taken, or an invoice is paid out, to refund or exchange an item follow the procedure for a return of a fully paid sale.

Steps:

1. Input a valid Operator ID.
   - ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F10 Customers from the Main Menu, to call the customer listing.

3. Find and select the customer.
   - ☛ This brings you back to the sales screen with the customer name in the Customer Detail Field.

4. Depending on the type of account enter IN for invoices, LB for laybys or OR for Orders then press enter.
   - ☛ This will list all uncompleted invoices, laybys or orders for this customer.

5. Find the item that you wish to cancel and select Alt E to Edit.
   - ☛ Depending on the type of account and whether any payments have been made, you will be presented with a number of options. These options will differ depending on the actual status of the item selected.

☛ Cancel with no refund: Any money paid will be automatically left as Pre-Payments on that customer account.

☛ Cancel and prompt for refunds: Each payment made will be prompted for refund or not, e.g. If you wish to retain a fee on a cancelled layby but refund any other subsequent payments.

☛ Cancel with full refund: Precisely that, will refund all money paid against that item.

☛ Mark Received/ Back Ordered/ Ordered/ Supplier Deleted: Options to manually override customer orders where you may have manually ordered (not ordered through WinSTORE). On selecting any of these options you may also be prompted to remove the item from Place Orders or to convert the incoming order to a stock item.

Refunding or Transferring Account Payments.

An account payment may be refunded or transferred to another item without cancelling the actual item transaction, e.g. You may have taken a deposit on an order and the customer would like to transfer that deposit, or part of it, to another order or perhaps a layby, without cancelling the original order.

Steps:

1. Input a valid Operator ID.
    - ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F10 Customers from the Main Menu, to call the customer listing.

3. Find and select the customer.
    - ☞ This brings you back to the sales screen with the customer name in the Customer Detail Field.

4. Depending on the type of account enter IN for invoices, LB for laybys or OR for Orders then press enter.
    - ☞ This will list all uncompleted invoices, laybys or orders for this customer.

5. Find the item that you wish to refund or transfer the payment from and press enter on it.
    - ☞ If the item is part of a multiple transaction you will be prompted to select all lines or not, select no.

6. Enter the amount you wish to refund or transfer, preceded with a minus sign (-) and press enter.

7. The balance column will be highlighted in yellow, press Alt S to select.
    - ☞ This brings you back to the sales screen with the negative payment on the item line.

8. If you are refunding move to the next step, if you are transferring then enter OR, IN or LB and locate the item you wish to place this payment against, press enter on the item and input the payment amount then Alt S to select.

9. Subtotal (press the + key on the numeric pad).
    - ☞ This will complete the transaction if transferring the payment as the two amounts will balance each other out.

10. If refunding, select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.

11. Enter on the refund amount.
    - ☞ The change window is displayed for 3 seconds, the cash drawer will open and the receipt will print. The screen will then revert back to Step 1 waiting on the next Operator ID. The change given will remain in the Status Bar.

Insurance Sales

There are several ways of handling Insurance sales, the recommended procedure is to issue an Insurance Voucher to the customer and then use this voucher as payment against the goods as they are collected.

The first step is to Invoice the Insurance Voucher to the Insurance Company.

Steps:

1. Input a valid Operator ID.
   - ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Type IV.
   - ☞ This will call the Customer listing.

3. Select or Add the Insurance Company, (not the customer).
   - ☞ This brings you back to the sales screen with the Insurance Company's name in the Customer Detail Field and brings up the Voucher window.

4. Input the Voucher number and the full amount of the claim, (not the discounted amount that you will charge the Insurance Company), then enter on OK.

5. Select F2 Discount from the Sales Menu and input the discount percentage then enter.

6. Select F4 Invoice from the Sales Menu.
   - ☞ This calls the deposit window.

7. Input the deposit or payment amount, (normally none) and press enter.
   - ☞ This changes the Transaction Totals to the deposit amount.

8. Subtotal (press the + key on the numeric pad) to bring up the tender window.
   - ☞ This will automatically place the balance left in the first line with Invoice as the tender and default to Cash 0.00 on the second line.

9. Enter twice to complete the transaction.
   - ☞ The Invoice will be printed charging the Insurance Company at the discounted price.

The second step is to sell the item to the customer using the Insurance Voucher as payment. This may happen over time, the full value of the voucher does not need to be spent in one transaction.

Steps:

1. Input a valid Operator ID.
   - ☞ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Input the item(s) using any of the described input methods.
   - ☞ The Main Menu will change to the Sales Menu.

3. Subtotal (press the + key on the numeric pad) to bring up the tender window.

4. Select the tender type of Voucher.
   ☛ This will prompt for the voucher number, input the number and press enter. This will confirm validity of the voucher, press enter again to accept. The balance of the voucher will be displayed on screen. Note this manually on the actual voucher and press enter to continue.

5. The customer docket will print showing the items at full retail with no reference to GST. Press enter to print the store docket showing the items with the discount applied and the tax content.

The third and final step is to pay off the original Invoice when the payment is received from the Insurance Company.

Steps:

1. Input a valid Operator ID.
   ☛ The transaction indicator will display SALE and the Control Menu will change to the Main Menu.

2. Select F10 Customers from the Main Menu, to call the customer listing.

3. Find and select the Insurance Company.
   ☛ This brings you back to the sales screen with the Insurance Company name in the Customer Detail Field.

4. Type IN then press enter.
   ☛ This will list all uncompleted invoices for this Insurance Company.

5. Find the Voucher Sale that you wish to make the payment against and press enter on it.
   ☛ The payment window will open, defaulting to the balance owed. Press enter to continue. This brings you back to the sales screen

6. Subtotal (press the + key on the numeric pad) to bring up the tender window.

7. Select the tender type by typing the first letter, e.g. E for EFTPOS or C for Credit card, or use the arrow down key to select from the list.
   ☛ If there are multiple tenders, select each in order, the tender window will remain until the total is reached or a cash tendered amount is entered.

8. Enter the amount tendered if Cash, or enter on the existing amount if the amount is correct.