



## Quick Reference Guide

**re:sense >>**

# Sales

## Complete a Sale

1. Input Operator ID
2. Input Items
  - Alt 1 - Barcode
  - Alt 2 - ID Code
  - Alt 3 - Cat. No.
  - Alt 4 - Title
  - Alt 5 - Artist
3. +
4. Select Tender Type
  - E - EFTPOS
  - V - Visa
  - M - Mastercard etc.
5. Enter
6. Input Amount Tendered
7. Enter

## Complete a 'Non-stock' Sale

1. Input Operator ID
2. -
3. Input all information
4. +
5. Select Tender Type
6. Enter
7. Input Amount Tendered
8. Enter

## Apply a Discount

1. Input Operator ID
2. Input Items
3. F2
4. Input discount amount
5. +
6. Select Tender Type
7. Enter
8. Input Amount Tendered
9. Enter

## Refund

1. Input Operator ID
2. F6 (Credit)
3. If an Authorization Warning box opens, a supervisor code must be input to continue
4. Select Refund
5. Input Items
6. +
7. Select Tender Type
8. Enter
9. Enter

**Exchange an Item**

1. Input Operator ID
2. F6 (Credit)
3. If an Authorization Warning box opens, a supervisor code must be input to continue
4. Select Exchange, Enter
5. Input items being returned, Enter
6. If requested, select Yes / No with arrow keys, Enter
7. F7 (Sale)
8. Input items being sold, Enter
9. +
10. Select Tender Type, Enter
11. Enter amount tendered, Enter

**Make a Pre-Payment**

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. PP (Pre-Payment)
6. Input payment amount
7. +
8. Select Tender type
9. Enter
10. Input amount tendered
11. Enter

**Refund a Pre-Payment**

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. F6
6. PP (Pre-Payment)
7. Input refund amount
8. +
9. Select tender type
10. Enter
11. Enter

# Laybys

## Create a Layby

1. Input Operator ID
2. Input Items
3. F3 (Layby)
4. Find or Add Customer
5. Alt S to select customer
6. Input or confirm deposit amount
7. +
8. Select Tender Type
9. Enter
10. Input Amount Tendered
11. Enter

## Make a Layby Payment

1. Input Operator ID
2. F10 (Customer)
3. Find Customer
4. Alt S (Select)
5. LB (Layby)
6. Enter
7. Find layby
8. Enter
9. Input payment amount
10. Alt S (Select)
11. +
12. Select Tender Type
13. Enter
14. Input Amount Tendered
15. Enter

## Make One Payment over Multiple Laybys.

1. Input Operator ID
2. F10 (Customer)
3. Find Customer
4. Alt S (Select)
5. LB (Layby)
6. Enter
7. Find first layby, Enter
8. Accept full payment amount, Enter
9. Find next layby, Enter
10. Accept full payment
11. Continue for all laybys required
12. Alt S (Select), Enter
13. F8 (Alter Payment)
14. Input total amount of layby payment, Enter
15. +
16. Input amount tendered, Enter

**Cancel a Layby**

1. Input Operator ID
2. F10 (Customer)
3. Find Customer
4. Alt S (Select)
5. LB (Layby)
6. Enter
7. Find layby
8. Alt E (Edit)
9. Select from available options

**Add a New Customer**

1. From the Select Customer screen
2. Alt A (Add) to add customer
3. Input customer detail
4. Select if paying deposit y/n
5. OK

**Catalogue Enquiries**

1. Input Operator ID
2. F9
3. For an **Artist Search**, enter artist name
4. Alt F (Format), to show complete listing under that artist name
5. For a **Title Search**, Alt T to go to the Title tab
6. Enter title
7. Alt D (Details) to show complete details of that title
8. For a **Track Search**, Alt S
9. Enter track name or part thereof
10. Select search type (F4 for tracks) from available options

# Invoices

## Create an Invoice

1. Input Operator ID
2. Input Items
3. F4 (Invoice)
4. Find or Add Customer
5. Alt S to select customer
6. Input or confirm deposit amount
7. +
8. Select Tender Type
9. Enter
10. Input Amount Tendered
11. Enter

## Cancel an Invoice

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. IN (Invoice)
6. Enter
7. Find invoice
8. Alt E (Edit)
9. Select from available options

## Catalogue Enquiries

1. Input Operator ID
2. F9
3. For an **Artist Search**, enter artist name
4. Alt F (Format), to show complete listing under that artist name
5. For a **Title Search**, Alt T to go to the Title tab
6. Enter title
7. Alt D (Details) to show complete details of that title
8. For a **Track Search**, Alt S
9. Enter track name or part thereof
10. Select search type (F4 for tracks) from available options

# Orders

## Create a Customer Order

1. Find item using catalogue search
2. Alt O (Order)
3. Check details
4. Alt C (Customer)
5. Find or Add customer
6. Alt S (Select) customer
7. Input or confirm deposit amount
8. +
9. Select Tender Type
10. Enter
11. Input Amount Tendered , Enter

## Cancel a Customer Order

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. OR (Order)
6. Enter
7. Find order
8. Alt E (Edit)
9. Select from available options

## Collect a Customer Order

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. OR (Order)
6. Enter
7. Find order
8. Enter
9. Input or confirm payment amount
10. Alt S (Select)
11. +
12. Select Tender Type
13. Enter
14. Input Amount Tendered, Enter

## Place a Manual (non-catalogue) Order

1. Input Operator ID
2. If initial action Alt O, F4 (Order Item), if not, F11
3. Input details
4. N.B. Supplier, Catalogue Number and Category are mandatory.
5. Alt S to order for stock or Alt C to order for Customer

**Transfer a Customer Order to Layby**

1. Input Operator ID
2. F10 (Customers)
3. Find Customer
4. Alt S (Select)
5. OR (Order)
6. Find item
7. Enter
8. Enter (on full balance)
9. Alt S (Select)
10. F3 (Layby)
11. Select yes to transfer payments (if any)
12. Input deposit, including amount previously paid (if any)
13. Enter
14. +
15. Select Yes to use Pre-Payments
16. Select tender type
17. Enter
18. Input amount tendered
19. Enter

**Add a New Customer**

1. From the Select Customer screen
2. Alt A to add
3. Input customer detail
4. Select if paying deposit y/n
5. OK

**Catalogue Enquiries**

1. Input Operator ID
2. F9
3. For an **Artist Search**, enter artist name
4. Alt F (Format), to show complete listing under that artist name
5. For a **Title Search**, Alt T to go to the Title tab
6. Enter title
7. Alt D (Details) to show complete details of that title
8. For a **Track Search**, Alt S
9. Enter track name or part thereof
10. Select search type (F4 for tracks) from available options



## Gift Vouchers

### Sell a Gift Voucher

1. Input Operator ID
2. GV (Gift Voucher)
3. Input details
4. +
5. Select Tender Type
6. Enter
7. Input Amount Tendered
8. Enter

### Redeem a Gift Voucher

1. Input Operator ID
2. Input Items
3. +
4. Select Gift Voucher
5. Enter
6. Input voucher number
7. Enter
8. Choose from options (give change etc.)

### Cancel a Gift Voucher

1. Input Operator ID
2. Alt T (Trading)
3. F4 (Vouchers)
4. Find voucher
5. Alt C (Cancel)

## The Catalogue

### Make a Catalogue Enquiry

1. Input Operator ID
2. F9
3. For an **Artist Search**, enter artist name
4. Alt F (Format), to show complete listing under that artist name
5. For a **Title Search**, Alt T to go to the Title tab
6. Enter title
7. Alt D (Details) to show complete details of that title
8. For a **Track Search**, Alt S
9. Enter track name or part thereof
10. Select search type (F4 for tracks) from available options

### Make a Chart Enquiry

1. Input Operator ID
2. Alt C (Catalogue)
3. F3 (Charts)
4. Find required chart
5. Alt S (Show)
6. Alt F (Format)

### Make a New Release Enquiry

1. Input Operator ID
2. Alt C (Catalogue)
3. F4 (New Releases)
4. Input required date range and supplier (or accept default)
5. Alt L (Load)

# Receiving Orders

## Receive An Order

1. Check off invoice (where possible calculate unit cost)
2. Alt O (Orders)
3. F3 (Receive Orders)
4. Select supplier
5. Select Outstanding Orders
6. Alt V (View)
7. Select order
8. Alt V (View)
9. Match invoice to screen
10. Available options
  - **Re-Order** (Alt R) To Re-order if it is not on invoice
  - **Back-Order** (Alt B) To place on back-order
  - **Short** (Alt S) To mark as Short Supplied
  - **Faulty** (Alt F) To mark as Faulty
  - **Wrong** (Alt W) To mark as Wrong
  - **Claim** (Alt F) To mark as Damaged
  - **Qty Diff** (Alt Q) To view all lines with quantity differences.
  - **Duplicate** (Alt U) To duplicate the line information in a new line
  - **View** (Alt V) To view stock if stock item or customer if customer order
  - **Edit** (Alt E) To edit details of a new item
  - **Ext Price** (Alt P) To change total cost for line
  - **New Line** (Alt L) To add an empty new line for an item that is on the invoice but not on the order
  - **New Order** (Alt O) To place another order for a received item
  - **Import** (Alt I) To import a Back-order
  - **Delete** (Alt D) To mark as deleted
  - **New Line** (Alt R) To add
  - **Totals** (Alt T) To total (once all lines have been actioned)
  - **Exit** (Alt X) To exit back to POS
  - Alt P to change cost
  - Alt 1 to change retail 1
  - Alt 2 to change retail 2
  - Alt N to change barcode
  - Alt C to change catalogue number
  - Enter to mark as received
  - Use + (Plus) to increase received quantity by 1 unit
  - Use - (Minus) to decrease received quantity by 1 unit
  - Space bar to reverse incorrect entry
11. Alt T (totals), once all lines are actioned
12. Input invoice number, date received, freight and invoice total. (do not input discount, tax or other if already accounted for in item costs)
13. OK
14. Order will now process, if any new stock items it will prompt to check detail. Check each screen, alter any detail and Enter.

**Receive Stock at POS (No Order Placed)**

1. Input Operator ID
2. Alt S (Stock)
3. F3 (Receive Stock)
4. Input items (F10 to alter cost price)
5. +

**Receive Back Orders Into An Empty Order**

1. From Receive Orders ,choose the required company from the supplier drop box
2. Choose Outstanding Orders
3. Alt V or Enter to view the order
4. If there are no outstanding orders for that company, a dialogue box will appear asking whether you want to create an empty order.
5. If there are outstanding orders for that company, to create an empty order press the Insert key. The dialogue box will then appear as per step 4.
6. Select Yes, this will create an order with nothing in it as yet.
7. Alt V or Enter to select this empty order
8. Alt I to import the Back Orders for this company.  
The Back Orders are then imported into the empty order and you are able to receive the orders as normal.
9. If the Import button is gray, that is, if you are unable to activate it, this means there are no Back Orders for this company.

## Miscellaneous

### Reduce Stock on Hand

1. Input Operator ID
2. F4
3. Input items
4. +

### Increase Stock on Hand

1. Input Operator ID
2. F5
3. Input items
4. +

### Change Input Method

1. Input Operator ID
2. Alt T, F11
3. Select preference

### Reprint Last Docket

1. Input Operator ID
2. Alt T, F6

### Transfer Stock Out

1. Input Operator ID
2. Alt S, F8
3. Select Store
4. Input items
5. +

### Transfer Stock In

1. Input Operator ID
2. Alt S, F7
3. Select Store
4. Input items
5. +

### Balance the Till

1. Input Operator ID
2. Alt T (Trading)
3. F2 (EOD Summary)
4. Accept default for today's balance or uncheck for previous day
5. Input station number and date range (or accept default)
6. Select required content (or accept default)
7. Enter
8. Alt B (Banking)
9. Alt C (Cash)
10. Input cash counts
11. Alt S (Save)
12. Alt I (Input)
13. Input other counts (i.e. EFTPOS, Visa etc.)
14. Alt S (Save)
15. Alt A (Print All)

## FAQs about Receiving Orders

Note: Only use the Enter key when you are marking the item(s) as Received. If you are marking the item(s) as Short supplied, Deleted, Re-order, Back-order etc., use the arrow key to move to the next order line.

*If you use Enter, the line will be marked as received.*

**Q:** *What if... You've ordered an item but it was not on the invoice and you did not receive it?*

**A:** You will need to mark the item(s) as a Re-order (Alt R) or a Backorder (Alt B).

**Q:** *What if... You did not order an item, but it is on the invoice and you have received the item?*

**A:** You will need to include the item(s) within the order by inserting a new line.

1. Alt L to add a new line - this will copy the previous line's information to the New Order Line box.
2. Alt S to search for a catalogue item. This will open a field that allows you to search for an existing catalogue item by either barcode, catalogue number or stock id (use the standard Alt 1, 2,3 to change this).
3. If the item does not yet exist in the catalogue, cancel the search then Alt E to empty the existing information from the stock information. You can then manually enter the item information into the fields.

**Q:** *What if... You've ordered an item, it is on the invoice but it was not received?*

**A:** You will need to mark the item as Short supplied (Alt S). If you mark an order as Short Supplied, it automatically goes back to Place Orders to be re-ordered.

**Q:** *What if... You've ordered one item, that item is on the invoice but you received something else?*

**A:** This is actually two problems -

1. You have ordered and been charged for an item you didn't receive, and
2. You received an item you did not order and have not been charged for.
  - First you will need to mark as Short Supplied the item(s) you didn't receive but did order and were invoiced for,.
  - Then you will need to insert a new line to include the item you did not order, but received.

**Q:** *What if... You ordered 10 of an item but 12 items appear on the invoice and you received 12 items?*

**A:** You can increase the quantity of the item received by using the + key. Do not enter to go to the next field, use the arrow key.

**Q:** *What if... You ordered 10 of the same item, there are 10 of this item on the invoice but you received only 5 items?*

**A:** Firstly you will need to receive the 5 items you did get. Then mark as being Short Supplied the five items that you didn't get but ordered and were invoiced for. To do this:

1. Highlight the order line.
2. Use the + or - keys on the numeric keyboard to adjust the received quantity to the correct amount, or manually enter the amount.
3. Alt L to create a New Line - this will split the order line into two separate lines. One to receive the quantity of the order that arrived and the second to mark the remainder as short supplied.
4. A New Order Box will appear. Enter - This will return you back to the receiving order screen.
5. Alt S to mark the second line as Short Supplied.

**Q:** *What if... You ordered 10 of the same item but there are only 5 on the invoice and you received only 5?*

**A:** This is almost the same as the question above except instead of marking the items you ordered but didn't get, as Short Supplied, you will need to Re-Order (Alt R). The difference being that the invoice matches the items you received but does not match your original order.

**Q:** *What if ... Your cost price for an item does not match the invoice cost price?*

**A:** You can change the individual item cost price by:

1. Select the line to be actioned
2. Alt P (to select the Extended Price Action button)
3. Enter the invoice cost price, Enter.
4. If more than one item is being received, the total cost price of the item will be calculated automatically.

**Q:** *What if there are several of the same item provided at different cost prices?*

- A:**
1. Calculate the total cost price of all the items.
  2. Receive the item by pressing Enter.
  3. Arrow up to select the order line again.
  4. Alt P (to change the extended price) and input the total cost price.
  5. Enter

This automatically calculates the individual item cost price.

**Q:** What if... The item you are receiving has been marked on the invoice as being a Back Order.

**A:** If a Back Ordered item has been received, an entry for this item will not be on the order screen. You will need to **Import** this order line from the Back Order file in order to mark it as received and thus taking it off the Back Orders file. To do this:

1. Alt I to import Back Orders - this imports all Back Orders for the company you are currently receiving.
2. Find the order line you require and Enter to receive.
3. You may then choose the Export option (Alt X) to then export the Back Orders from the current order screen although this is not a necessity.

Note: After initially accessing Receive Orders, there is a Back Orders option within the order selection. This is a viewing option only - you are not able to receive goods at this point.

**Q:** What if... You have received a lot of Back Orders at once?

**A:** You are still able to follow the previous method however it may be easier for you to create an order that has all that company's Back Orders, and then receive it. To do this you will need to create an empty order for that company then import the Back Orders.

1. Choose the required company from the supplier drop box
2. Choose Outstanding Orders
3. Alt V or Enter to view the order
4. If there are no outstanding orders for that company, a dialogue box will appear asking whether you want to create an empty order.
5. If there are outstanding orders for that company, to create an empty order press the Insert key. The dialogue box will then appear as per step 4.
6. Select Yes, this will create an order with nothing in it as yet.
7. Alt V or Enter to select this empty order
8. Alt I to import the Back Orders for this company.  
The Back Orders are then imported into the empty order and you are able to receive the orders as normal.
9. If the Import button is gray, that is, if you are unable to activate it, this means there are no Back Orders for this company.

**Q:** *What if... The totals do not match after you have finished receiving the orders and have used Alt T for the totals?*

**A:** Check the total quantity of received items on the top right hand corner of the Order Receipt Screen with the quantity on the invoice. If the totals do not match, you will need to go back to the receiving orders screen to double check the quantities received. If the quantities do match, check the invoice to see what expenses were included in the cost price. You may need to include extra distribution fees or extra freight in the total. Check that every line has some sort of action against it.

# Receiving Back Orders

---

## A Quick Overview

---

There are a couple of ways that you can receive Back Orders.

You can import all the Back Orders from a particular company into a new and separate order to be received...

OR...

While receiving an order you are able to import any previous Back Orders from that company into the order. For example, if you are receiving order number 031 from company AAA you are able to import to Order 031, all the Back Orders from any order by company AAA and then receive the appropriate items.

### *To Import Back Orders into an empty order ready to receive:*

1. Choose the required company from the supplier drop box
2. Choose Outstanding Orders
3. Alt V or Enter to view the order
4. If there are no outstanding orders for that company, a dialogue box will appear asking whether you want to create an empty order.
5. If there are outstanding orders for that company, to create an empty order press the Insert key. The dialogue box will then appear as per step 4.
6. Select Yes, this will create an order with nothing in it as yet.
7. Alt V or Enter to select this empty order
8. Alt I to import the Back Orders for this company.  
The Back Orders are then imported into the empty order and you are able to receive the orders as normal.
9. If the Import button is gray, that is, if you are unable to activate it, this means there are no Back Orders for this company.

If there are only a couple of Back Orders to be received within a larger invoice, it may be easier for you to import the Back Orders into the invoice you are receiving. To do this:

1. Select the Order you require as you would normally to receive items
2. **Alt I** to Import that company's Back Orders
3. Receive the Back Orders you require as you would normally
4. You now have the option to export the remaining Back Orders by choosing **Alt X** although this step is not necessary. The unaffected Back Orders will not change their status (as a Back Order) and you will be able to receive them at a later date.