COUGAR MOUNTAIN SOFTWARE

DENALI FUND

SALES CLERK USER'S GUIDE

Microsoft GOLD CERTIFIED Partner

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Chapter

1

Learning About this Resource

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DENALI

Welcome to Denali by Cougar Mountain Software. This guide is designed to help you effectively understand and use the Sales module. This chapter presents an overview on how to use this guide and where to find additional help, along with introductions to each chapter of the guide.

Denali Help

Cougar Mountain Software is dedicated to providing as much help as you need to feel comfortable using our software. These topics describe the conventions we use in the documentation and the different types of help we offer.

If you don't have all modules installed, some windows and options might be different in your software than what appears in the documentation.

If you have not done so already, we highly recommend you review the information in the Getting Started guide before you continue.

Document Conventions

The following conventions are used throughout the documentation:

Convention	Use
Bold	Titles, names, and anything in the software window will appear in bold, exactly as it appears. •Select **Change Session Date** from the **Common Tasks** menu. •Click the **New** button. •Enter a name in the **Name** box.
Italic	Italics are used for text that you should enter, or text that appears in a box or field within a window. •Enter *Hardwood* in the **Description** box. •The default for this field is *IN Code*.
Uppercase	Uppercase characters will be used to denote keyboard keys or hot key combinations. Some examples are: •To delete an item in the detail grid, select the item and press the DELETE key. •To open the **Enter Transaction Comments** window, press SHIFT+C.
>	This character is used to separate menus, submenus, and commands. For example: Select **Renumber / Merge Stock Items** from the **Inventory Items** menu is written as: Select **Inventory Items** > **Renumber / Merge Stock Items** from the left navigation pane.

In-Program and Web Help

Cougar Mountain offers in-program help, which is part of the software, accessible from any Help button, and does not require an Internet connection. We also offer web help that you can access at https://cougarmtnservice.com/help/index.html. The web help includes features not available in the in-program help, such as the ability to comment on topics, see videos, and share information on social networking platforms. The content is the same in the in-program and web help.

When you access the help, you will find we offer both procedural and window-specific help. If you want to know the steps to complete a task, you should access the procedural (online) help. If you want to know what an option or field in a window is used for, you should access the window-specific help.

Window-Specific Help

Denali offers window-specific help that explains each field and option available in every window. When you work in the software, you can access help specific to an active window or tab when you click the **Help** button or press F1 on the keyboard.

In many window-specific topics, you can access related task-based help topics when you select the **See Also** button at the bottom of the topic window. You can also access the task-based help from the Table of Contents in the left pane of the Help window.

Procedural Help

Procedural help gives you steps to complete a process from start to finish and general information about the software windows. You can access this help from the left navigation pane in the software when you click **Resources and Tools** > **Access the Denali Help**. You can also access the Help when you select the question mark on the right side of the toolbar. If you already have the Help window open, you can access all the help from the Table of Contents in the left pane of the window.

Reference Help

Denali includes topics that are designed to provide additional information for your reference. For example, format requirements to import transactions and purchase order calculations. Most of these topics can be found in the Appendix in the in-program and web help, or at the end of the PDF user guides.

Navigating the In-Program Help

This help system only opens if you don’t have an Internet connection.

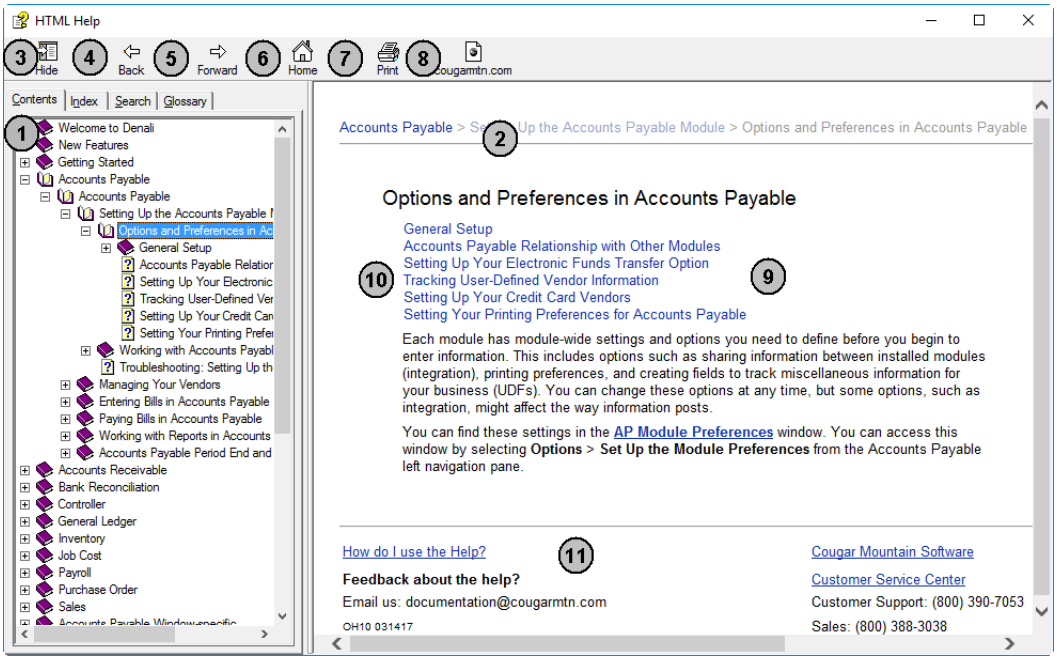


Figure 1: *Navigational points and features available in the in-program help window.*

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	**Contents** tab	This is the Table of Contents for the Help. Click on the books to show the related subtopics.
2	Breadcrumbs	These are links that show you where you are in the Help. The first link reflects the main topic and following links are subtopics. You can click these links to navigate backwards.
3	**Hide** button	This hides the Table of Contents and changes to read **Show**, which you can then click to see the Table of Contents.
4	**Back** button	Clicking this button takes you back through the previously viewed topics one at a time.
5	**Forward** button	Clicking this button takes you forward through the topics you have moved back through using the **Back** button, one topic at a time.
6	**Home** button	This button returns you to the main topic window in the Help.
7	**Print** button	If you want to print the current help topic, click this button.
8	Website button	This button opens the Cougar Mountain corporate website through your browser.
9	Topic window	This window displays the open or active topic.
10	Sublinks	The links listed are subtopics of the open topic.

Reference Number	Option Name	Description
11	Email Us	Your feedback on the documentation and Help systems is appreciated. Use this email address to send the Documentation Team your comments or suggestions.

Navigating the Web Help

To help you find the information you're looking for in the web help, we outline the different parts of the window. We highly recommend you use the Search feature to help you find what you're looking for.

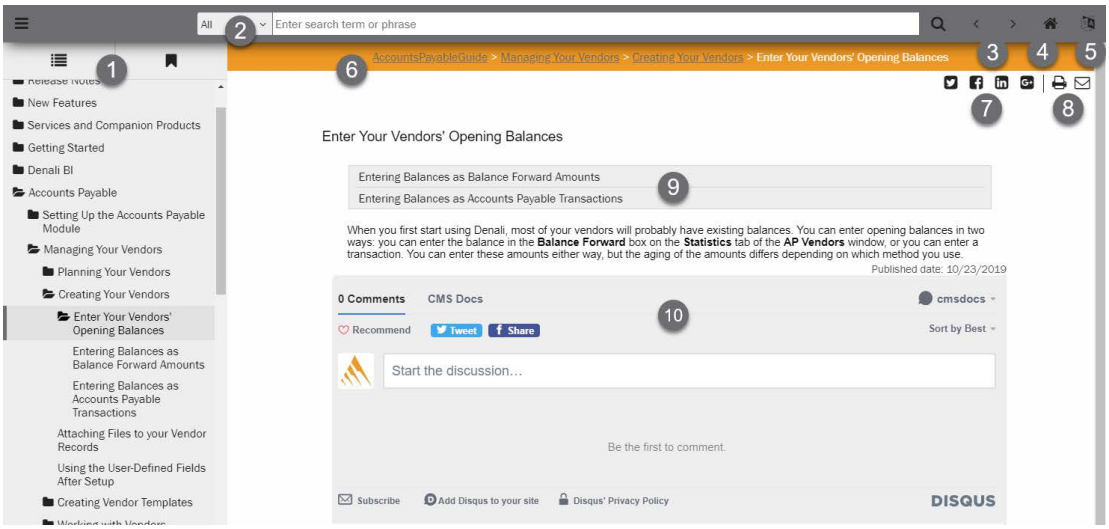


Figure 2: *Navigational points and features available in the web help window.*

The reference numbers in the table correspond with the previous figure and are used to highlight the main navigational points and features.

Reference Number	Option Name	Description
1	Contents	This is the Table of Contents for the Help. Click on the folders to show the topics available.
2	Search	Use the search field to quickly find the information you're looking for. You can use the drop-down to filter the search to certain modules/ guides.
3	Forward and Back	Click these arrows to navigate forward and back through the help topics, one topic at a time.
4	Home	Click this button to go to the home page of the web help.
5	Translate	Click this button to translate the help to another language.
6	Breadcrumbs	These links show you where you are in the help. The first link reflects the main topic and the following links are subtopics. You can click these links to navigate backwards.

Reference Number	Option Name	Description
7	Social	Click these buttons to post a topic on social media.
8	Print & Email	Click these buttons to print the help topic or email the CMS Documentation team.
9	Sublinks	The links listed are subtopics of the open topic.
10	Disqus Comment	Use this feature to share public comment/questions with other users and the CMS Documentation team.

Printing Help Topics

You can print out any help topic to keep for future reference.

To print a single topic:

1. Select the **Print** button or right-click and select **Print** from the right-click menu.
2. If the **Print Topics** window appears, select **Print the selected topic** and then select **OK**.
3. When the **Print** window appears, make any desired adjustments and then select **Print**.

To print multiple topics in the in-program help:

1. Verify the **Contents** tab is visible.
2. Highlight the heading of the section you would like to print.
3. Select the **Print** button.
4. The **Print Topics** window will appear.
5. Select **Print the selected headings and all subtopics** to print the entire section.

User Guides

Denali includes access to PDF (portable document format) versions of the procedural help that you can open with Acrobat® Reader®. This is the same procedural help content that appears in the in-program and web help. To access these user guides, click **Start** > **Denali by Cougar Mountain** > **Denali User Guides**. When the Customer Service Center site opens, choose the guide you want to view.

Release Notes

The *Release Notes* include last-minute changes and technical issues not covered in other documentation. You can review the *Release Notes* on the installation screen at the start of the installation process, from the **Start** menu, or through the web help. You need to have Acrobat® Reader® to view the PDF.

To access them from the **Start** menu, click **Start** >**Denali by Cougar Mountain** > **Release Notes**.

Customer Support

If you come across a problem or an error message you cannot resolve, call our Customer Support Department. Cougar Mountain Software maintains a full-time Customer Support staff at our Boise, Idaho office specially trained to solve problems.

Our Customer Support staff has the expertise to answer your questions about installation and operation of the software. Call (800) 390-7053 to contact a Support Specialist. You can receive customer support over the phone from Cougar Mountain Software or you might be referred to a Cougar Mountain business partner in your area who can provide personalized, local support.

Cougar Mountain Software offers support contract plans that allow you to get help when you need it. You can request a Customer Support Specialist to contact you through our online form or you can send an email to Customer Support. Visit our Customer Support Center online at: https://www.cougarmtn.com/support-request/.

You can also visit the customer service site at https://service.cougarmtn.com to search for software updates you can download at your convenience.

Information to Gather before You Contact Customer Support

When you contact Cougar Mountain Customer Support, please have your support number ready. This is typically your telephone number with the area code first. It will also be helpful to know your operating system, the Cougar Mountain product(s) you purchased and installed, and the version of the product. If you are not sure how or where to find this information, Customer Support can help.

Contacting Customer Support

Refer to the following table for options available to contact a Customer Support Specialist for answers to your questions. You can also use one of these options to purchase a support contract, which will ensure you get the help you need.

Support Type:	Contact via:
Contact a Customer Support Specialist.	(800) 390-7053
Purchase a Software Assurance plan.	(800) 388-3038
Email questions to a Customer Support Specialist.	technicalsupport@cougarmtn.com
Complete the online Call Back Request form to have a Customer Support Specialist contact you.	https://www.cougarmtn.com/support-request/

Training

While Denali is a comprehensive business accounting solution, the information you can get from the software will only be as good as the information you put in. The more you know about the software, the more you will be able to take advantage of its features. For this reason, we consider training to be a critical part of the learning process. We offer several different types of training—one or more are sure to meet your educational needs, time constraints, and budget. Contact Cougar Mountain at (800) 388-3038 about your training needs.

Online Training

To ensure you get the most out of your accounting software, it is important that you understand all its capabilities. As part of our Software Assurance program, we include the opportunity for you to participate in e-learning. This educational resource is offered online through the Cougar Mountain Customer Service Center (CSC) website (https://service.cougarmtn.com/). Depending on the subscription you purchase, you can access a wealth of short presentations on the features of Denali. Because these presentations are online, you can view a topic whenever it is convenient for you and/or your employees. For more information on this resource, contact your account executive at (800) 388-3038.

Classroom Training in Boise

We offer training classes on a regular basis at our corporate headquarters in beautiful Boise, Idaho. If you have a few people to train, this is a great way to learn about the software's features and how you can use it to its full potential. One of the benefits of coming to our training classes is that you can hear from other users of the software, which can remind you of issues that are important to you. Another benefit is that it removes you from the day-to-day tasks at your own office and allows you to concentrate more fully on learning how to use the software. You can use this as a powerful tool to "train your trainer"—once the staff members who attended the training arrive back home, they can teach other staff members the aspects of the software they need to know.

On-Site Training at Your Business

If you have more than a few people to train, you might want to consider on-site training. In this scenario, one of our professional trainers travels to your site and works with your employees. One advantage to this type of training is that you can train as many people as necessary without incurring additional costs and you can have specific people participate for specific sessions depending on their job duties. For example, during the training for Purchase Order, only those associated with handling purchase orders need to be present. This will allow for less interruption in daily productivity. Another advantage of on-site training is that you can work with your own organization's data and business practices while focusing on the specific needs of your business.

Telephone Training

Training can also be done over the telephone. Using streaming technology between your computer and our trainer's computer, you and your employees can work with one of our professional trainers to focus on the specific parts of the software you choose. The trainer will be able to see your computer screen and you can work with either your own data or the demonstration data to learn how to best use the software for your business. This is a great solution if you have one or two modules that are new to you and you want thorough training without traveling to our training facility or having a trainer come to you.

Training Videos

Cougar Mountain Software also offers training videos which can help you in specific areas of the software. They serve as a great orientation for people new to your company and/or the software. They also can be a refresher for people who have already used the software, but need help in a few areas or are changing their job responsibilities to include things they haven't done before.

Chapter

2

Entering Transactions as the Salesperson

Entering Information Using a Keyboard, Scanner, or Touch Screen

Entering Sales Transactions

Creating Purchase Orders from the Entry Window

Selling Inventory from Multiple Locations

Selling Stock Items with Specialty Shop

Working with Gift Cards

Tendering a Sale

Making a Payment on a Customer Account

Troubleshooting: Entering Transactions as the Salesperson

DENALI

Entering sales transactions is the main function of the Sales module. Cougar Mountain understands the need to be able to quickly and efficiently enter transactions. With Denali, there are several shortcut options available to decrease sales entry time. You can also share transaction information with integrated modules.

Accessing the Entry Windows

Depending on your system settings, once you select either **Order Entry Tasks** > **Enter / Edit Customer Orders** or **Point of Sale Tasks** > **Enter Sales** from the left navigation pane, you might need to select or set up a batch, select the order entry window or register, or log in with your user information. This section provides basic instructions to complete these tasks.

Selecting an Order Entry Batch / Window / User

Before you enter transactions in the Sales module, you will need to select the batch you want to use, as well as the window layout and salesperson. For more information on batches, setting up the sales entry layout, and Salesperson Codes, see the sections “Customizing the Sales Entry Windows” and “Setting Up Your Salespeople (Salesperson Codes)” in the Sales Administrator guide.

To select the batch, window layout, and user for this transaction:

1. In the Sales module, select **Order Entry Tasks** > **Enter / Edit Customer Orders** from the left navigation pane.
2. Select the batch you want to use or create a new one. See the Sales Administrator guide for information on batches in Sales.
   If you are already in a batch, the batch windows will not appear. If you want to use a different batch, select Order Entry Tasks from the navigation pane and choose an option from the Manage Batches section.

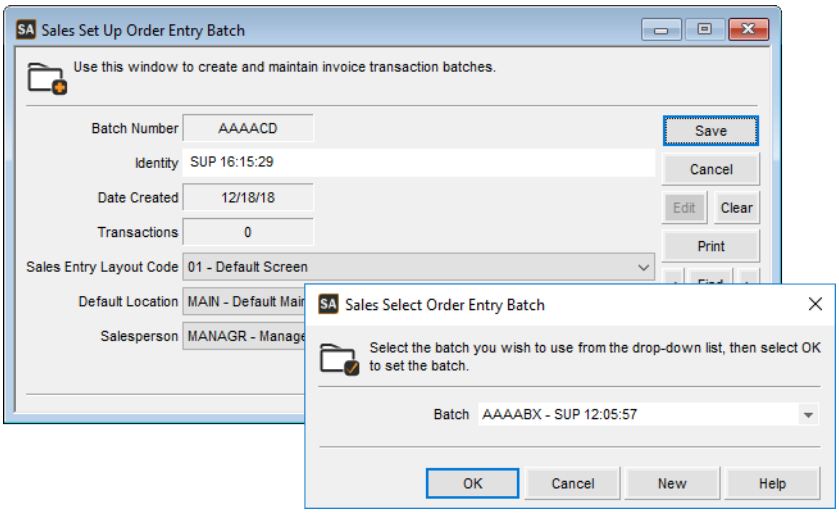


Figure 3: *Sales Select Order Entry Batch and Set Up Order Entry Batch windows*

3 If you elected to create a new batch, enter the information for this new batch, including the sales entry layout, default location (if MLI is installed), and the salesperson, otherwise continue to the step on user login information.

> **NOTE:** *Your MLI locations must be set up in Inventory for them to appear in the drop-down. The default location you select overrides any setting elsewhere in the system.*

4 When you click **Save** the **Sales Order Entry Login** window appears.

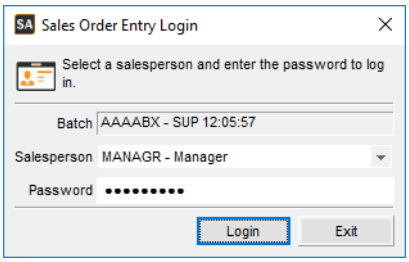


Figure 4: *Sales Order Entry Login window*

5 Enter your user information and select **Login**. The transaction entry window will appear.

Selecting a Point of Sale Register / User

Before you begin to enter transactions in the Sales module, you must select which Register Code and user to use. For more information on register or salesperson setup, see “Point of Sale (POS) Preferences” or “Setting Up Your Salespeople (Salesperson Codes)” in the Sales Administrator guide.

To select a Register Code and clerk:

1 In the Sales module, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane.

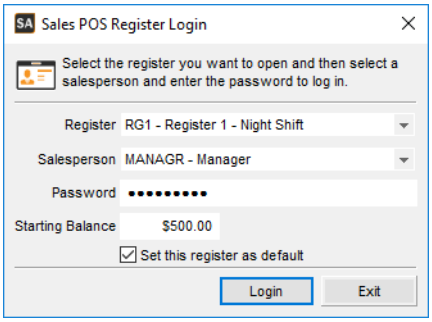


Figure 5: *Sales POS Register Login window*

2 Select the register you want to work with from the **Register** drop-down list.

3 Enter your user identification in the **Salesperson** and **Password** fields.

4 If the **Starting Balance** field is available, enter the starting balance for the register. Otherwise, skip to the next step.

5 Select the **Set this register as default** check box to automatically default to the selected register each time you access this window.

6 Select **Login**. The entry window will appear.

Entering Information Using a Keyboard, Scanner, or Touch Screen

The Sales Order Entry and Sales POS Register windows are where you enter transactions. You can customize these windows to fit your needs, including whether you enter items by scanner or keyboard as the default (see ”Setting Up the Sales Entry Windows” section of the Sales Administrator guide).

You can use both the keyboard and scanner in either mode, the only difference is where the cursor moves after you enter the item to sell.

- **Keyboard Mode**: In Keyboard Mode, the cursor moves to the **Quantity** field after you enter the item. This allows the clerk to type the quantity of the selected item.
- **Scanner Mode**: In Scanner Mode, the autofill functionality is disabled. After you scan an item, the cursor assumes a quantity of *1* for each line item and moves to the next detail line. This mode allows for a more hands-free entry of detail items in the transaction.

In addition to the keyboard and scanner modes, there are numerous shortcut key combinations and access bars that can save you time as you enter transactions. See “Shortcut Keys for Sales Entry” on page 76 for a reference of all the available shortcut options.

If you set up your system to use touch screen inventory buttons, the buttons will appear at the bottom of the Register window.

Entering Items with the Keyboard/Mouse

To use the autofill feature to enter items, begin typing the stock number or alias of a stock item in the **Item** field. The autofill feature completes the item for you.

For more information about other optional entry features, refer to “Shortcut Keys for Sales Entry” on page 76.

To enter items using the mouse and Lookup feature:

1 To enter a stock item, double-click or press F5 in the **Item** field to open the **IN Available Inventory Lookup** window.
If you want to add either a blank line, an Item line, a comment, a Comment Code, or a discount in the **Item** field, right-click and select the type of line you want to add.

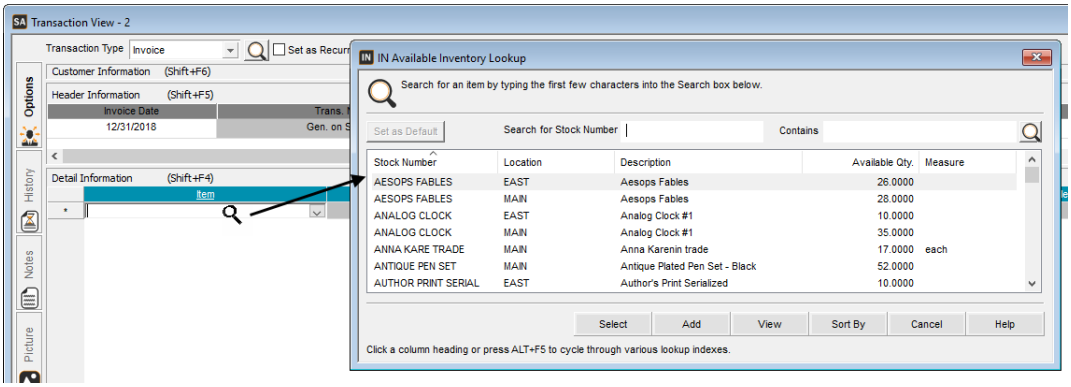


Figure 6: *Entering a stock item using the Lookup*

2 In the Lookup window, scroll to the item or type the first few characters in the Search field. The Lookup will jump to the items that begin with those characters.

3 Click the item you want to add and click **Select**.

You can also select items based on the history of the customer's previous purchases. See "Adding Items from the Customer's Sales History to the Current Transaction" on page 34 for information on how to select items based on the customer's history.

Entering Items Using a Scanner

A bar code scanner is another way to enter information into the system. You can use the scanner to get data for any field that's available to type in. The information from the bar code will automatically fill the field where the cursor is located.

There are a couple of ways you can use the scanner and, depending on which mode you are using, the entry process is different. These steps assume you are already in one of the sales entry windows.

To use the scanner in scanner mode:

1. Scan the item being sold or returned. The system assumes a quantity of *1* for each line item and moves to the next detail line after the item appears on the screen.
2. If you need to change the quantity of the scanned item, use either the mouse or the arrow keys to move to the **Quantity** field and adjust the quantity as necessary.
3. Scan any remaining items.

To use the scanner in keyboard mode:

1. Scan the item being sold or returned. The cursor automatically moves to the **Quantity** field.
2. In the **Quantity** field, type the quantity of the item you will sell or return.
3. Press ENTER to move to the next line.

See "Shortcut Keys for Sales Entry" on page 76 for more information about optional entry features.

Entering Items Using a Touch Screen

If you have a touch screen monitor, you can set up stock item buttons to appear in the Point of Sale Register window that you can tap to add items to a sale. You can then use your touch screen to tender transactions. Refer to the Sales Administrator guide for more information on how to set up your Register window to accommodate a touch screen monitor. Your item buttons will appear at the bottom of the Register window.

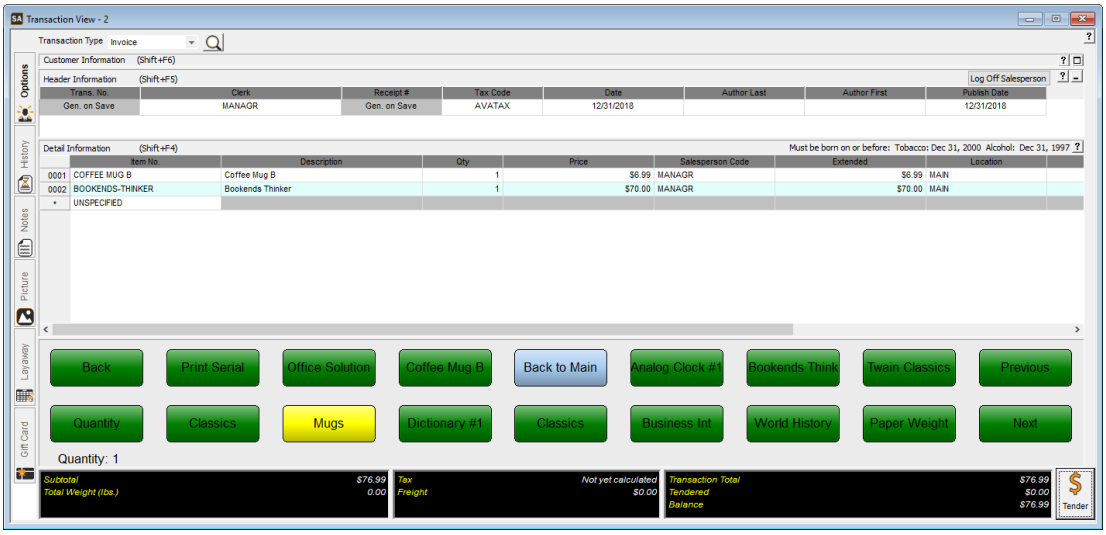


Figure 7: *Point of Sale Register window, Touch Screen emphasis*

The way you enter the quantity of inventory items to your transaction depends on how you set up your item buttons in the **Sales Set Up Sales Entry Layout** window:

- If you set up your item buttons to remain in the current subgroup after you tap an item, you can tap the inventory item multiple times to add quantity. If the item you want to add doesn't appear in view, tap the **Previous** or **Next** buttons to see additional items.
- If you set up your item buttons to return to the top-level (MAIN) item group, you can tap the **Quantity** button, tap the number of items you want to add, and tap the item. If the quantity you want to add doesn't appear on the screen, tap the **Previous** or **Next** buttons to see additional numbers.
- If you want to enter a negative quantity for a return, tap the **Quantity** button, tap the **Refund** button, tap the quantity you want to refund, and select the item you're refunding. If the quantity you want to add doesn't appear on the screen, tap the **Previous** or **Next** buttons to see additional numbers.

You can tap the **Clear** button and select an inventory item button to remove that item from the transaction. You can tap the **Clear** button twice and a message will appear that asks you if you want to clear the entire transaction. Tap **OK** to clear all items from the grid, otherwise, tap **Cancel**.

When you are finished entering items to the transaction, tap the **Tender** button to open the **Sales Transaction Closeout** window. Refer to "Tendering a Sale" on page 60 for more information about tendering transactions.

For information on entering a return using a touch screen, see "Entering a Return" on page 47.

For information on changing or deleting a line item from a transaction using a touch screen, see "Changing or Deleting an Item in a Transaction" on page 41.

Entering Sales Transactions

Depending on how the system is set up, some options in the sales entry window might not appear or they might appear differently from what is presented here.

If the Sales Order Entry and/or Sales POS Register window is set up to allow Log On/Off between sales, you can use the **Log Off Salesperson** button to log off or back in to the window at any time before, during, or after transaction entry.

If Sales is integrated to Inventory, you can manually select a price break level at the time of the sale. For items that use list pricing, a Price Break Lookup is available in Point of Sale in the **Quantity** field and in Order Entry in the **Quantity Ordered** field. For items that use level pricing, a Lookup is available in the **Price** field of both Point of Sale and Order Entry.

If you selected to block charges to past due customers in AR Module Preferences and you are charging the account of a customer that is past due, the PAST DUE label will appear to the right of the **Customer Name** field in either of the entry windows.

Invoice Transaction

If integration is set to *Immediate - Commit Inventory, w*henever inventory items are sold, they are subtracted from the available quantity as soon as the transaction is saved. If another clerk tries to sell the same item, they will see the reduced available quantity. If integration is set to *Batch Mode*, the items are subtracted from Inventory when you post the batch.

To enter an invoice transaction:

1. In Point of Sale or Order Entry, select *Invoice* from the **Transaction Type** drop-down.
2. If you want to include customer information, in the **Customer** field type the customer name or use the Lookup to select a customer for this sale. Otherwise, continue to the next step. See “Working with Customer Information for Sales Transactions” on page 32.
3. In the **Header** and **Detail** sections of the window, enter transaction information in the available fields. Select the **Help** button in the software window for detailed information on the specific options in this window. The fields that appear depend on the settings you selected in the Sales Set Up Sales Entry Layout window.
4. Tender the sales transaction (see “Tendering a Sale” on page 60).

   For information on setting up a recurring transaction in order entry, see the Sales Administrator guide.

Voiding an Invoice Transaction

Voiding a transaction deletes it from the list of unposted transactions and removes the tendered amount from the register record. It does not impact records outside the Sales module. If you choose to, you can include voided transactions in your Edit Reports so you can see that all invoice numbers are accounted for.

You cannot void a debit card transaction. If you don’t use authorization software or if you use TSYS TransPort, the only way to cancel a debit card transaction is to process a reversal transaction for the customer’s debit card and credit the transaction amount back to the card. If you use TSYS Genius, you must give cash back rather than credit the amount back to the card.

To void the sale that is currently in view:

1. In either of the sales entry windows, select **Transaction** > **Void** from the menu bar

   - or -

   Select **Options** > **Void Transaction** from the quick access bar.
2. In the message that appears, select **Yes** to void the sale. After you void the transaction, you will not be able to retrieve it.

   If you use authorization software, a window appears in which you can complete the void through your processing software.

To void a saved sale that is not currently in view:

1. In either of the sales entry windows, select **Transaction** > **Retrieve Transaction** from the menu bar and then select the type of transaction you want to retrieve.
2. In the Lookup that appears, choose the transaction you want to void.

3 When it's in view, select **Transaction** > **Void** from the menu bar

- or -

Select **Options** > **Void Transaction** from the quick access bar.

4 In the message that appears, select **Yes** to void the sale. Once you void a transaction, you will not be able to retrieve it.

If you use authorization software, a window appears in which you can finish voiding the transaction through your processing software.

Hold or Quote Transactions

A hold transaction commits the inventory immediately just like an invoice. This means that any inventory items included in a hold transaction will be subtracted from the available quantity showing in Lookups. A hold is different from a layaway in that a hold is expected to be completed with one payment, whereas a layaway is set up on a payment schedule.

Quotes are only available in Order Entry and are records of what items and at what prices, quantity, and so on, could potentially be sold to the customer. A quote does not commit inventory. This means that if you save a stock item on a quote transaction, the available quantity of that stock item is not reduced. If another customer purchases all the quantity of an item on the shelf, there might not be sufficient quantities to fulfill the quote if the first customer decides to go ahead with the sale.

To enter a hold or quote transaction:

1 Select *Hold* or *Quote* from the **Transaction Type** drop-down list.

2 In the **Customer** field, type a customer name or select a customer from the Lookup.

3 In the **Detail Information** section, enter the items for the hold or quote.

4 Save the transaction.

Hold and quote transactions do not post with the rest of the batch, but remain in a global batch file until you retrieve them and change the transaction type to invoice or delete them. See "Completing a Hold or Quote" on page 22 for information on how to retrieve a quote and change it to an invoice. To cancel a hold or quote transaction, see "Canceling a Hold or Quote" on page 23. To see how to purge all holds or quotes that you no longer need, see the "Sales Period End" section of the Sales Administrator guide.

Completing a Hold or Quote

When a customer is ready to complete a hold or quote, retrieve it and change the transaction type to *Invoice*, and then tender the sale like any other transaction.

To change a hold or quote into an invoice:

1 From the Sales Order Entry or Sales POS Register window, select **Transaction** > **Retrieve Transaction** > <Transaction type you want to retrieve> from the Entry window menu bar.

2 From the Lookup window that opens, choose the transaction you want to change to an invoice and complete.

3 With the transaction in the entry window, change the type to *Invoice* in the **Transaction Type** field. If this is a Hold transaction, the transaction type will already be set to *Invoice*.

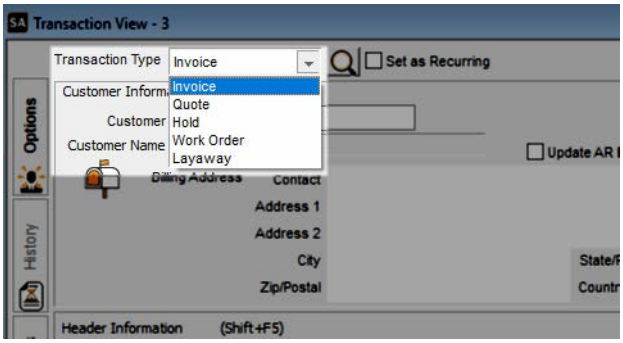


Figure 8: *Sales transaction window, Invoice option*

4 Make any edits to the invoice.
For example, if the customer decided to add or subtract items or change quantities, make the appropriate changes.

5 Tender the sale as you would any regular transaction.
If this is a pre-authorized transaction, select **Post-Authorization** in the **Sales Transaction Closeout** window to complete the transaction.

For more information on how to tender a sale, see “Tendering a Sale” on page 60.

Canceling a Hold or Quote

When a customer decides to cancel a hold or quote, retrieve the transaction and clear it.

If a credit card has been authorized for this transaction with credit card authorization software, you cannot change the transaction, but must void it instead and enter a new transaction. For more information on how to do this, see “Voiding an Invoice Transaction” on page 21.

To cancel a hold or quote:

1 From the Sales Order Entry or Sales POS Register window, select **Transaction** > **Retrieve Transaction** > **Hold** (or **Quote**).

2 In the Lookup that appears, choose the transaction you want to cancel.

3 With the transaction in view, select **Transaction** > **Void** from menu bar. All information on the transaction is cleared.

Including Lot Numbered or Serialized Items

When you enter serialized items in the Sales Entry window and move to the next detail line in the grid, the **Sales Select Serial Numbers** window appears. You can select a serial number for each item from the available serial numbers list or enter new ones manually. After you enter a serial number for each item, click **OK** to return to the Sales Entry window.

When you enter lot numbered items in the Sales Entry window and move to the next detail line in the grid, the Lot Numbered Item Sale window appears. Enter the quantity sold for each lot number and then click **Save** to return to the Sales Entry window.

Working with Layaways

A layaway transaction commits the stock items to the layaway contract of a specified customer. The order is then stored in the layaway file until it is either picked up or canceled. To allow layaways, you must select the **Allow Layaways** check box in Module Preferences. See the Sales Administrator guide for more information.

You should also define how the system handles layaway sales (see the Sales Administrator guide).

These instructions assume you are already in one of the sales entry windows.

To create a new layaway:

1 Select *Layaway* from the **Transaction Type** drop-down. You can also select **Layaway** > **New Layaway** from the Quick Access Bar.

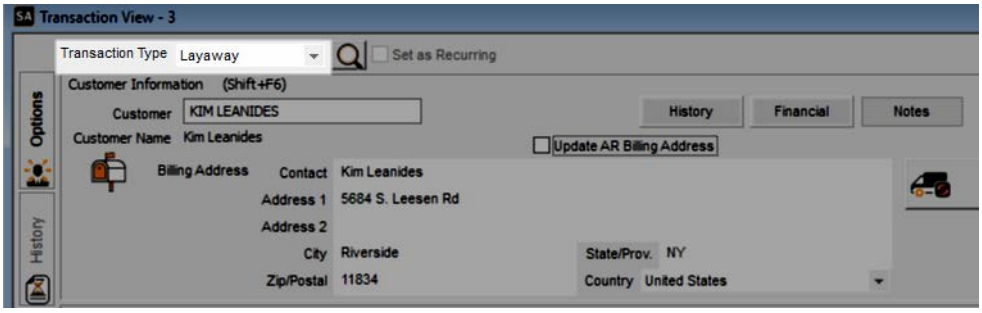


Figure 9: *Sales Transaction window, Layaway option*

2 In the **Customer** field, enter a customer for the transaction; you can type in a customer number or use the Lookup.

3 In the **Detail Information** section, enter the items you want to place on layaway.

4 Click **Tender**. After the system verifies that the layaway is within the minimum and maximum limits, the **Sales Layaway Transaction** window appears.

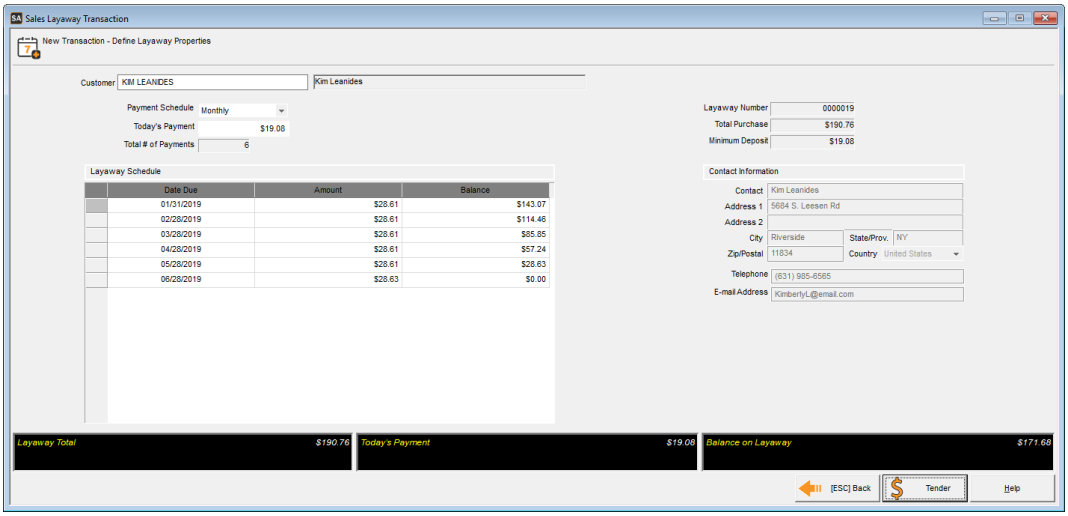


Figure 10: *Sales Layaway Transaction window*

5 Specify the terms of the layaway in the **Sales Layaway Transaction** window.

If necessary, you can change the default entries in the **Payment Schedule** field, the **Today's Payment** field, and the **Total # of Payments** field. Based on your entries, the **Layaway Schedule** grid will calculate automatically.

6 Click **Tender** to validate the layaway information and tender today's layaway payment. The **Sales Transaction Closeout** window will open.

7 You can enter the payment the same way as a regular sale with the exception that you cannot use a gift card or charge a customer's account to pay for a layaway. These buttons are disabled during layaway transactions.
For more information about how to tender a sale, see "Tendering a Sale" on page 60.

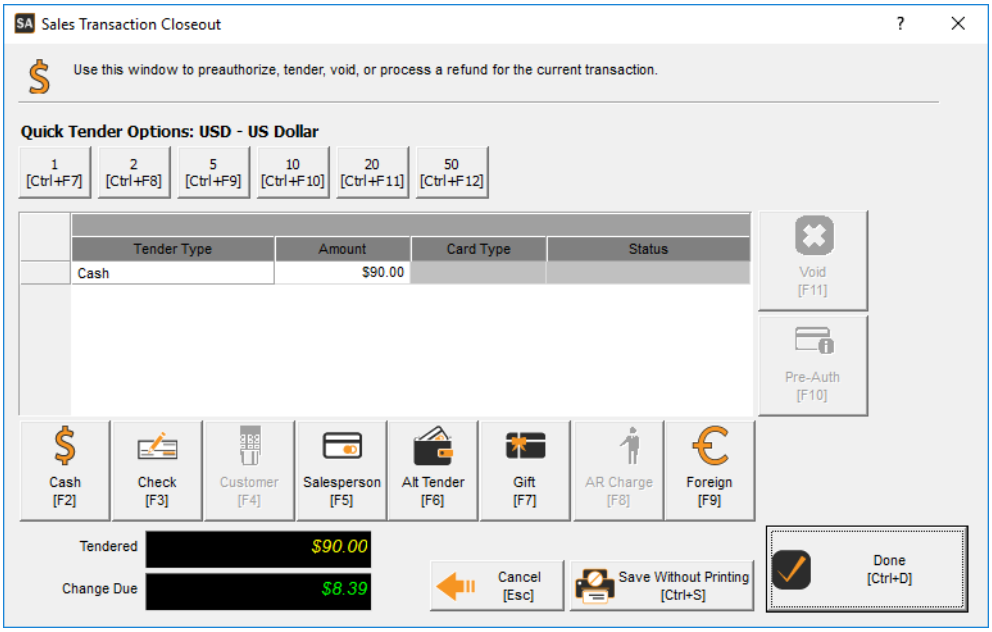


Figure 11: *Sales Transaction Closeout window*

8 When you finish, click the **Done** button. The layaway's transaction invoice, contract, schedule, and picking list will print according to the layaway and preference settings.

Once a layaway is saved, it cannot be changed. If changes are necessary, you must cancel the layaway and enter a new one. For instructions on how to cancel a layaway, see "Canceling Layaways" on page 27.

Entering Scheduled Layaway Payments

Layaway payments are applied to the layaway contract for the specified customer. Payments are stored in the layaway file until the layaway is picked up, and the payment is then moved to the History file. The instructions in this section assume you are in the Sales Order Entry or Sales POS Register window.

To apply a layaway payment:

1 Select **Layaway** > **Layaway Payment** from the Quick Access Bar.
The **Sales Layaway Payment** window opens.

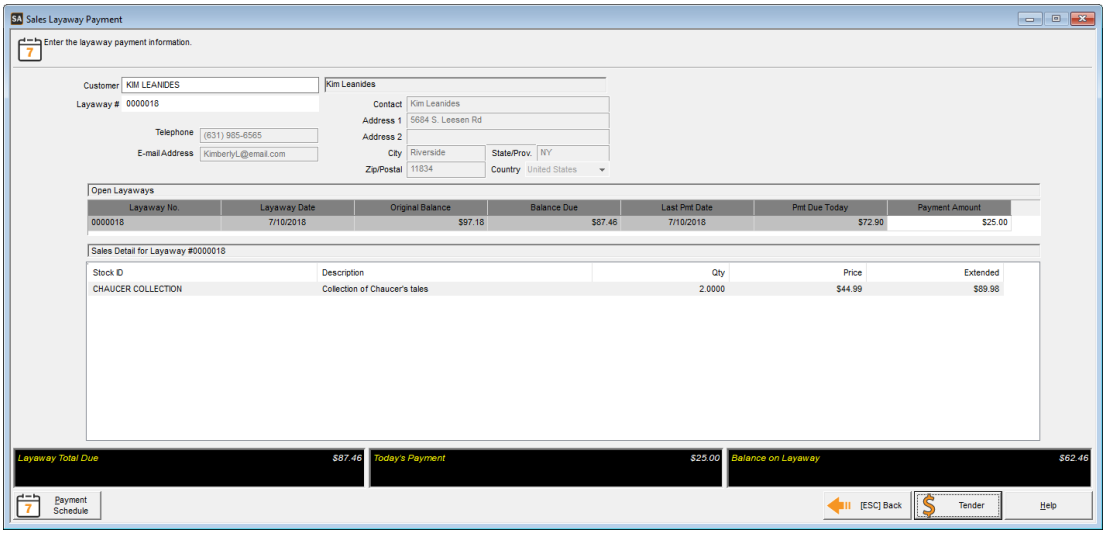


Figure 12: *Sales Layaway Payment window*

2 If you haven't already entered a customer for the transaction, enter the customer in the **Customer** field.

3 Use the Lookup in the **Layaway #.** field to chose the layaway the customer is making a payment on. The items that are included in that layaway will appear in the Sales Detail for Layaway grid at the bottom of the window.

4 In the **Payment Amount** column on the right side of the **Open Layaways** grid, enter the amount the customer will pay.
Payments will not be applied in advance. This means that if the customer is supposed to pay $10 each month, and pays $20 today, their next payment will still be due in one month.

The **Layaway Total Due**, **Today's Payment**, and **Balance on Layaway** fields at the bottom of the window will be updated automatically based on the payment you enter.

5 If the customer wants a new printed payment schedule, click the **Payment Schedule** button.

6 Click **Tender**. The **Sales Transaction Closeout** window will open.
You can enter the tender information the same as you would for a regular sale with the exception that you cannot use a gift card or charge a customer's account to pay for a layaway. These buttons will be disabled during layaway transactions.

For more information about how to tender a sale, see "Tendering a Sale" on page 60.

Picking Up Layaways

Use the **Pick Up Layaway** option when a customer wants to pay the balance due and pick up their layaway order. The instructions in this section assume you are already in the Sales Order Entry or Sales POS Register window.

To process a layaway for customer pick up:

1 Select **Layaway** > **Pickup Layaway** from the Quick Access Bar.
The **Sales Pick Up Layaway** window opens.

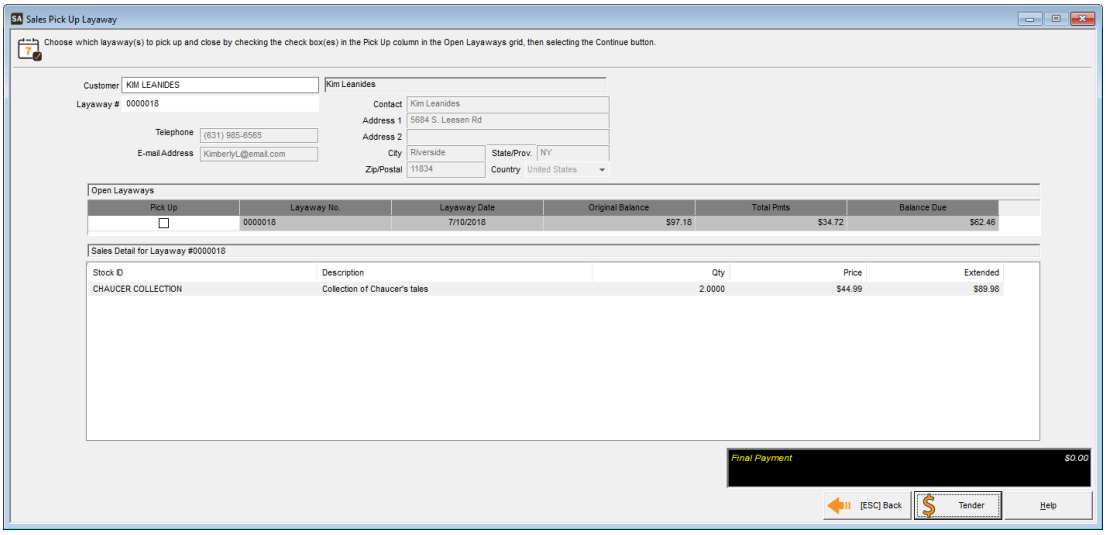


Figure 13: *Sales Pick Up Layaway window*

2 If you haven't already entered a customer for the transaction, enter the customer in the **Customer** field.

3 Use the Lookup in the **Layaway #.** field to chose the layaway the customer wants to pick up. The items included in the layaway will appear in the Sales Detail for Layaway grid at the bottom of the window.

4 Select the check box in the **Pick Up** column on the left side of the **Open Layaways** grid to specify the customer is picking up the layaway.
The **Final Payment** field at the bottom of the window will show the total amount due to pick up the layaway.

5 Click **Tender** to process the pickup and return to the Sales Entry window. The **Sales Transaction Closeout** window will open.
You can enter the tender information the same as you would to tender a regular sale; however, you cannot use a gift card or charge a customer's account to pay for a layaway. These buttons will be disabled during layaway transactions. For more information about how to tender a sale, see "Tendering a Sale" on page 60.

> ***NOTE:*** *After a layaway pickup is saved it cannot be edited. To fix an entry error for a pickup, retrieve the transaction and void it, and then enter the corrected transaction. See "Voiding a Layaway Transaction" on page 28 for more information about voiding transactions and "Entering Sales Transactions" on page 20 for information about entering transactions.*

After the customer picks up the layaway, you can find the transaction in history (see the Sales Administrator guide for more information on accessing transaction history).

Canceling Layaways

Canceling a layaway returns the stock items to Inventory and refunds the customer. If your company has a restocking fee or non-refundable transaction fee, the fee will not be refunded when the layaway is canceled. The instructions in this section assume you are in the Sales Order Entry or Sales POS Register window.

To cancel a layaway:

1 In the Sales Entry window, select **Layaway** > **Cancel Layaway** from the Quick Access Bar. The **Sales Layaway Cancel** window opens.

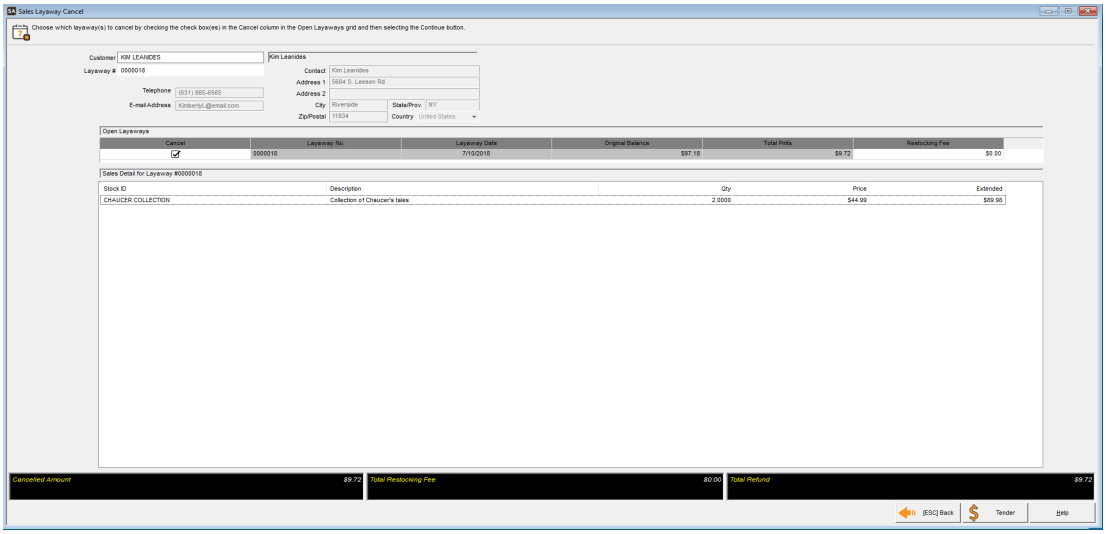


Figure 14: *Sales Layaway Cancel window*

2 If you haven't already entered a customer for the transaction, enter the customer in the **Customer** field.

3 Use the Lookup in the **Layaway #.** field to chose the layaway the customer wants to cancel. The items included in the layaway will appear in the Sales Detail for Layaway grid at the bottom of the window.

4 Select the check box in the **Cancel** column on the left side of the **Open Layaways** grid to specify the customer is canceling the layaway. The **Cancelled Amount**, **Total Restocking Fee**, and **Total Refund** fields at the bottom of the window will update automatically.

5 Click **Tender** to open the **Sales Transaction Closeout** window.
You can enter the tender information the same as you would to tender a regular sale. For more information about how to tender a sale, see "Tendering a Sale" on page 60.

> ***NOTE:*** *After you save a canceled layaway transaction, you would need to void it to make any corrections.*

Voiding a Layaway Transaction

After you save a canceled layaway transaction, you cannot edit it; you need to void it to make any changes. If the layaway hasn't been canceled, and you want to edit it, you can cancel the layaway and re-enter it.

To void an unposted canceled layaway:

1 In the Sales Order Entry or Sales POS Register window, select **Transaction** > **Retrieve Transaction** > **Layaway** from the menu bar.

2 Select the layaway transaction you want to void from the Lookup.

3 Click **OK** in the message that appears indicating you cannot edit this transaction.

4 Click **Transaction** > **Void** from the menu bar.

5 Click **Yes** in the message that asks if you're sure you want to void the transaction.

Work Order Transactions

A work order is like a hold in that it commits the inventory immediately. This means when you save a transaction as a work order, inventory items in the transaction are deducted from available inventory quantities. However, unlike a hold, this type of transaction is only available in Order Entry. To allow work orders, you must select the **Allow Work Orders** check box in the **Sales Order Entry Preferences** window.

The main difference between a hold and a work order is that in a work order, the customer can make a partial payment (a deposit) on the transaction. And unlike a layaway, there is no established minimum payment or payment schedule for a work order.

Work orders are used when the customer has made the buying decision, but at least one of the following conditions exist:

- There is work to be performed for the customer before full payment is required.
- One or more deposits will be accepted for the transaction.

Another key difference is that a work order sale does not post with the rest of the batch, but remains in a global batch file until you retrieve it and convert it to an invoice or delete it. However, any deposits you receive will post with the rest of the batch.

Enter a work order as you would an invoice transaction, except tender just the deposit amount instead of the entire amount of the transaction. You can later retrieve the work order and change it into an invoice. Keep in mind that if you issue work order refunds, you must post the refund transaction before you can edit the work order.

These instructions assume that you are already in the Sales Order Entry window.

To enter a work order:

1. Select *Work Order* from the **Transaction Type** drop-down.
2. In the **Detail Information** section, enter any inventory or non-inventory items that are required in the work order. See “Entering Sales Transactions” on page 20 for more information about how to enter transactions.
3. Click **Deposit** in the bottom right-hand corner of the window. This option is only available if the **Allow Deposits** check box is selected in the **Sales Order Entry Preferences** window. See the Sales Administrator guide for more information about setting up Module Preferences.

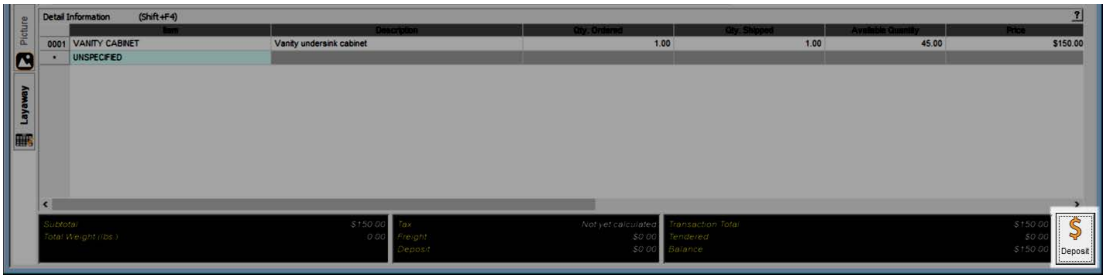


Figure 15: *Sales transaction window, Deposit button*

4. Tender the deposit as you would a sales transaction. If you select a credit or debit card and you use authorization software, a separate window appears in which to enter the deposit amount. To enter a work order without a deposit, follow the same steps but leave the deposit amount set at $0.00.
   If you enter a foreign currency as the tender, it is automatically converted to the default currency that was set by the System Administrator. The converted amounts are added together and appear in the **Amount** field in the **Sales Transaction Closeout** window.
5. Click **Done** to complete the deposit.

For information on how to change a work order into an invoice, see “Completing a Work Order” on page 30. For information on how to delete a work order, see “Voiding a Work Order Transaction” on page 30. For information on purging the Deposit Journal for work orders that will not be completed, see the “Sales Period End” section of the Sales Administrator guide.

Completing a Work Order

When a customer is ready to complete a work order, recall the transaction, change the transaction type to *Invoice*, and then tender the sale.

To change a work order into an invoice:

1. In the **Sales Order Entry** window, select **Transaction** > **Retrieve Transaction > Work Order**.
2. In the Lookup that opens, select the work order you want to complete. You can choose a posted or unposted transaction.
3. In the **Transaction Type** field at the top of the window, change the type to *Invoice*.

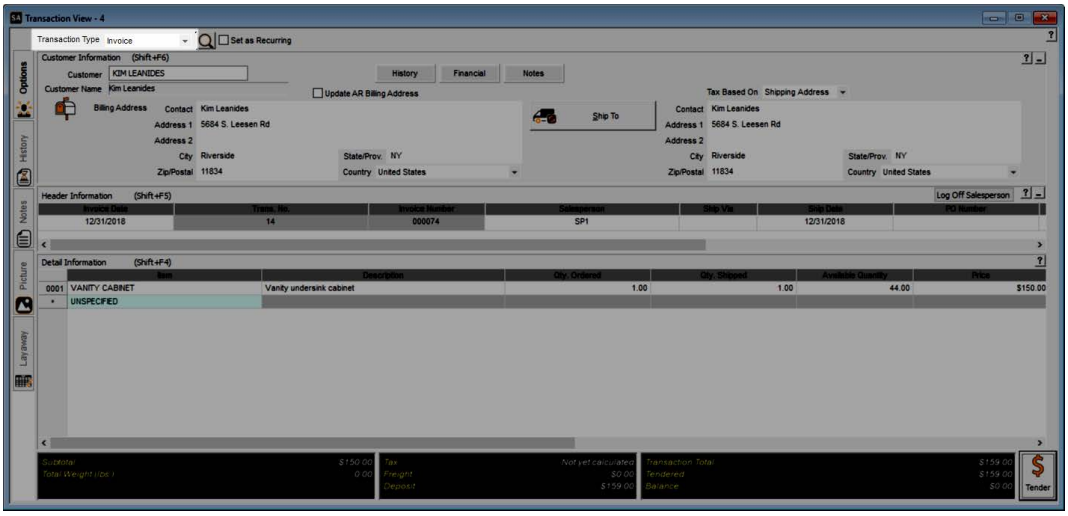


Figure 16: *Sales transaction window, Invoice option*

4. Make any necessary changes to the invoice.
   The previous deposit appears at the bottom of the Sales Order Entry window underneath any freight charges, and the balance automatically updates to show the balance remaining on the work order.
5. Click **Tender** to complete the work order. For more information on how to tender a sale, see “Tendering a Sale” on page 60.

Voiding a Work Order Transaction

If you want to void a work order that includes a deposit, you must return the deposit to the customer before you void the transaction. See “Returning a Deposit on a Work Order” on page 31 for more information about how to return deposits on work orders.

If you want to void a work order that was paid with a credit card, the transaction can only be voided on the same day that the card was charged. If you cancel the work order after the initial sale date, you must process a return instead. See “Entering a Return” on page 47 for more information about how to process returns.

If you use authorization software, a window opens in which you can complete the void through your processing company software.

If you want to void a debit card transaction, you must post the original sale and process a return.

Returning a Deposit on a Work Order

If you need to return a deposit on a work order, open the **Sales Order Entry** window.

To return a deposit on a work order:

1. Select **Work Order** from the **Transaction Type** drop-down.
2. Enter the customer's number.
3. Click **Deposit** in the lower right corner**.**
   The **Sales Transaction Closeout** window appears.
4. Click the **Return Deposit** button.

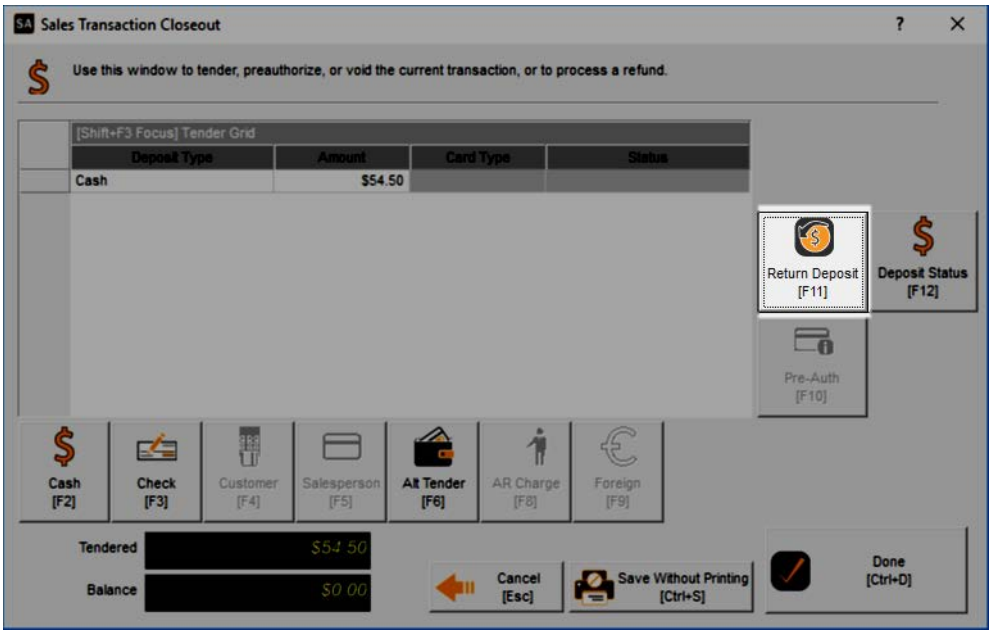


Figure 17: *Sales Transaction Closeout window, Return Deposit*

5. From the Lookup that appears, choose the deposit you want to return. You will be returned to the **Sales Transaction Closeout** window.
   The refund amount will display in the **Amount** field.
6. Click **Done** to finish the return.

> ***NOTE:*** *You can also get the status of a deposit using these steps. Instead of clicking the* ***Return Deposit*** *button, click the* ***Deposit Status*** *button. You can view the previous deposits and the net amount in the* ***Sales Deposit Status Lookup*** *window that appears.*

Job Cost Invoices

This feature is only available if you have Job Cost installed. The **Job Cost Invoicing** window allows you to enter Job Cost invoices at the same time you enter other sale items in Order Entry. You can choose which Cost Codes you want to include and add them to the order. You can also choose to prepay for Cost Codes that you haven't entered cost activity for, enter deposits on jobs, and enter returns (restore WIP).

To include Cost Codes on your invoice:

1 In Sales, select **Order Entry Tasks** > **Enter/Edit Customer Orders** from the left navigation pane. The Order Entry window will open.

2 Select **Transaction** > **Job Cost Invoicing** from the top menu bar. You must have Job Cost installed and salesperson rights to access this option.The **Job Cost Invoicing** window will open.

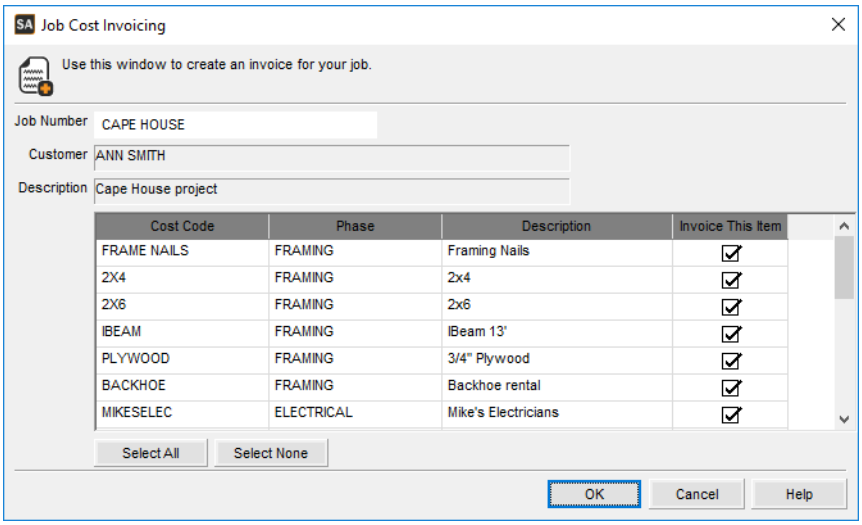


Figure 18: *Job Cost Invoicing window*

3 In the **Job Number** field, type the job number or use the Lookup to select the job you want to add to the invoice.

The invoicing grid will fill with all the Cost Codes included in the job.

4 Use the check boxes in the **Invoice This Item** column to choose which Cost Codes you want to include on this invoice. You can also choose to include a Deposit in the last row of the grid.

5 Click **OK**.

The Cost Codes you selected will become detail lines in the Order Entry transaction detail grid. If you entered a customer in the **Customer** field that is different than the customer on the job, the invoice will be billed to the customer in the **Customer** field.

If you include a deposit on this invoice, you cannot tender an AR Charge.

Working with Customer Information for Sales Transactions

If this transaction is for a customer whose history you don't want to track, you can leave the **Customer** field empty. In this case, the label to the right of the **Customer** field will read *Cash Transaction*. This does not reflect the payment method for the sale, but rather the fact that no customer information is saved and no information is sent to Accounts Receivable. If the Sales module is not integrated to Accounts Receivable, you can still enter customer information; however, you will not have access to certain options, such as looking up the customer's transaction history or tendering the sale with a customer charge.

If Sales is integrated to Accounts Receivable, you will have immediate access to your customers' sales and financial history.

Selecting a Customer

If you have Accounts Receivable installed, there are two basic ways to choose an existing customer for a transaction. See the Accounts Receivable guide for complete information on how to set up and work with customers.

- Type the Customer Number in the **Customer** field and press ENTER.
- With focus in the **Customer** field, double-click or press the F5 key to access the Lookup. Then choose the customer for this transaction.

If the customer for this transaction isn't already in the system you can add them on the fly.

To add a new customer for this transaction:

1. In the **Customer** field, double-click or press F5 to open the customer Lookup.
2. Click the **Add** button in the **Customer Lookup** window.
3. Follow the instructions on how to add a new customer in the Accounts Receivable guide.

Viewing Customer Notes

After you select a customer, you can view any notes that were entered on the **Notes** tab of the **AR Customers** window.

The **Notes** button is only available if it is included in this sales entry layout screen (see "Customizing the Sales Entry Windows" in the Sales Administrator guide).
If the **Automatically Show Existing Notes** check box is checked in the layout screen, customer notes will appear automatically.

To view existing notes or add new notes for the customer:

1. In the Sales Order Entry or Sales POS Register window, click the **Notes** button to the right of the **Customer** field or the **Notes** button on the Quick Access Bar.
   If there are any notes for the customer, there will be an asterisk (*) on the **Notes** button.

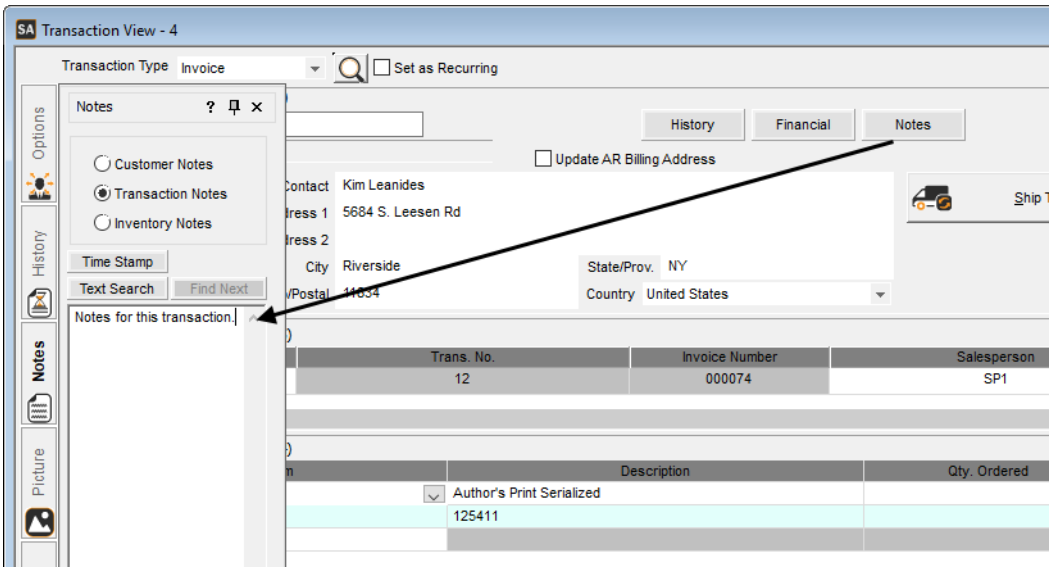


Figure 19: *Sales Order Entry window, Notes feature*

2. When the **Notes** menu appears, you can review or enter information about the selected customer.

Viewing Financial Information

If you selected a customer for this transaction, you can view the customer's financial information. This will include any current amount owed on their in-house account, as well as payments made or due.

The **Financial** button is only available if it is included in this sales entry layout screen. See “Customizing the Sales Entry Windows” in the Sales Administrator guide for more information.

To view the customer’s financial history information, click the **Financial** button to the right of the **Customer** field. To close the financial information window and continue with transaction entry, click the **Continue** button.

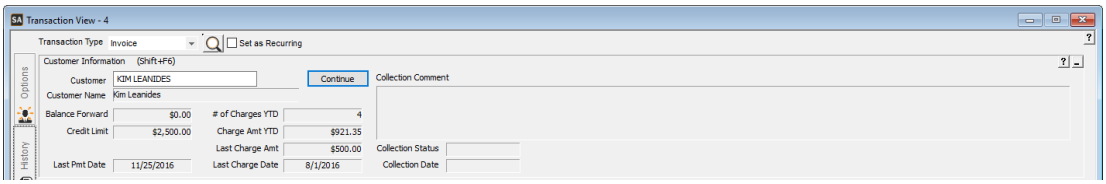


Figure 20: *Sales Order Entry window, Financial History*

Viewing Transaction History Information

If you selected a customer for this transaction, you can view the customer’s past transaction information. The **History** button is only available if it is included in this sales entry layout. See “Customizing the Sales Entry Windows” in the Sales Administrator guide for more information.

To view the current customer’s transaction history information, click the **History** button to the right of the **Customer** field. When you finish viewing this customer’s history, click **OK**.

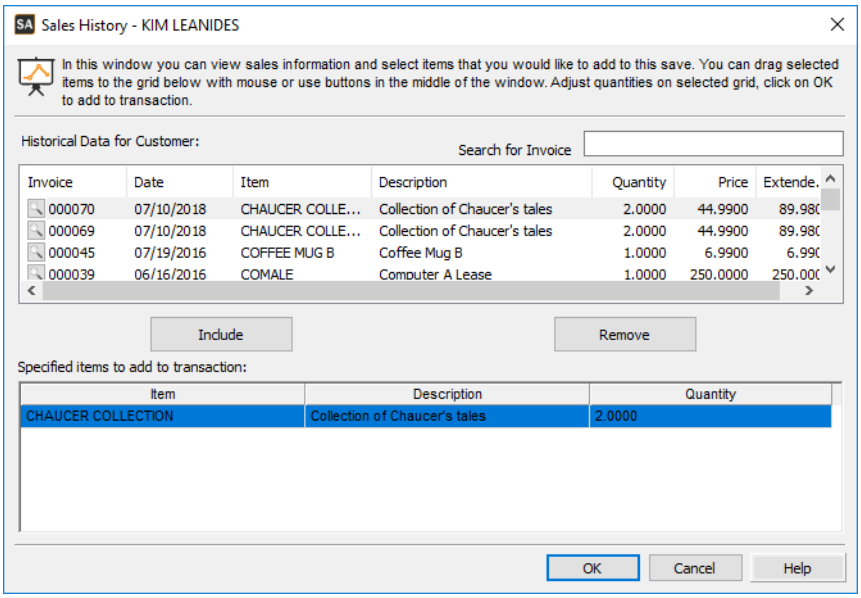


Figure 21: *Sales History window*

Adding Items from the Customer’s Sales History to the Current Transaction

You can use the customer’s history information to easily add inventory and non-inventory items this customer has previously purchased to the current transaction.

To add items from the customer’s history window to the current transaction:

1. Click the **History** button to the right of the **Customer** field.
2. In the Sales History window, click and drag the item into the **Specified items to add to transaction** text box.

   - or -

Click the item and then click the **Include** button.

> ***Tips & Tricks:*** **Adding Multiple Items at Once**
>
> You can save time by adding several previously purchased items at once to the current transaction.
>
> To select a range of items, hold down the SHIFT key and click the first and last items in the range.
>
> - or -
>
> To include non-contiguous items, hold down the CTRL key and click the items to include.

3 Click **OK** to add the items to the current transaction and return to the transaction window.

To change the quantity of an item before adding it to the transaction:

1 In the lower half of the Sales History window, place your cursor in the **Quantity** field you want to edit.

2 Enter the updated quantity.

3 Click **OK** to add the items to the current transaction.

Changing the Customer's Billing Address

These instructions assume you are in one of the sales entry windows. If you have Accounts Receivable installed and Sales is integrated to it, the billing address entered on the **Billing/Shipping** tab of the **AR Customers** window for the selected customer appears here. If this is the billing address you want to use for this transaction, you don't need to change anything.

To change the customer's billing address, type the address you want to use directly in the **Billing Address** fields. If the customer's billing address has permanently changed, select the **Update AR Billing Address** check box. When you save, the customer's billing address will be updated in Accounts Receivable for future transactions.

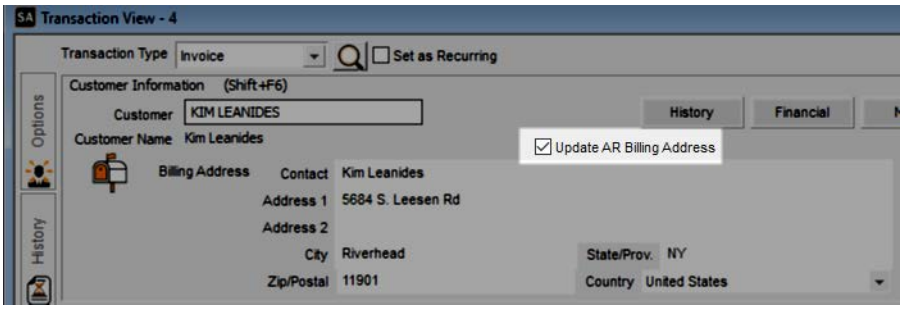


Figure 22: *Sales Order Entry window, Update AR Billing Address check box*

Working with Shipping Addresses

These instructions assume you are in one of the sales entry windows. The shipping address is only visible if it is included in this sales entry layout (see "Customizing the Sales Entry Windows" in the Sales Administrator guide).

If you have Accounts Receivable installed and Sales is integrated to it, the shipping address entered on the **Billing/Shipping** tab of the **AR Customers** window for the selected customer appears here.

To change the shipping address for this transaction only, type the new shipping address in the **Ship To** fields.

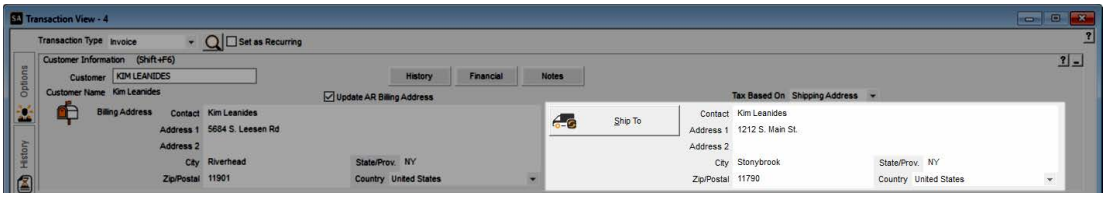


Figure 23: *Sales POS Register window, Ship To*

Creating Multiple Shipping Addresses for the Customer

If you are integrated to Accounts Receivable, you can set up as many different shipping addresses for each customer as you need.

To set up multiple shipping addresses for a customer:

1 In the Order Entry or Point of Sale entry window, click the **Ship To** button next the Shipping Address fields at the top of the window. The **Sales Multiple Shipping Address** window will open.

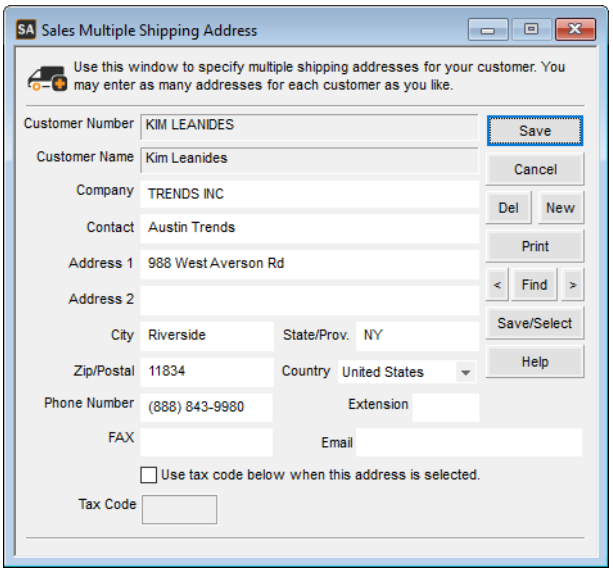


Figure 24: *Sales Multiple Shipping Address window*

2 If the company name for this shipping address will be the same as an existing shipping address for the customer, use the Lookup in the **Company** field to select it.
If the company name for this shipping address will be different, type it in the **Company** field.

3 Complete the rest of the address information fields in the window.

4 To save this shipping address and add another one, click **Save**.
To save this shipping address, and select it for the current transaction, click the **Save/Select** button.

5 When the shipping information is complete, continue to enter the transaction.

Selecting the Correct Shipping Address from Multiple Addresses

If there are multiple shipping addresses for the customer, choose the correct one to use for this transaction.

To select an existing shipping address for the current transaction:

1 In the Order Entry or Point of Sale entry window, click the **Ship To** button next the Shipping Address fields at the top of the window. The **Sales Multiple Shipping Address** window will open.

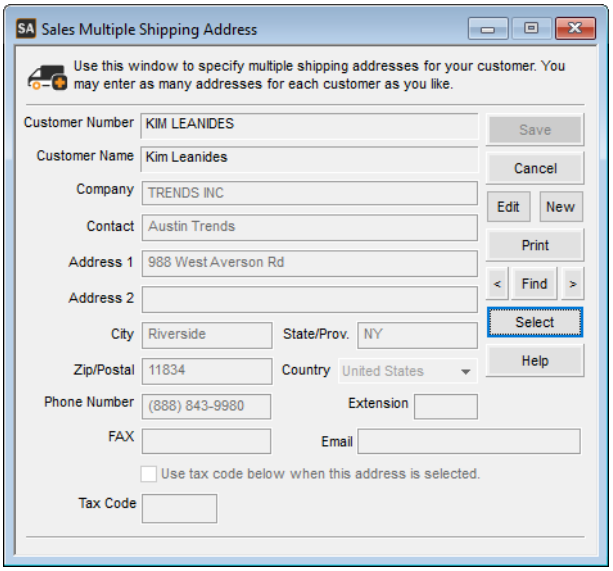


Figure 25: *Sales Multiple Shipping Address window*

2 Use the Lookup in the **Company** field to bring up a list of existing shipping addresses for the selected customer.

3 After you find the address you want to use, click **Select** to choose the address and return to the sale.

Weighing a Stock Item at the Time of Sale

The instructions in this section cover using a weight scale to enter the weight of a stock item at the time of the sale. See the Sales Administrator guide for information on how to set up the weight scale device.

To enter the weight of a stock item during a sale:

1 In either of the sales entry windows, add the stock item to the transaction. Refer to “Entering Sales Transactions” on page 20 for information about how to enter a sales transaction.

2 Place the stock item you want to weigh on the scale. If necessary, refer to the scale’s instructions for information on how to use the scale.

3 In the **Qty** field in the Sales POS Register window or the **Quantity Ordered** field in the Sales Order Entry window, press F8 to retrieve the weight of the item.

- or -

If you want to enter the item as a return, press F9 to enter the weight as a negative value.

The weight will automatically appear in the **Qty** (POS) or **Quantity Ordered** (OE) field.

NOTE: *If the weight reading varies while you weigh an item, for instance because the item is unstable, you might see an error message that the weight scale is not responding. Click **OK**, stabilize the item, and then press F8 (sale) or F9 (return) to weigh the item again.*

4 Complete the sales transaction. Refer to “Tendering a Sale” on page 60 for information on how to tender a sale.

Creating Inventory Items Not Showing in the Lookup Window

If you need to add a stock item that isn’t already in the system, you can add it on the fly.

To add a stock item to the current transaction that isn’t in Inventory:

1 In the **Item** field, type the new stock number, scan the item, or double-click to open the Lookup.

2 If you typed or scanned the item, the **No Information Detected In System** window appears when you leave the **Item** field. Click **Add as New Inventory Stock Item** to add the item to Inventory. This will open the **IN Stock** window to add a new record.

- or -

If you opened the Lookup, select **Add** to open the Inventory **IN Stock** window and add a new inventory record. For more information on how to add stock items in Inventory, refer to the Inventory guide.

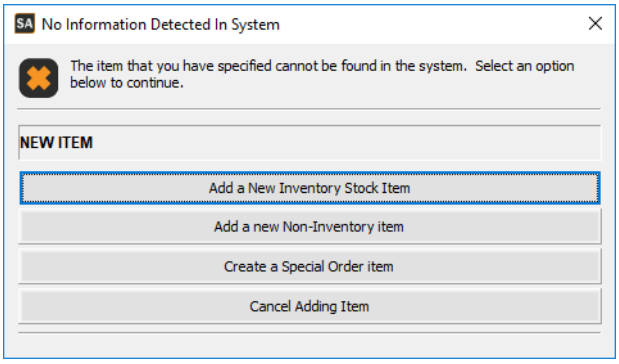


Figure 26: *No Information Detected In System window*

3 After you add the stock item in the **IN Stock** window, it will be included in this transaction.

Rearranging Items in a Sales Transaction

Rearranging detail lines will probably involve cutting and pasting so items are grouped together or comments can be placed near the relevant items. These instructions assume you are already in one of the sales entry windows.

To cut or copy line items to paste to another portion of the detail grid:

1 Right-click on the line you want to cut or copy.

2 Select the option you want from the pop-up menu. Use the **Cut Row**, **Copy Row**, and **Paste Row** commands to affect entire rows. The line you copied or cut will remain in memory to paste until it is replaced by another cut or copied item.

If you need to create a blank line to paste into, right-click and choose **Insert Blank Line**.

To paste line items that were cut or copied to a new location in the detail grid:

1 Place focus on the line into which you want to paste the cut/copied line and right-click.

2 Select **Paste Row** from the pop-up menu.

If you paste a row over an existing row with information, the existing information will be overwritten.

Entering a Special Order Item

A special order item is any item you do not want to create a stock item record for. This option is available only if it is allowed on your Salesperson Code. These instructions assume you are already in the Sales Order Entry or Sales POS Register window.

To include a special order item in a sales transaction:

1 Type or scan the number or other identifier you will use as the stock number for the special item. When you scan or type a stock number the system doesn't recognize, the **No Information Detected in System** window appears when you tab out of the item field:

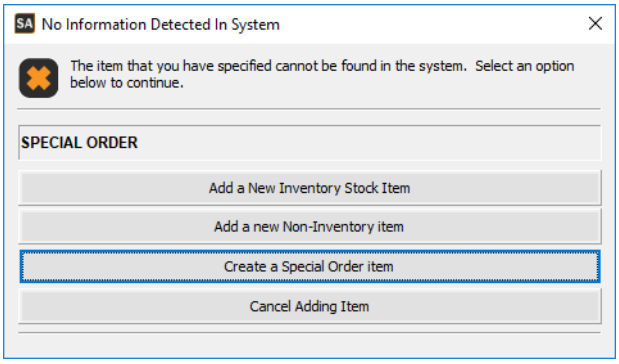


Figure 27: *No Information Detected In System window*

2 Click **Create a Special Order Item** and enter the necessary quantity and price information.

3 Complete and tender the transaction.

Special order items do not have inventory stock item records associated with them, so they don't offer some of the features that "regular" stock items do, such as the ability to back order. If you need to use these features with this item, we recommend you create a stock item instead of using the special order feature.

Choosing a Stock Item Variant

If you set up stock items with variants you will need to choose which variant you want to sell. When you enter the stock item in the **Item** field, the Description column will have a Lookup to select the variant. If your variants were set up with a SKU/UPC attached, the correct variant will autofill.

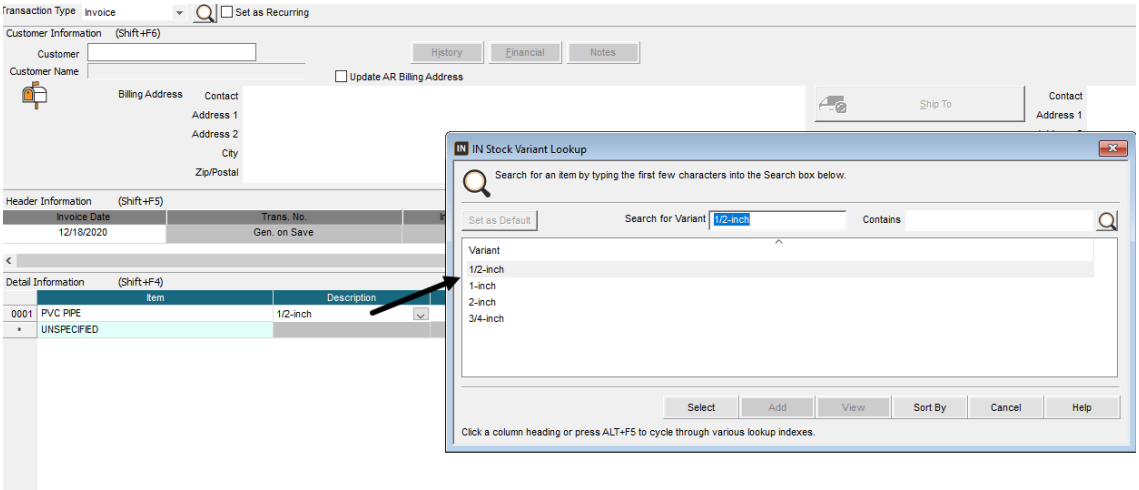


Figure 28: *Sales Entry window, choose a variant from Description field*

Including Non-Inventory Items in a Sale

Non-Inventory items are non-tangible items you sell. Some examples are delivery or freight charges, repair services, or assembly charges. Discounts are also created as Non-Inventory Codes. You include non-inventory items on a sale similar to the way you include inventory items.

If you want to include a non-inventory item automatically each time a certain inventory item is sold, see “Attaching Non-Inventory Items (Services) to Stock Items” in the Inventory Guide. For more information on Non-Inventory items, see the Sales Administrator guide.

Selling an Existing Non-Inventory Item

You can of scan or type the name of a non-inventory item just as you can a stock item, and it will appear in the detail grid of the transaction. Some businesses use a binder with bar code stickers for the various non-inventory items they sell, such as delivery, freight, and other non-tangible charges.

To include an existing non-inventory item, type the item name into the **Item** field, scan the Non-Inventory Code, or press ALT+F1 in the **Item** field to open the Non-Inventory Lookup and select an item.

If you sell prepaid services, it might be helpful to include the **Term Start** and **Term Expiration** fields in your entry layout. These fields allow you to define the term for the prepaid service. If you don’t include these fields, the term will be the current date plus the amount of time in the term you defined in the Non-Inventory Code. You can change these dates in the **AR Customers** window.

If you use a touch screen monitor in Point of Sale, tap the non-inventory item button in the button panel at the bottom of the Register window. To add quantity for the non-inventory item, you can use the quantity buttons before you select the item or you can tap the item multiple times.

Continue to enter the transaction as you would any other.

Creating a New Non-Inventory Item to Use in the Sale

If you need to sell a non-inventory item that isn’t already in the system, you can use one of two methods to create it on the fly while you enter a sale. You can add an item from the **Non-Inventory Lookup** window or add it from one of the sales entry windows. The instructions here provide both methods and assume you are currently working in one of the sales entry windows.

To use the Lookup to create a new Non-Inventory item on the fly:

1 Press ALT+F1 in the **Item** field to open the **Sales Non-Inventory Lookup** window.

2 In the Lookup, click the **Add** button and complete the information in the **Sales Non-Inventory Codes** window that appears.

3 Click **Save/Select** to save it and include it in the current transaction.

To create a new Non-Inventory item on the fly by typing or scanning the item:

1 Scan the item's bar code or type the item name in the **Item** field and press TAB. The **No Information Detected in System** window will open.

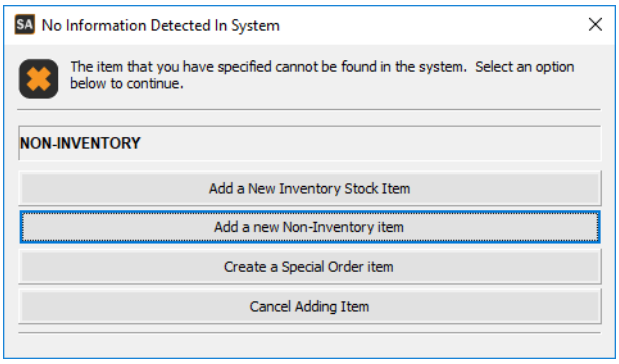


Figure 29: *No Information Detected in System window*

2 Click the **Add a new Non-Inventory Item** button.

3 Enter the information for the new non-inventory item, then click **Save/Select** to save it and include it in the current transaction.

Changing or Deleting an Item in a Transaction

After you add a detail line to a sales transaction, you can edit it. The information you're allowed to edit will depend on the rights for your Salesperson Code. For more information on Salesperson Codes, see the Sales Administrator guide.

To change a stock item on a sales transaction:

1 In either of the sales entry windows, select the detail line with the incorrect item.
The item will highlight

2 Scan, use the Lookup, or type the correct item name.
The line will be overwritten with the correct item.

Keep in mind that if you increase the quantity of a stock item that you changed the unit price of in the entry window, the price of the additional quantity will be determined by the option you selected for the **Maintain Changed Price** check box on the **General Tab** in Module Preferences.

If the customer decides not to purchase an item, or if you entered an item in error, there are two ways you can delete it from the transaction.

To delete a line item from the transaction using the keyboard:

1 In the sales entry window, tab to the **Item** field to highlight the incorrect item.

2 Press the CTRL+DELETE keys.

To delete a line item from the transaction using the mouse:

1 In the entry window detail grid, right-click anywhere on the line that contains the item you want to delete.

2 Select **Delete Row** from the pop-up menu.

To delete a line item from the POS Register window using a touch screen monitor:

1 In the Register window, tap the **Clear** button.

2 Tap the stock item button for the item you want to clear from the grid.

If you want to clear the entire grid, tap the **Clear** button twice.

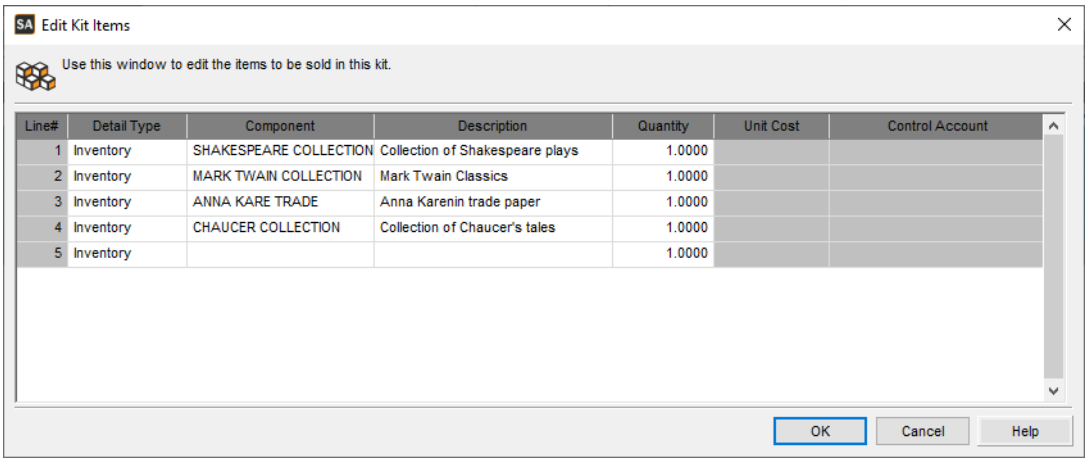
Editing a Kit

If you need to add or replace items in a kit, you can edit the kit for this sale only. if you want to permanently change the kit, you need to modify it in Inventory.

You cannot edit kit items in a layaway sale.

To update items in a kit:

1 With the kit in view, right-click on any item in the kit and select **Edit Kit Items**. The Edit Kit Items grid will open.



Line#	Detail Type	Component	Description	Quantity	Unit Cost	Control Account
1	Inventory	SHAKESPEARE COLLECTION	Collection of Shakespeare plays	1.0000		
2	Inventory	MARK TWAIN COLLECTION	Mark Twain Classics	1.0000		
3	Inventory	ANNA KARE TRADE	Anna Karenin trade paper	1.0000		
4	Inventory	CHAUCER COLLECTION	Collection of Chaucer's tales	1.0000		
5	Inventory			1.0000		

Figure 30: *Edit Kits window*

2 Add a kit item at the bottom of the grid and/or change an item in the kit. You can add an existing inventory or non-inventory item, but you can't add serialized or lot numbered items.

3 Click **OK**. You will return to the Entry window and see the updated kit.

Including Comments on Sales Transactions

There are two basic types of comments you might include in a sales transaction: one-time comments you type on the spot and comments you will reuse. One-time comments are more likely to be typed at the time of the sale, while most recurring comments will already be set up in the system.

One-Time Comments

You might sometimes want to add an individual comment on a sale transaction, such as delivery instructions, that should be included on the invoice or receipt when it is printed.

To include a one-time comment in a sales transaction:

1 In the detail grid of the Sales Order Entry or Sales POS Register, right-click and select **Insert Comments**.

2 When the **Enter Transaction Comments** window appears, enter your comment in the text box and click **OK**.

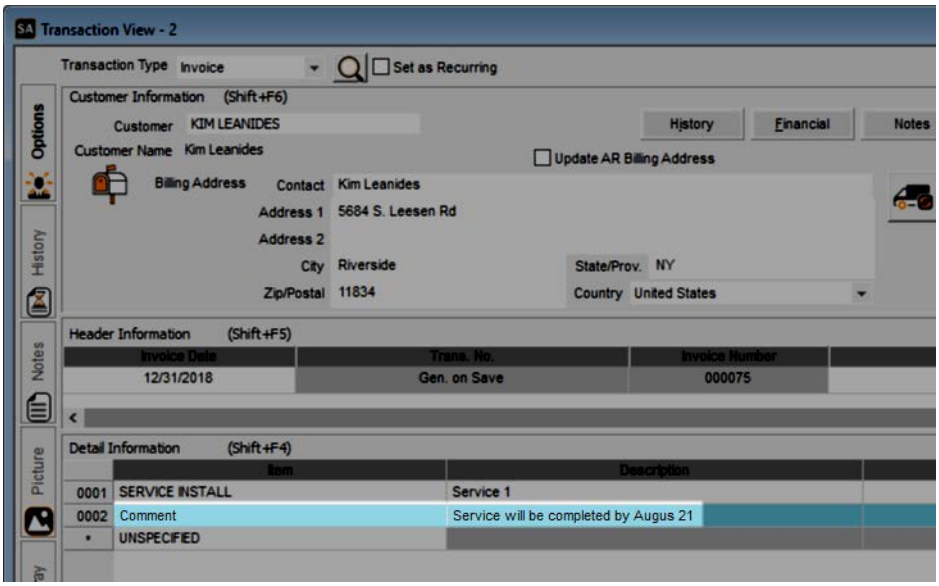


Figure 31: *Sales Order Entry window, transaction comments*

3 When you finish typing the comment, click **OK** to place it in the transaction. The new comment line will be inserted above the line your cursor was focused on when you right-clicked.

How the comment appears depends on whether the **Auto format comments** check box is selected on the **General** tab of Module Preferences. If the check box is selected, the comment will be in the **Description** column using as many detail lines as necessary to accommodate the entire comment. If the check box is not selected, the comment will be formatted exactly as you type it, including line breaks and blank lines.

Comments that are Used Regularly

If there are comments that you use on a regular basis, you can easily attach them using Comment Codes. For instructions on how to create Comment Codes, see the Sales Administrator guide. For instance, there might be a comment to thank the customer for their purchase or to remind them of a special holiday discount.

To include a Comment Code in a sale transaction:

1 In the Sales Entry window, place the cursor in the **Item** field of the line where you want the Comment Code to appear.

2 Press ALT+F5 or right-click and select **Insert Comment Code**. The **Sales Comment Code Lookup** window will open.

3 Double-click the Comment Code you want to use.

If there are multiple Comment Codes with the same first three characters and you select one of them, the one you select and all Comment Codes subsequent to it with the same first three characters will be included in the transaction.

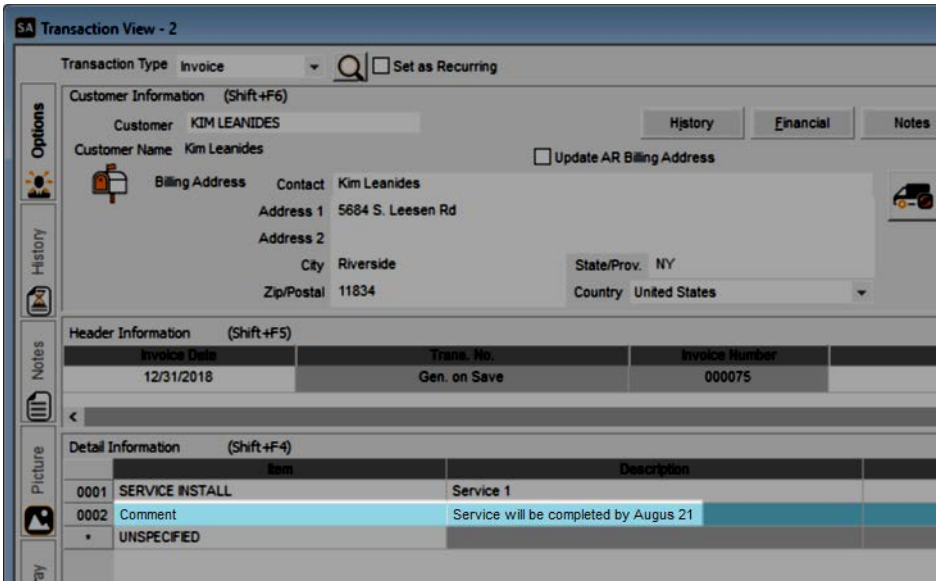


Figure 32: *Sales Order Entry window, transaction comments*

Editing Or Deleting Comments in the Transaction

After you've added a comment to the transaction (one-time or Comment Code), you might need to edit or delete it.

To edit a comment you already entered:

1. Right-click on any line of the comment.
2. Select **Edit Comment** from the pop-up menu.
3. Edit the comment as needed.
4. Click **OK** to save the comment and close the window.

There are two ways to remove a comment (one-time or Comment Code) from the transaction.

To remove the entire comment, right-click on any line of the comment and select **Delete Comment** from the pop-up menu.

To remove the comment one line at a time, right-click on any line of the comment and select **Delete Row** from the pop-up menu. Repeat this for all the lines you want to remove.

Attaching Assembly/Usage/Safety Information Comments

There might be instances when you need to give your customer specific information for the item they are purchasing. For example, assembly, safety, or usage instructions should be included with certain items. You might also want to offer assembly services as an additional sales opportunity.

This information can be set up as Extended Descriptions (see "Setting Up Special Prompts When Ordering/Selling Items" in the Inventory guide) on the stock item. If this additional information is optional, you will see a message when you sell an item that has an Extended Description.

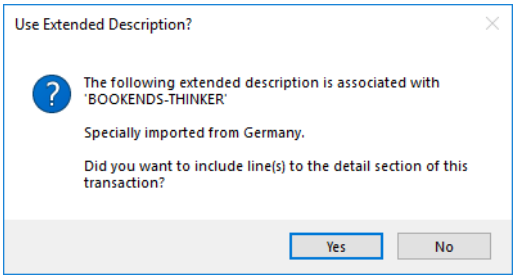


Figure 33: *Use Extended Description? message*

Click **Yes** if you want to include the message in the transaction.

Handling Discounts on Sales Transactions

There are many different ways to discount sales. Some are automatic, based on the customer and the stock item or the date and time, and others the clerk can add at the time of the sale. Refer to this section for information on each type of discount.

Discounting the Current Line Item

One way to offer a discount is on a single current line item.

If there is no Discount Code (AR Discount + IN Discount) associated with the stock item and customer combination, the discount will post as a reduction in income to the stock item's revenue account. If there is a Discount Code associated with the stock item and customer combination, then the discount will post to the GL Account specified in the Sales Discount Code window. See the Inventory guide.

These instructions assume you are already in the Sales Order Entry or Sales POS Register window.

To discount a single line item at the time of the sale:

1 While on the detail line you want to discount, select **Transaction** > **Apply Discount** > **Current Line Item** from the menu bar

- or -

Right-click and select **Discount Current Detail Item**

- or -

Use the quick access bar to select **Options** > **Discount Line Item**.

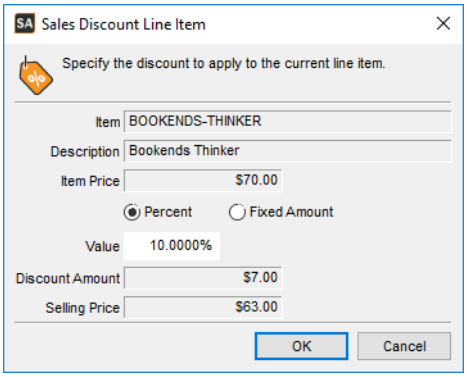


Figure 34: *Sales Discount Line Item window*

2 Choose whether you want to use a percent or fixed amount discount.
If you want to discount a percent, type the value as a number without the percent sign. For example, to use a 5% discount, type *5*. The line item discount will calculate on the unit price of the selected item, and the new discounted price will display in place of the non-discounted price.

3 Click **OK**.

Discounting Items Added to the Sale Since the Last Discount

There might be times when you already discounted some of the line items on a transaction, but you need to apply a discount to new items that have been added. For example, you discounted the first three items by 25%. After that discount, you added four more items to the transaction and you want to discount only those new items by 15%.

To discount only items that have been added to a transaction since another discount was applied:

1 While on any of the detail lines you want to apply the new discount to, select **Transaction** > **Apply Discount** > **Since Last Discount** from the menu bar

- or -

Right-click and select **Discount Since Last**

- or -

Use the quick access bar to select **Options** > **Discount Since Last**.

The **Sales Discount Since Last** window will open.

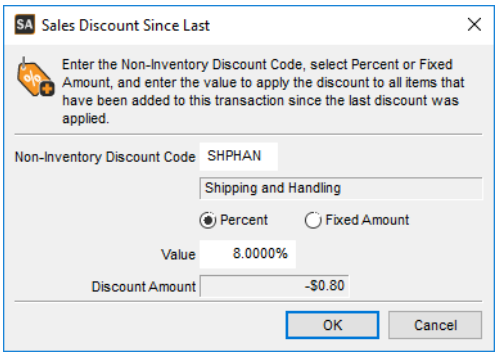


Figure 35: *Sales Discount Since Last window*

2 In the **Non-Inventory Discount Code** field, use the Lookup to choose the code to use for the discount.

3 Select how you want to calculate the discount, either by percent or by a fixed dollar amount.

4 In the **Value** field, specify the percent or amount to discount the invoice. Type the value as a number without the percent sign. For example, to apply a 5% discount, type *5*.
The discount will calculate on the unit price of the selected items. The new discounted price will display as a new line item, with a quantity of negative one (-1). The price of this line will reflect the total amount of the discount, and the extended price will reflect the negative total of this detail line.

> ***NOTE:*** *The discount will only affect new detail lines that are on the invoice at the time the discount is applied. Detail lines that are added after the discount is applied will not be affected.*

5 Click **OK**.

Discounting the Entire Invoice

The discount will only apply to items you include in the transaction at the time the discount is applied. New items you add after the discount is applied will not be discounted unless you delete the previous discount line and enter it again. See “Discounting the Current Line Item” on page 45 for instructions on discounting new items you add to the transaction.

To discount all items at the time of the transaction:

1 While in the Sales Entry window, select **Transaction** > **Apply Discount** > **Invoice Total** from the menu bar

- or -

Right-click and select **Discount Entire Invoice**

- or -

Use the quick access bar to select **Options** > **Discount Invoice Total**.

The **Sales Discount Invoice Total** window will open.

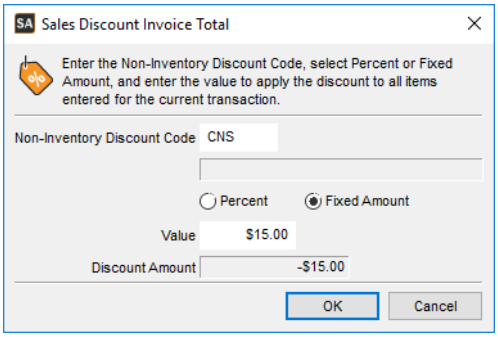


Figure 36: *Sales Discount Invoice Total window*

2 In the **Non-Inventory Discount Code** field, use the Lookup to select the code for the discount.

3 Specify whether you want to calculate this discount as a percentage of the line item price or as a fixed amount.

4 In the **Value** field, specify the percent or amount to discount the invoice. Type the value as a number without the percent sign. For example, to apply a 5% discount, type *5*.
The discount will be calculated on the unit price of each item on the invoice and will be displayed as a new line item, with a quantity of negative one (-1). The price of this line will reflect the total amount of the discount, and the extended price will reflect the negative total of this detail line.

5 Click **OK**.

Entering a Return

The method you use to return an item depends on whether the transaction is posted or not. If the transaction has not been posted, you can return the item by either voiding the transaction or simply clearing the sale. For more information on these options, refer to “Voiding an Invoice Transaction” on page 21 or “Clearing a Sale and Starting Over” on page 50.

If the transaction is posted, you will need to do a return transaction. We recommend you enter the return through Sales so that all the affected accounts will be reversed.

> ***NOTE:*** *To return a lease or decrease the quantity of a prepaid service, you must use the* AR Enter Payments/Adjustments *window.*

To enter the return of an item in a posted transaction:

1. In the Sales Entry window, select **Transaction** > **New** from the menu bar.
2. In the **Item** field on the detail grid, enter the item being returned.
3. Enter the quantity being returned as a negative number.
   For example, if the customer is returning 2 widgets, enter *-2* in the **Qty** field.
4. When you finish entering the return information, tender, close, and post the transaction.

To enter a return in Point of Sale using a touch screen monitor:

1. In the POS Register window, tap **Quantity** > **Refund** from the button panel.
2. Tap the number of items you want to return. You can tap **Next** to view more number options if you are returning a large quantity.
3. Tap the stock item you want to return.
   The stock item quantity is added to the detail grid as a negative number.
4. Add any other items (to return or sell) and tender the transaction as you normally would.

   For information about tendering a return, see “Tendering a Return” on page 65.

Retrieving an Unposted Transaction

If a transaction hasn’t been posted and you need to edit it, you can retrieve it in the sales entry window and make changes.

You can retrieve Order Entry transactions in Point of Sale, but you can only retrieve Point of Sale transactions in Point of Sale.

To retrieve a saved transaction:

1. From the Sales Entry window, select **Transaction** > **Retrieve Transaction** from the menu bar and choose the correct transaction type. The Lookup window will open.
2. Select the transaction you need to change.
   You will not be able to make changes to a check, credit card, or debit card sale that has already been authorized. If you need to make changes to this type of sale, void the sale (see “Voiding an Invoice Transaction” on page 21) and enter it again.
3. Make the necessary changes and then select either **Tender**, if you need to tender the sale, or **Transaction** > **Save without Printing** if you are recording a change that doesn’t require you to print the sale.

Retrieving an Order Entry Invoice in Point of Sale

You might sometimes initiate a transaction in Order Entry and need to close it out in Point of Sale. You can use the Sales POS Register window to retrieve an invoice that was created in the Sales Order Entry window. All unposted transactions created in Order Entry, as well as posted quote and work orders, can be retrieved in this way.

To retrieve an Order Entry invoice in Point of Sale:

1. In the Sales POS Register window, select **Transaction** > **Retrieve Transaction** > **Order Entry** from the menu bar. The Order Entry Lookup window will open.
2. Select the transaction you want to retrieve.
   For transactions that are retrieved this way, the Transaction Type will be Receipt, except for layaway transactions, which will remain Layaway.
3. Enter any additional items or changes to the transaction.
4. Finish the sale as illustrated in “Tendering a Sale” on page 60.

Completing a Paid Out Transaction

Paid out transactions are only available in Point of Sale and use money from the register to make miscellaneous purchases. When you balance the register, the amount of the Paid Out transaction will be listed separately (see ”Setting Up Your Registers” in the Sales Administrator guide). You must have Salesperson Code rights to complete a Paid Out transaction.

Before you enter a paid out transaction, you must complete all other transactions and the register window must be free of items in the header, detail, and tender sections.

To complete a paid out transaction:

1. In the Sales POS Register window, click **Options** > **Paid Out** from the quick access bar.
   - or -

   Right-click on a detail line and select **Insert Paid Out**.

   The **Sales Paid Out** window will open.

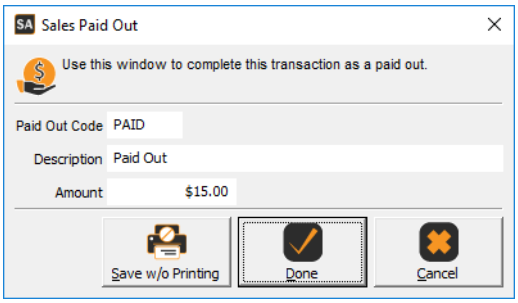


Figure 37: *Sales Paid Out window*

2. From the Paid Out Code Lookup, select the Code you want to use.
3. You can change the default description if you want to use a different description for this sale.
4. Enter the amount of the paid out.
5. Select **Done** or **Save Without Printing** to complete the transaction.

Fulfilling Back Orders

Back Order transactions are only available in Order Entry and are automatically created in a back order batch when you ship an order with fewer items than are required for the order. You can fill back orders at any time.

If you want to use Back Orders, you must enable them on the **General** tab of the **Sales Order Entry Preferences** window (see the Sales Administrator guide or select the **Help** button in the software window for more information).

To fulfill back orders:

1. In the **Sales Order Entry** window, open an existing back order by selecting **Transaction** > **Retrieve Transaction** > **Back Order** from the menu bar. The Back Order Lookup will open.
2. Choose the back order you want to fill and click **Select**.
3. In the Detail grid, enter the quantity you will ship for each detail item.
4. Complete the transaction.

> ***Tips & Tricks:*** **Back Orders**
>
> If you have a lot of back orders to work with at one time, you can switch to the Back Order batch. This way, all the transactions in the batch will be back orders and you don't have to specify what type of order to retrieve each time.
>
> **To log into the Back Order batch**:
>
> In the Sales module, select **Order Entry Tasks** > **Set the Active Batch to Back Order**. Then choose, **Order Entry** > **Enter Orders**. When you select **Transaction** > **Retrieve Transaction**, the only type of transactions available will be back orders.

For information on voiding a back order transaction, see "Voiding an Invoice Transaction" on page 21.

Clearing a Sale and Starting Over

Clearing a sale removes the current transaction from the Sales Order Entry or Sales POS Register window. If the sale has not been saved, any information you entered is lost. If the sale had previously been saved and then retrieved, clearing it does not remove it from the system; it simply clears it from the register window.

For information on how to void a sale that has previously been saved, see "Voiding an Invoice Transaction" on page 21.

To clear an unsaved sales transaction, make sure the sale you want to clear is in the Sales Order Entry or Sales POS Register window. Select **Transaction** > **Clear** from the menu bar. This clears the window and lets you start a new transaction.

Entering Expedited Order Entry Transactions

If most of the orders you enter are charges to customer accounts, you can select the **Exclude POS Options** check box in the Order Entry Preferences window to expedite order entry. This allows you to save and print transactions directly from the entry screen.

If you use this feature, some options in the Entry window are different. For example, you won't be able to use layaway or age verification options, or accept gift cards when you enter an order. You also can't tender Hold or Quote transactions from the Transaction Closeout window.

You can use the **Payment Method** drop-down to select an alternate payment method for invoices. If you select a customer, this list displays the payment types allowed for that customer, otherwise, you can choose from *Cash*, *Check*, or *Credit Card*. If you recall a saved transaction, this option is disabled if there are two or more tender lines or if there is one tender line that is not AR Charge.

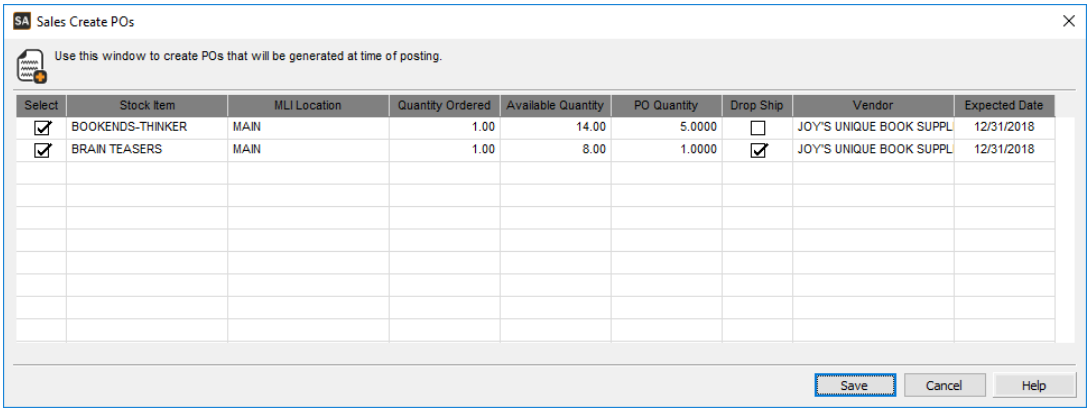
You can also select the **Automatic Salesperson Login** check box in the Order Entry Preferences window if you don't want to log in to enter orders. The system will use your default salesperson.

Creating Purchase Orders from the Entry Window

If you select the **Allow Create POs** check box in Module Preferences, you can create purchase orders for the items included in your sale. You cannot pre-issue purchase order numbers or use encumbrances (Fund only) if you use this feature.

To create purchase orders based on your order in the sales entry window:

1 From the sales entry window, open the **Options** quick access bar and select the **Create POs** button. The **Sales Create POs** window opens.



Select	Stock Item	MLI Location	Quantity Ordered	Available Quantity	PO Quantity	Drop Ship	Vendor	Expected Date
☑	BOOKENDS-THINKER	MAIN	1.00	14.00	5.0000	☐	JOY'S UNIQUE BOOK SUPPL	12/31/2018
☑	BRAIN TEASERS	MAIN	1.00	8.00	1.0000	☑	JOY'S UNIQUE BOOK SUPPL	12/31/2018

Figure 38: *Sales Create POs window*

All non-return inventory items that were on the entry screen when you opened this window will appear in the purchase order grid. You cannot add items directly to the grid.

2 Uncheck the **Select** check box for any items you don't want to include in the purchase order. Any items that have 0 PO Quantity will not be included.

3 Adjust the amounts in the **PO Quantity** field.
If the item will be drop shipped, the PO quantity must be less than or equal to the quantity ordered.

4 Select the **Drop Ship** check box for all items that will be drop shipped. You cannot drop ship serialized, lot numbered, or items with a buy/sell conversion.

5 Click **Save** to return to the sales entry window. If you added the PO Quantity column to the entry screen, it will update with the amount from the Create POs window.

The purchase order will be created when you post the sale. You can only print purchase orders from the Purchase Order module. If you select the **Merge POs per vendor** check box in Module Preferences, non drop-ship purchase orders with the same vendor in each batch/register will be merged.

Selling Inventory from Multiple Locations

When Multi-Location Inventory is installed, it affects certain options when you sell stock items. Multi-Location Inventory allows you more flexibility to sell items from different locations in one transaction. Then, when you post the transaction, the sale automatically adjusts the inventory in each location affected by the sale.

Multi-Location Inventory (MLI) changes the transaction entry process in Order Entry and Point of Sale. This information assumes that both components are installed. If this is not the case, you might not see some of the features or options described here.

Entering Orders

With MLI, there is an additional **Location** field in the Order Entry detail grid when you enter orders. The default information for this field is discussed in the Inventory guide.

To enter transactions with MLI:

1. In the Sales module, select **Order Entry Tasks** > **Enter / Edit Customer Orders** from the left navigation pane. The Order Entry window will open.
2. If you use batch processing, select the batch you want to work in.
3. Complete the customer and header information as you would for any order. For detailed information about the options in this window, select the **Help** button in the software.
4. In the detail grid, add the stock item to sell.
5. In the **Location** column, enter the location for this stock item.
   The default entry in this field is determined by the setting in the Sales Order Entry Preferences window or by the entry in the **Sales Set Up Order Entry Batch** window.

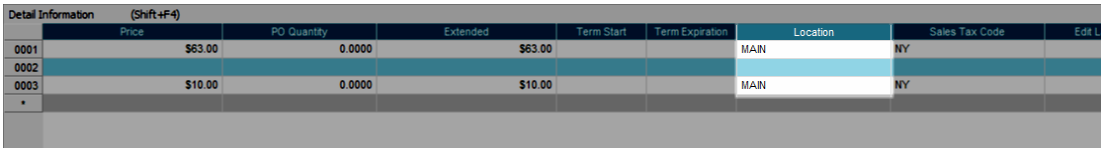


Figure 39: *Sales Order Entry window, Location emphasis*

6. After you finish entering the order, complete the tender process, then print and save.

Entering Sales

If you have MLI installed and the **Location** field is in the window layout, you will see the field in the detail grid when you enter sales transactions.

To enter invoice transactions with MLI:

1. In the Sales module, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.
2. Select and log in to the register you want to use for this sale.
3. Complete the customer and header information as you would for any sale. For detailed information about the options in this window, select the **Help** button in the software.
4. In the detail grid, select the stock item to sell.
5. In the **Location** column, enter the location for this stock item.
   The default entry in this field is determined by the setting in the Sales Point of Sale Preferences window, the entry in the Sales POS Register Codes window, or the entry in the IN Module Preferences window. See the Sales Administrator guide for more information on setting the default location.

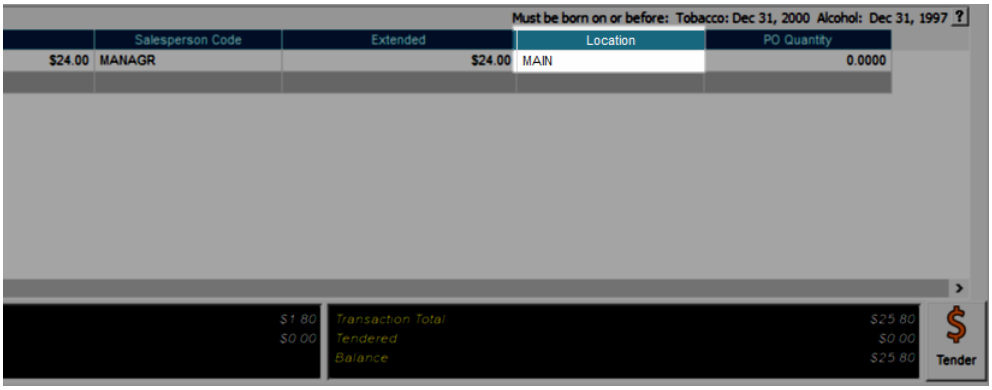


Figure 40: *Sales POS Register window, Location emphasis*

6 After you finish entering the sale, complete the tender process, then print the invoice/receipt and save.

Selling Stock Items with Specialty Shop

After you install Specialty Shop and set up the basic requirements to use it (see the Inventory guide), you can include the stock items in sales transactions.

Multi-Pack Sales

If either of the sales entry windows display the **Multi-Pack Code** column, you can enter the Multi-Pack Code for an item. If the **Multi-Pack Code** column is not displayed in the window, when you scan an item with multi-pack pricing, you will be prompted for the multi-pack.

An exception to this is if you set up a stock alias for the multi-pack. In this case, you are not prompted when you scan the item because the stock alias already contains the multi-pack information.

To include a multi-pack item in a sales transaction:

1 If the **Multi-Pack Code** column is included in one of the sales entry windows, enter the Multi-Pack Code for the item. If the **Multi-Pack Code** column is not in the window, the **Multi-Pack Code** window appears.

2 Select the Multi-Pack Code for the item.
The code that is highlighted when the pop-up window first displays is the default for the stock item. If you want, you can scroll through the grid and select a different code. Double-click or press **Enter** to select the code.

Buy 1, Get 1 Sales

When you enter an item that has a Buy 1, Get 1 Promotional Code (see the Inventory guide), the promotional prices are reflected during sales entry.

Example: Entering Buy 1, Get 1 Sales Transactions
You set up a Buy 1, Get 1 Promotional Code that says if the customer buys a gallon of milk, they get a carton of eggs free. Both items will ring up initially at their regular price, and then a discount line will be added for the eggs.

Example: Entering Buy 1, Get 1 Sales Transactions		
Item	Qty	Price
Milk	1	$2.50
Eggs	1	$ .79
Discount	-1	$ .79

This will be the case even if the eggs are entered first. Also, if the customer decides not to purchase the milk, the discount line will be removed after the milk is deleted from the sale.

Coupon Sales

After you install Specialty Shop, you have the option to accept coupons as tender for transactions in Sales. After you set up the system to accept coupons and you add an item to a sale, the system automatically applies the coupon discount (see the Inventory guide). Because Coupon/Buy Down Codes can have date ranges, this discount is only applied if the coupon is in effect at the time of the sale.

To enter the sale of an item that has a Coupon/Buy Down Code set up:

1. In either of the sales entry windows, double-click or press F5 on a blank line in the **Detail Information** grid. The Stock Item Lookup will open.
2. Select the item from the Lookup that has the Coupon/Buy Down Code set up and add it to the transaction.
   The Coupon Code that is attached to the inventory item is automatically displayed below the item when you tab or click out of the field.
3. Continue to enter the sale and then tender the transaction.
   Refer to “Entering Sales Transactions” on page 20 for more information on how to enter sales transactions.

When the receipt prints, it will show the discount amount. The Coupon/Buy Down Report will also reflect these items.

Buy Down Sales

With Specialty Shop installed, you have the option to use Buy Down Codes for transactions in Sales. After you set up the system to accept buy downs and you add an item to the sale, the system automatically applies the discount (see the Inventory guide). Since Coupon/Buy Down Codes can have date ranges set, this discount is only applied if the coupon is in effect at the time of the sale.

The information here provides the steps to add an item with a Coupon/Buy Down Code associated with it.

To enter the sale of an item that has a Coupon/Buy Down Code set up:

1. In either of the sales entry windows, double-click or select F5 on a blank line in the **Detail Information** grid. The Stock Item Lookup will open.
2. Select the item from the Lookup that has the Coupon/Buy Down Code set up.
   The Buy Down Code that is attached to the inventory item is automatically displayed below the item.
3. Continue to enter and tender the sale.
   Refer to “Entering Sales Transactions” on page 20 for more information on how to enter sales transactions.

4 When the receipt prints, it will show the discount amount.
The Coupon/Buy Down Report will also reflect these items.

Working with Age Verification

If you set up stock items to require age verification at the time of the sale in Module Preferences, there might be changes in the sales entry process.

Three different scenarios are possible when you enter an item that requires age verification in either of the sales entry windows:

- Age verification does not appear: If you select **None** in Module Preferences, no automatic age verification information will be displayed when you enter sales.
- Clerk is prompted to enter age verification: When you enter an item in the **Detail Information** section of one of the sales entry windows and the Age Verification prompt appears, enter the customer's birth date. You can set up your receipt/invoice format to include this information.

NOTE: *After a customer's age has been verified, the system remembers it and uses it for validation if they purchase a different minimum-age product during the same sale.*

- Age verification displayed for comparison: this information is located in the upper right corner of the **Detail Information** section during sales entry.

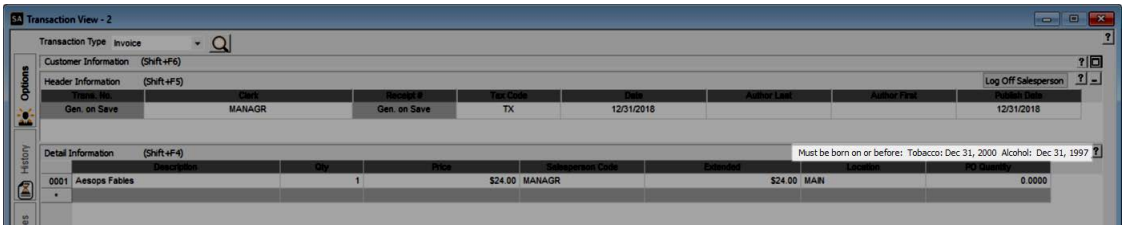


Figure 41: *Sales Register window with age verification*

Working with Gift Cards

You can issue and accept gift cards in Point of Sale if you selected *TSYS® Genius™ with Gift Cards* from the **Authorization Software** drop-down in the **Sales Point of Sale Preferences** window.

Denali's gift card features allow you to check the balance, transfer balances from one card to another, and make adjustments to the card after the sale.

Activating a Gift Card

When you sell a gift card, TSYS activates the gift card number for the customer to redeem. You can activate one or many gift cards in a single sales transaction.

To activate a gift card:

1 In Sales, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.

2 From the **Gift Card** menu on the Quick Access Bar (see “Quick Access Bar” on page 80), select **Purchase**. The Gift Card Purchase window will open.

Figure 42: *Sales Gift Card Purchase window*

3 Type the gift card number in the Card Number field.

4 Enter the gift card amount.

5 Click **OK**.

Once the gift card is activated, this window will close. To activate additional gift cards in this transaction, repeat these steps.

When you finish adding detail items to the transaction, tender the transaction as described in “Tendering a Sale” on page 60.

You can also look up a gift card balance, transfer money to another gift card, change a gift card balance, or add money to an existing gift card.

Gift Card Balance Inquiry

Use this feature to check the remaining balance on a gift card that was already activated.

To check the balance on a gift card:

1 In Sales, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.

2 From the **Gift Card** menu on the Quick Access Bar (see “Quick Access Bar” on page 80), select **Balance Inquiry**. The Gift Card Balance Inquiry window will open.

3 Type the gift card number in the Card Number field.

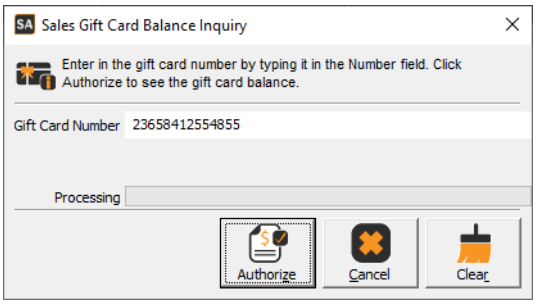


Figure 43: *Sales Gift Card Balance Inquiry window*

4 Click **Authorize**. The **Sales Gift Card Balance Inquiry** message window will open showing you the balance amount.

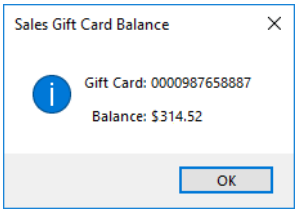


Figure 44: *Sales Gift Card Balance message*

5 Click **OK** to close the window and return to the **Sales Gift Card Balance Inquiry** window.

6 You can enter another gift card number for another Balance Inquiry or click **Cancel** to close the **Sales Gift Card Balance Inquiry** window and return to the Sales POS Register window.

You can also activate a new gift card, transfer money to another gift card, change a gift card balance, or add money to an existing gift card.

Transferring a Balance from One Gift Card to Another

Use this feature to consolidate multiple gift cards with balances into one gift card. This is available if the **Use Only Fixed Value Cards** check box is not selected in the **Sales Gift Card Options** window and if the clerk's Salesperson Code has the rights to perform a balance transfer.

You must enter a balance transfer as its own transaction; you cannot combine a balance transfer with the sale of an inventory item.

To transfer a balance from one gift card to another:

1 In Sales, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.

2 From the **Gift Card** menu on the Quick Access Bar (see "Quick Access Bar" on page 80), select **Balance Transfer**. The Gift Card Balance Transfer window will open.

3 Type the gift card number for the card you are transferring the balance from and then type in the card number for the card you are transferring to.

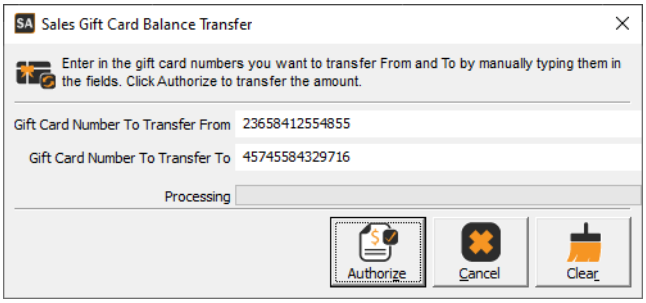


Figure 45: *Sales Gift Card Balance Transfer window*

4 Click **Authorize**. The **Sales Gift Card Balance** message window will open showing the transferred amount.

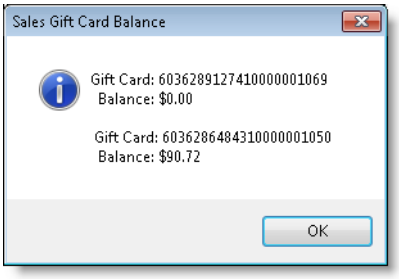


Figure 46: *Sales Gift Card Balance message*

5 Click **OK** to close the window and complete this transaction.

You can also activate a new gift card, look up a gift card balance, change a gift card balance, or add money to an existing gift card.

Adjusting the Balance of a Gift Card

If you need to make a correction to the balance on a non-fixed value gift card and you have the rights to do so, use the **Sales Gift Card Adjustment** window.

To adjust the balance of an existing gift card:

1 In Sales select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.

2 From the **Gift Card** menu on the Quick Access Bar (see “Quick Access Bar” on page 80), select **Adjustment**. The Gift Card Adjustment window will open.

3 Type the gift card number in the Card Number field.

4 Enter the adjustment amount.

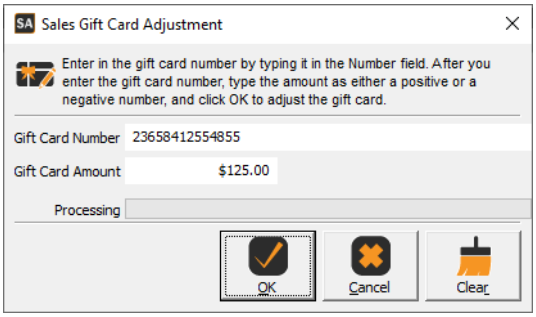


Figure 47: *Sales Gift Card Adjustment window*

5 Click **OK**.

A message will appear showing the prior balance and new balance.

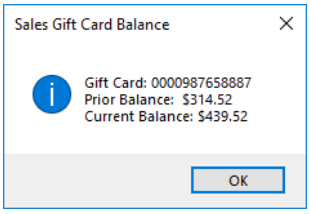


Figure 48: *Sales Gift Card Balance message*

6 Click **OK** to close the message window and return to the **Sales Gift Card Adjustment** window.

7 Enter another gift card number to adjust or click **Cancel** to close the **Sales Gift Card Adjustment** window and return to the transaction.

You can also activate a new gift card, look up a gift card balance, transfer money to another gift card, or add money to an existing gift card.

Adding Value to (Incrementing) a Gift Card

This function adds money to an existing gift card. This service is only available for flex spending cards, not fixed value cards.

To increment a gift card:

1 In Sales, select **Point of Sale Tasks** > **Enter Sales** from the left navigation pane. The POS Register window will open.

2 From the **Gift Card** menu on the Quick Access Bar (see “Quick Access Bar” on page 80), select **Increment**. The Gift Card Increment window will open.

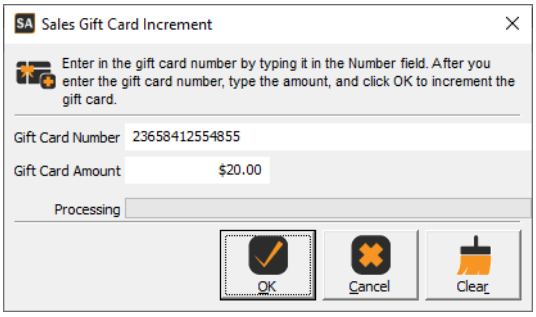


Figure 49: *Sales Gift Card Increment window*

3 Type the gift card number in the Card Number field.

4 Enter the amount to add to the balance of the gift card.

5 Click **OK**.

A detail line is added in the entry window that shows the authorization number, new balance, and expiration date (if there is one).

You can also activate a new gift card, look up a gift card balance, transfer money to another gift card, or change a gift card balance.

Voiding a Gift Card Transaction

If a customer swipes a gift card through your Genius device, you must void the entire transaction to void the gift card. If you manually enter gift card information in the Tender window, you can delete the tender line and money will not be subtracted from the gift card.

To void a sales transaction in which you activated a gift card or incremented the amount, retrieve the sales transaction by selecting **Transaction** > **Retrieve Transaction** from the menu bar. Choose the transaction type and then pick the specific transaction from the Lookup window that opens. With the transaction open, select **Transaction** > **Void** from the menu bar to void the transaction.

Tendering a Sale

In the Sales module, you can tender a sale with different tender methods and combinations of different payment methods. For example, the customer can use a coupon, pay a portion of the sale with cash, and the remainder with a credit card.

The sale tender process might change depending on the payment method for the transaction. The format and number of invoices or receipts can also depend on how you tender the transaction.

Depending on how each payment method is set up (see the Sales Administrator guide), you will be prompted for different information. These instructions assume you are already in the Sales Order Entry or Sales POS Register window.

To tender the current transaction:

1 Select **Transaction** > **Tender** from the menu bar or click the **Tender** button at the bottom of the window. The **Sales Transaction Closeout** window will open.

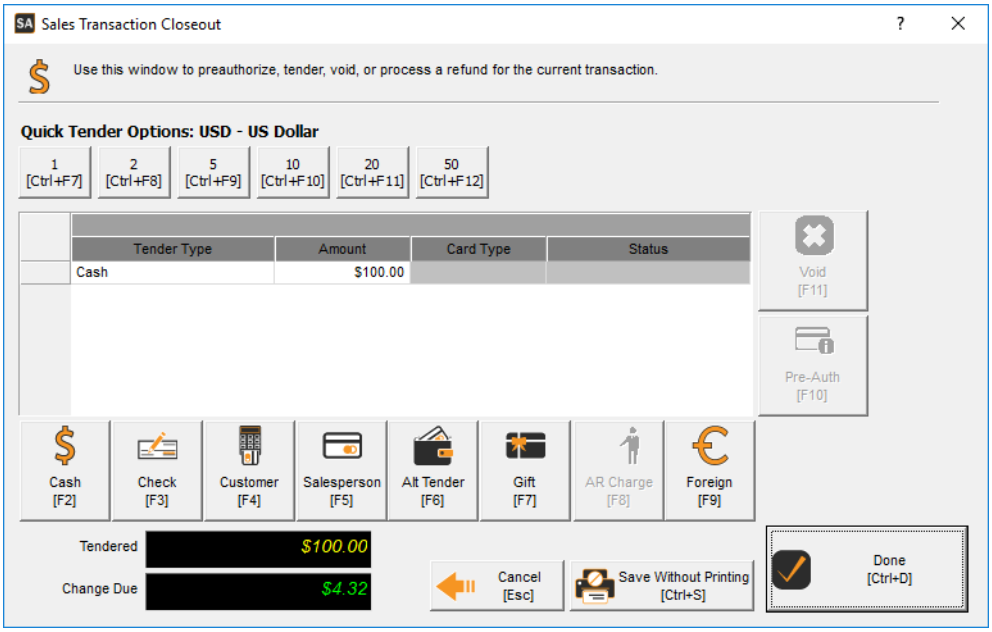


Figure 50: *Sales Transaction Closeout window*

2 When the **Sales Transaction Closeout** window first opens, one detail line appears in the Tender Grid area. By default, this payment type is labeled *Cash,* but you can change the default in the Set Up Sales Entry Layout window. If you want to use a different tender type, click the button under the grid or press the hot key for the type you want to use.

3 With the correct tender type showing, you can press the PLUS (+) key on your keyboard to automatically enter the transaction balance in the **Amount** field.
If you use a touch screen, you can tap the **Cash** or **AR Charge** buttons to automatically enter the balance for those payment types.
If the customer is using multiple payment methods for this transaction, you must enter the cash or check amount first, and then enter any credit/debit card information. Once you select credit/debit, the remaining transaction balance will be automatically applied to the card. A new detail line will appear in the Tender Grid for each different tender type you select.

If the customer is not allowed to pay with certain payment types (set up on the AR), those payment types will be unavailable for those customers.

Example: Using Multiple Credit Cards for a Transaction
A customer at All Books Surplus wants to pay for his new books using two credit cards, Card A and Card B. In the Tender window, the cashier, John, enters the amount for Card B in the Cash line. This amount will be a placeholder. John then clicks the button to tender Card A. The button he selects depends on the authorization settings. After the card is swiped or the information is entered, he changes the amount in the Cash line to 0.00 and selects the applicable button again to run the remaining amount on Card B. After the cards are authorized, John sees the amount for each credit card on different lines of the Tender window.

4 When you finish tendering the transaction, click the **Done** button.

Accepting Cash

If you do not use a touch screen, click the **Cash** button (or press the F2 key) and enter the amount of cash to tender in the **Amount** column.

If you use a touch screen in the Point of Sale Register window, tap the **Cash** button once to add the remaining balance due to the Cash line. Tap the **Cash** button again to open a 10-key window where you can change the cash amount. Tap **Cancel** or **Enter** in the 10-key window to return to the Closeout window.

When you click **Done**, your cash drawer will open and the transaction will complete.

Accepting Credit Cards and Debit Cards Using Authorization Software

If you accept credit cards and/or debit cards as payment, authorization or other requirements are already set up. The cash back feature of debit cards is not available with Denali at this time.

The tender buttons might be labeled differently depending on your authorization software. If you use TSYS Transport 4.0/Genius, the buttons you use for credit and debit card transactions are labeled **Customer [F4]** for instances when the customer swipes the card and **Salesperson [F5]** for instances when the salesperson swipes or enters the card information.

For information on how to use the authorization software, refer to the documentation that accompanied your authorization software.

To tender a credit card or debit card:

1 If you use TSYS Transport as your authorization software, click the **Credit Card [F4]** or **Debit Card [F5]** button depending on the payment type.

-or-

If you use TSYS Transport 4.0/Genius as your authorization software, click **Customer [F4]** to allow the customer to swipe the card or **Salesperson [F5]** for debit or credit card transactions you will handle. If you did not add an IP address in the **CMS TSYS Setup** window, the **Customer [F4]** button is not available.

2 In the card information window that appears, enter the necessary information if you are manually entering the card information. If the salesperson or customer swipes a card, the fields will autofill.

When you return to the Transaction Closeout window, you will see the information you entered in the grid.

3 Click **Done** to complete the transaction.

> ***NOTE:*** *If you use authorization software and a credit card or debit card is denied, you will see a message that indicates this and the reason for denial. After you review the message, click **OK** to close the message and return to the information window. Confirm the information and proceed according to your business' policies, which is generally to either attempt authorization again or tender a different payment method.*

Preauthorizing a Transaction

If you want to preauthorize a transaction, you must have appropriate salesperson rights. The **Preauthorization** option is only available if you select the check box in the **Tender Prompts** section on the **Tender** tab of the **Sales Set Up Sales Entry Layout** window.

To preauthorize a transaction:

1 In the **Sales Transaction Closeout** window, enter the amount you want to preauthorize.

2 Click the **Pre-Auth [F10]** button.

3 A TSYS window appears. Swipe the customer's credit card or enter the card information, or have the customer swipe the card.

When the preauthorization is complete, an entry appears in the grid with the amount and authorization status.

4 Click **Done** to complete the preauthorization.

When a preauthorized transaction is saved, it is stored as a Hold transaction. For information on how to retrieve and complete a preauthorized transaction, refer to "Completing a Hold or Quote" on page 22.

After you retrieve the transaction and change it to an invoice, click the **Post-Auth [F10]** button in the **Sales Transaction Closeout** window to authorize the transaction. You will receive a message when authorization completes.

For information on how to cancel a preauthorized transaction, see "Canceling a Hold or Quote" on page 23.

Example: When Would I Preauthorize a Transaction?

Let's say you work for a hotel that likes to preauthorize credit cards for reservations that total more than $200. One reason you might do this is to ensure there is enough credit on the customer's card to charge the customer for any incidentals they purchase while at the hotel (e.g., phone or movie charges). You might finalize the sale the next morning when the guest checks out.

Accepting a Credit Card or Debit Card Without Using Authorization Software

If you choose to manually authorize credit card and debit card transactions in the **Sales Transaction Closeout** window, you can type authorization information in the **Status / Authorization Number** field. Depending on how the window is set up, you might need to enter a Card Type for the transaction.

To manually authorize a credit card or debit card:

1. Click the **Credit Card [F4]** or **Debit Card [F5]** button depending on the type of payment you will accept.
2. If this is a credit card transaction, select a credit card type from the **Card Type** drop-down.
3. Enter authorization information in the **Status/Authorization Number** field.
4. Click **Done** to complete the transaction.

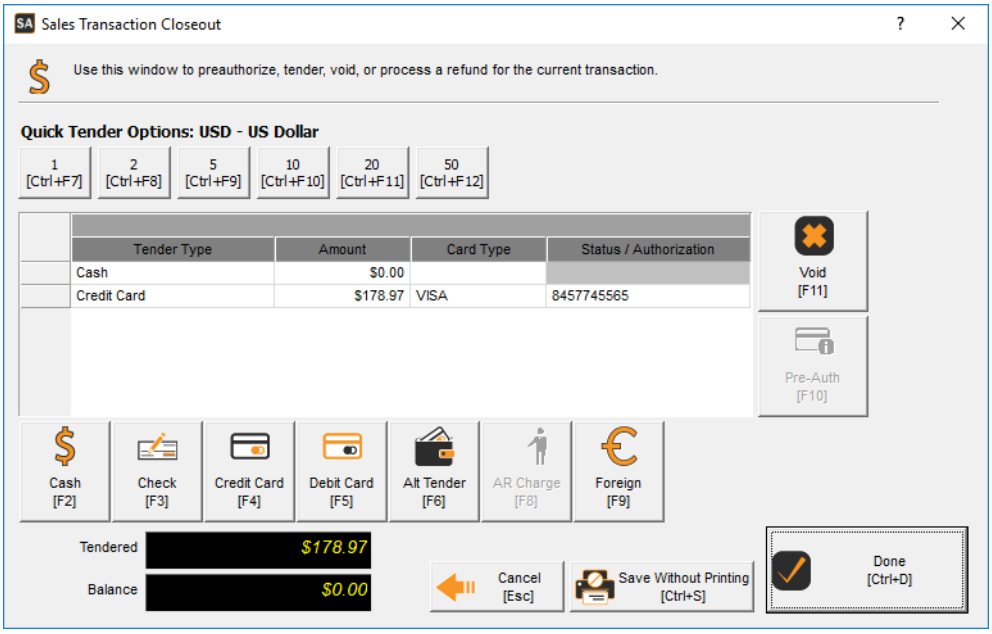


Figure 51: *Sales Transaction Closeout window without authorization software*

Accepting Checks

Currently, you cannot use authorization software to automatically authorize checks in Denali. If you use check processing software, the data will not automatically update in Denali. Instead, you must manually authorize checks in the Sales Transaction Closeout window.

To tender a check:

1. Click the **Check [F3]** button.
2. If authorization is required for checks, in the **Status/Authorization** field, type the authorization number for this check according to your authorization software.
3. Click **Done** to complete the transaction.

Accepting Gift Cards

To accept gift cards as tender, you must use TSYS Genius and set up Point of Sale Preferences to accept gift cards. For information about how to sell or increment gift cards, see “Working with Gift Cards” on page 55.

To accept a gift card as tender with the Genius device:

1. In the Point of Sale Register window, click the **Tender** button.The Transaction Closeout window will open.
2. Click the **Customer** button or press the F4 key.
3. After the customer swipes the card, if a balance remains, select another payment method and tender the remaining amount.
4. Depending on the system settings, if the amount exceeds the payment due, you can complete the transaction by giving cash back to the customer after you tender the gift card.
   Or, if the system is set up not to give cash back on a gift card, any amount left on the card after you tender the sale will remain on the card until the customer uses the card again.
5. Click **Done** to complete the transaction.

To accept a gift card as tender for a sales transaction:

1. In the Point of Sale Register window, click the **Tender** button. The Transaction Closeout window will open.
2. Click the **Gift Card** button or press the F7 key.
3. Type the gift card number. The **Gift Card Amount** field will display the amount that will be used from the gift card as payment. This amount will either be the payment due for the transaction, or, if the card is not enough to pay for the transaction, the entire amount that is available on the card. You can refer to the **Available Balance** field to find out how much is available on the card.
4. Click **Authorize**.
5. If a balance remains after using the gift card, select another payment method and tender the remaining amount.
6. Depending on the system settings, if the amount exceeds the payment due, you can complete the transaction by giving cash back to the customer after you tender the gift card.
   Or, if your system is set up to not to give cash back on a gift card, any amount left on the card after you tender the sale will remain on the card until the customer uses the card again.
7. Click **Done** to complete the transaction.

Accepting Coupons

Coupons are a type of alternate tender. A coupon might have been issued by you or it might have been issued by a third party.

To accept a coupon as tender for a sales transaction:

1. While in the Sales Order Entry or Sales POS Register window, click the **Tender** button. The Transaction Closeout window will open.
2. Click **Alt Tender** or press F6 on the keyboard.The Alternate Tender window will open.

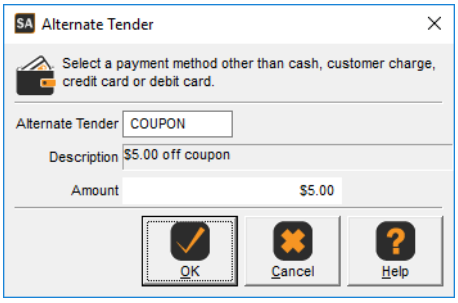


Figure 52: *Alternate Tender window*

3 Enter the information about the coupon, including the Alternate Tender Code to use and the amount.

4 Click **OK** to close this window and return to the tender window. The coupon amount will automatically appear in the **Amount** column of the tender window.

5 If there are any other types of tender for this transaction, enter them as outlined in “Tendering a Sale” on page 60.

6 When you finish tendering the transaction, click **Done** to close the transaction and print the invoice/receipt.

Charging a Customer Account

If the customer wants to charge the sale to their in-house account, this is referred to as a Customer Charge and is only available if Accounts Receivable is installed and integrated. You must allow this payment type on the . Customer Charge sales increase customers Accounts Receivable balances and appear on their statements.

If the customer has payers on their AR account, a drop-down appears so you can select which payer to charge this sale to. For information about setting up payers in Accounts Receivable, see the Accounts Receivable guide.

If you choose to block charges to past due customers in AR Module Preferences and you select a past due customer, you must have rights to override block charges to charge the account. A warning message will appear confirming you want to override the block. If you do not have rights, you will not be able to complete a customer charge for the customer.

To charge the transaction to the customer’s account using a keyboard or mouse:

1 In the **Sales Transaction Closeout** window, click the **AR Charge** button or press F8 on your keyboard.

2 Enter the amount the customer is charging to their account.

3 Click **Done** to complete the transaction, close this window, and print the invoice/receipt.

To charge the customer’s account using a touch screen in Point of Sale:

1 In the **Sales Transaction Closeout** window, tap the **AR Charge** button.

2 If you want to enter a different amount on the AR Charge line, tap the **AR Charge** button again to open a 10-key window where you can change the amount.

3 Tap **Cancel** or **Enter** to return to the Closeout window.

4 Tap **Done** to complete the transaction, close this window, and print the invoice/receipt.

Tendering a Return

After you enter a return, you can tender it in the Transaction Closeout window to issue a refund.

The way you issue refunds will depend on your authorization software. If you don’t use authorization software or if you use TSYS TransPort, the **Sales Transaction Closeout** window appears after you select the **Tender** button on a return transaction. In this window, click the button or press the hot key for the type of payment you want to refund.

> ***NOTE:*** *You can only credit returns to the customer in the **Customer** field. If you have* payer/payee relationships *set up in Accounts Receivable, the customer to which you want the credit to apply must appear in the **Customer** field.*

To issue a refund with TSYS Transport 4.0/Genius as your authorization software:

1 Click the **Tender** button in the Sales Entry window.
The **Sales Transaction Closeout** window appears.

2 Click the **Salesperson** button to open the **Sales Payment Refunds** window.

If your default tender type is Salesperson Card Entry, the **Sales Payment Refunds** window opens when you click the **Tender** button in the Sales Entry window.

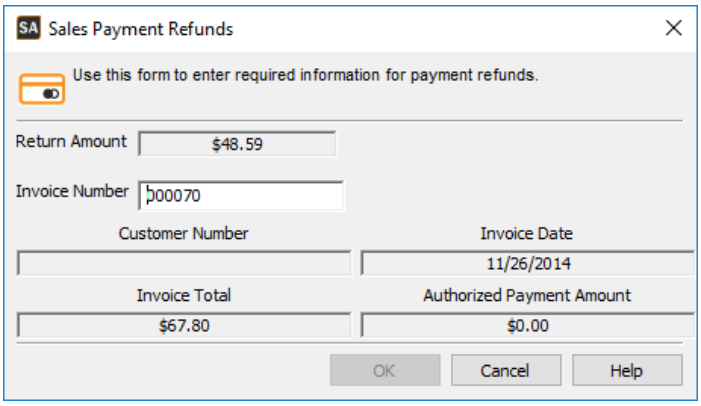


Figure 53: *Sales Payment Refunds window*

3 Enter the original invoice number in the **Invoice Number** field. The other fields in the window autofill with information from the original transaction.

4 Click **OK**.

TSYS authorizes the return.

If you close the **Sales Payment Refunds** window before you complete the transaction, the **Sales Transaction Closeout** window appears and you can select another form of payment, or select the **Salesperson** button to open the **Sales Payment Refunds** window again and complete the refund to a credit card.

Making a Payment on a Customer Account

In addition to accepting transaction payments, if Accounts Receivable is installed and if the customer has an in-house account, you can apply a payment to their account directly through the Sales POS Register window.

To make a payment to a customer's in-house account:

1 While in the Sales POS Register window, select the customer who wants to make a payment.

2 Select **Transaction** > **Payment on Acct** (CTRL+P) from the menu bar. The Payment on Account window opens.

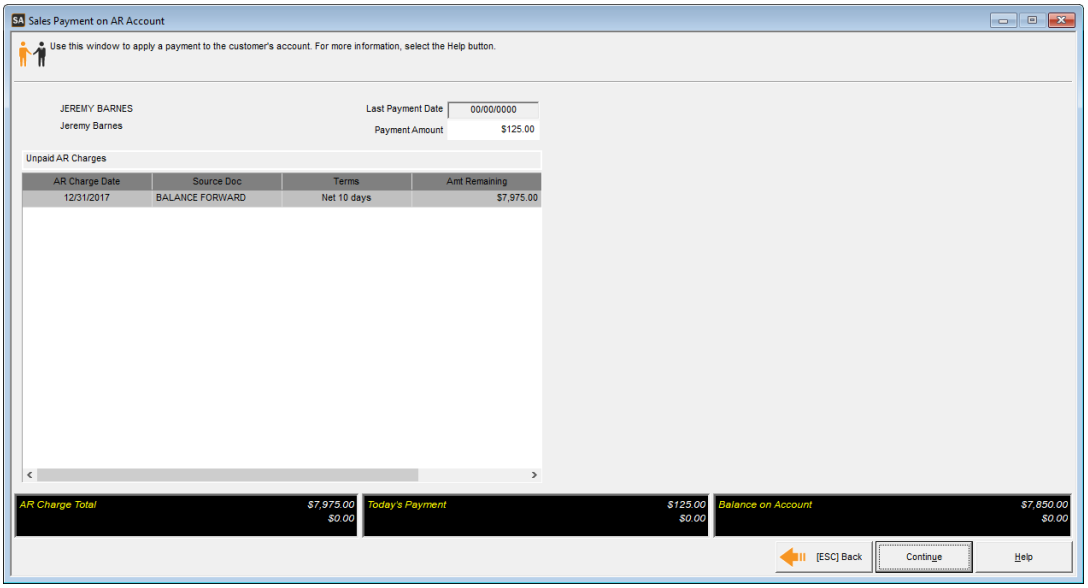


Figure 54: *Sales POS Register window, Payment on AR Account*

3 If customer payments are applied automatically, enter the amount of the customer's payment in the **Payment Amount** field on the right side of the window.

- or -

If customer payments aren't applied automatically, use the **Payment Amount** column to specify the amount paid on each AR Charge shown in the detail grid.

The option available is determined by the setting in the **Sales Point of Sale Preferences** window (see the Sales Administrator guide).

4 Once you enter the amounts, click **Continue** to finish entering the payment on account and return to the transaction.

If you change the customer on the transaction after you enter the payment on account information, the detail payment lines will be deleted.

For information on the order payments post to items on customer accounts, see the Accounts Receivable guide.

Troubleshooting: Entering Transactions as the Salesperson

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
When I open a new transaction, the customer information area is not available.	Verify that the system is set up to show this information upon opening a new transaction. See “Changing or Creating a Sales Entry Layout” in the Sales Administrator guide for more information.
How can I void a debit card transaction?	At this time, this functionality is unavailable in Denali because it requires immediate process upon authorization. To void (cancel) a debit card transaction, you must process a reversal transaction for the customer’s debit card. For example, if the debit transaction was processed for $50.00, you would credit this amount back to the card.

Chapter

3

Printing Tasks for the Salesperson

Printing Invoices

Printing Picking Lists

Printing Packing Slips

Printing Transactions

Troubleshooting: Printing Tasks for the Salesperson

DENALI

This chapter focuses on additional sales entry tasks you might need to accomplish such as entering a return, retrieving an invoice, or working with gift cards and layaways. The information in this section will help you accomplish these tasks.

Printing Invoices

You can print invoices as you issue them or let them accumulate in the batch and print them all at once. In a sales environment where customers pick up their purchases, the invoices are typically printed when you enter the sale. When customers phone in or mail their orders, you might find it more efficient to enter a number of invoices and then print them all at once. You can later add more transactions to the batch and print invoices for those transactions without duplicating invoices that have already been printed.

NOTE: *If you use a Plain Paper format, the order type will be printed in the upper right corner of invoices. We recommend that you print work orders and quotes to plain paper so they will be identified as such instead of Invoices. To do this, use the* ***Set Up Sales Entry Layout*** *option to edit the Layout Code and select the Plain Paper invoice type on the* ***OE Invoices*** *tab. See the Sales Administrator guide for more information on setting up your sales entry layout.*

To print invoices, select **Order Entry Tasks** > **Print Customer Invoices** from the navigation pane. If you use batch processing, you will need to select the batch for which you want to print invoices (see the Sales Administrator guide).

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

You can use Crystal Reports® to add fields to all your invoice types. Refer to your Crystal Reports documentation for instructions.

All Books Surplus
John Smith
Boise, ID 83704
Phone: (208) 555-5039 Fax: (208) 555-3928

INVOICE
Page 1 of 1

INVOICE NO. 000024

ACCT. NO.: JEREMY BARNES

SOLD TO: Jeremy Barnes
49 Cedar Ave
North Meadows NY 11754
UNITED STATES

Phone: (516) 555-8965 Fax: (516) 555-8974
Email: jjones@barnes.com

SHIP TO: Jeremy Barnes
49 Cedar Ave
North Meadows NY 11754
UNITED STATES

Phone: (516) 555-8965 Fax: (516) 555-8974
Email: jjones@barnes.com

Sales No.	CUSTOMER REQ. NUMBER	Ship Via	Sales-Person	Date Shipped	Terms	Invoice Date
4			MANAGR	12/21/2015	Net 10 days	12/21/2015

Quantity Ordered	Quantity Shipped	Back Ordered	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
1.00	1.00	0.00	ANNA KARE TRADE	Anna Karenin trade paper	$12.50	$12.50
1.00	1.00	0.00	COFFEE MUG A	Coffee Mug A	$5.99	$5.99
1.00	1.00	0.00	MACBETH	Macbeth mass market	$7.99	$7.99
1.00	1.00	0.00	POETRY ANTHOLOGY	Anthology of American Poetry	$30.00	$30.00

Weight 0.00 lbs

Tender Types			
Cash	$0.00	Debit Card	$0.00
Check	$59.87	Alternate Tender	$0.00
AR Charge	$0.00	Gift Card	$0.00
Credit Card	$0.00	Foreign Currencies	$0.00
CC Rebates	$0.00	WebPay	$0.00

Thank You

SALES AMOUNT	$56.48
TAXABLE TOTAL	$56.48
SALES TAX	$3.39
FREIGHT	$0.00
TOTAL	$59.87
TOTAL DEPOSITS	$0.00
BALANCE REMAINING	$0.00

Figure 55: *Sales Invoice*

Printing Picking Lists

Print the Picking Report to inform shipping clerks of what to ship and to whom. You can print the report from current or history, in detailed, condensed, or summary formats, and you can sort it by customer, shipping date, or location.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

You can use Crystal Reports® to add fields to this report. Refer to your Crystal Reports documentation for instructions.

Sales Inventory Picking Report
All Books Surplus (ALLBOO)

10/15/2010 9:39:20 AM — Page 1

Sorted By Location

Invoice Number / Stock Item Number	Location	Customer Number / Description/Comment	Batch Number	Ship Date	Ship Quantity
000080 ANNA KARE TRADE	MAIN	KIM LEANIDES / Anna Karenin trade paper	AAAABI	10/15/2010	1.0000
		Total Quantity for Stock Item		ANNA KARE TRADE	1.0000
000081 SHAKESPEARE POETRY	MAIN	JEREMY BARNES / Collection of Shakespeare poetry	AAAABI	10/15/2010	1.0000
		Total Quantity for Stock Item		SHAKESPEARE POETRY	1.0000
				Total Quantity Shipped	2.0000

Report Selection Criteria

	Start	End
Shipping Date:	1/1/2009	10/15/2010
Customer Number:	Start	End
Invoice Number:	Start	End
Location:	Start	End
Report Type:	Detailed	
Sorted By:	Location	
Print Type:	Invoice	

Figure 56: *Sales Inventory Picking Report*

Printing Packing Slips

Include packing slips with your shipments so your customers know they've received the correct merchandise. You can print packing slips based on the invoice type, and you can sort by customer and/or location. You can also print from current, unposted, or posted history transactions.

If you defined a custom report for this window in Controller, you can select the **Use a custom report** check box and then choose the custom report you want to run from the drop-down. See the Controller guide for more information on setting up custom reports.

All Books Surplus
John Smith
1010 N. Main
Boise, ID 83704
Phone: (208) 555-5039 Fax: (208) 555-3928

PACKING SLIP
Page 1 of 1

INVOICE NO. 000062

ACCT. NO.: JEREMY BARNES

SOLD TO: Jeremy Barnes
43 Cedar Ave
North Meadows NY 11754
UNITED STATES

Phone: (516) 555-8965 Fax: (516) 555-8974
Email: jjones@barnes.com

SHIP TO: Jeremy Barnes
49 Cedar Ave
North Meadows NY 11754
UNITED STATES

Phone: (516) 555-8965 Fax: (516) 555-8974
Email: jjones@barnes.com

SALES NO.	CUSTOMER REQ. NUMBER	SHIP VIA	SALES-PERSON	DATE SHIPPED	TERMS	INVOICE DATE
12			MANAGR	12/06/2016	Net 10 days	12/06/2016

QUANTITY ORDERED	QUANTITY SHIPPED	BACK ORDERED	ITEM NO.	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
5.00	5.00	0.00	AESOPS FABLES	Aesops Fables		
2.00	2.00	0.00	BINDER	Loose Leaf Paper Binder		
4.00	4.00	0.00	BRAIN TEASERS	Logic puzzles		
2.00	2.00	0.00	DICTIONARY #1	Dictionary #1		

Figure 57: *Sales Inventory Packing Slip*

Printing Transactions

Depending on how your System Administrator set up your system, one or more copies of the invoice or receipt will automatically print when you complete a transaction. For more information on how to specify the number and location of invoice and receipt printing, see the “Setting Up Your Registers” section of the Sales Administrator guide. The instructions in this section assume you are already in the **Sales Transaction Closeout** window.

Printing the current transaction is the last step in tendering the transaction, and happens automatically when you select the **Done** button in the **Sales Transaction Closeout** window.

Printing Saved, Closed, or Unposted Transactions

For a variety of reasons, you might find that you need to print an invoice or receipt for a transaction that has been saved but not yet printed. After you save, but before you post, you can retrieve sales and print their invoices and receipts. The information provided here assumes you are already in one of the sales entry windows.

To print a saved but unposted sales transaction, select **Transaction** > **Print Any Sale** (CTRL+Y) from the menu bar. The Lookup appears and contains a list of sales transactions that have been saved but not yet posted. Select the transaction you want to print from the list. The invoice/receipt will print according to the selections on the **Print Options** tab of the Sales Preferences window.

Printing Hold Sales

To print sales transactions that have been placed on hold, you first need to retrieve the transaction before you print. For information on how to put a transaction on hold, see “Hold or Quote Transactions” on page 22. The instructions provided here assume you are already in one of the sales entry windows.

To print a hold directly from the Lookup:

1. From the menu bar, select **Transaction** > **Print Any Sale** (CTRL+Y) to display the Lookup that contains a list of sales transactions that have been saved but not yet posted.
   Hold invoices will be included in the Lookup, along with regular sales transactions. For more information on the Lookup, see “Entering Items with the Keyboard/Mouse” on page 18.
2. Select the transaction you want to print from the list.
   The invoice/receipt will be printed according to the selections on the **Print Options** tab of the Sales Preferences window.

To print a hold by first retrieving it:

1. Select **Transaction** > **Retrieve Transaction** > **Hold** to display the Lookup containing only transactions that have been placed on hold.
2. Select the transaction you want to print from the list.
3. When the transaction opens, review it, and select **Transaction** > **Print** from the menu bar.
   The invoice/receipt will print according to the selections on the **Print Options** tab of the Sales Preferences window.

Printing Invoices/Receipts from History

From time to time it might be necessary to reprint an invoice or receipt for a transaction that was already posted. Refer to the “Reprinting Invoices or Receipts from History” section of the Sales Administrator guide for information on how to reprint invoices or receipts from history.

You can use Crystal Reports® to add fields to all your invoice types. Refer to your Crystal Reports documentation for instructions.

Troubleshooting: Printing Tasks for the Salesperson

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
I have to enter returns that are for posted and unposted transactions. How do I do this without ruining my Inventory count?	You need to take different steps depending on whether the items being returned are from a posted or unposted transaction. See “Entering a Return” on page 47 for more information.

Chapter

4

Shortcut Keys for Sales Entry

Transaction Entry

Tender Transactions

Quick Access Bar

Troubleshooting: Shortcut Keys for Sales Entry

DENALI

There are various shortcut options available to assist you with the sales transaction entry process. This chapter covers each type of shortcut option and provides visuals to help you locate them while you work in either of the sales entry windows.

Transaction Entry

These tables show the shortcuts and right-click menu options available in the Sales entry window.

Entry Shortcuts

The shortcut keys in this table provide a quick way to enter transactions. The shortcuts are organized according to their location in the Sales Order Entry or Sales POS Register window and which field the cursor is in.

To	Shortcut Keys
Open the Help	ALT + H or F1
Enter a Hold	CTRL + H
Enter an Invoice	SHIFT + I
Enter a Layaway	SHIFT + L
Enter a Paid Out	CTRL + I
Enter a Quote	SHIFT + Q
Enter a Work Order	SHIFT + W
Retrieve a Back Order	CTRL + SHIFT + B
Retrieve a Hold	CTRL + SHIFT + H
Retrieve an Invoice	CTRL + SHIFT + I
Retrieve a Layaway	CTRL + SHIFT + L
Retrieve an Order in Point of Sale	CTRL + SHIFT + O
Retrieve a Quote	CTRL + SHIFT + Q
Retrieve a Recurring Order	CTRL + SHIFT + R
Retrieve a Sales Invoice	CTRL + SHIFT + S
Retrieve a Work Order	CTRL + SHIFT + W
Move to Customer Information	SHIFT + F6
View Customer Financials	ALT + F
View Customer Sales History	ALT + I

To	Shortcut Keys
Move to Header Information	SHIFT + F5
Expand Drop-Down Lists	F4
Move to Detail Information	SHIFT + F4
Open Lookup Windows	F5
Enter Transaction Comments	ALT+F6
Add Comment Codes	ALT + F5
Lookup Non-Inventory Codes	ALT + F1
Print Any Packing Slip	ALT + K
Print Any Pick List	ALT + L
Save Without Printing	CTRL + S
Save and Print (OE only with exclude POS options selected)	CTRL + P
Open the Options Quick Access Menu	SHIFT + F12
Open the History Quick Access Menu	SHIFT + F7
Open the Notes Quick Access Menu	SHIFT + F8
Open the Picture Quick Access Menu	SHIFT + F9
Open the Layaway Quick Access Menu	SHIFT + F10
Open the Gift Card Quick Access Menu	SHIFT + F11

Right-click Menu

Right-click on a detail line to open a menu that has many commonly-used functions, including adding items, comments, and discounts to your transaction.

Menu Option	Function
Insert Blank Line	This inserts a blank line above the row you right-clicked.
Insert Item Line	This inserts a new item detail line.
Insert Paid Out	This option is only available if the detail grid is blank. This opens the **Sales Paid Out** window.
Edit Serial Numbers	This option is only available if you right-click on a serialized item. This opens the **Sales Select Serial Numbers** window.
Edit Kit Items	This option is only available if you right-click on a kit and you’re not in a layaway sale. This opens the **Edit Kit Items** window.

Menu Option	Function
Edit Comments	This option is only available if you right-click on a comment line. This opens the **Enter Transaction Comments** window.
Delete Comments	This option is only available if you right-click on a comment line. This deletes the comment.
Insert Comments	This opens the **Enter Transaction Comments** window. Your comment will appear above the row you right-clicked.
Insert Comment Code	This opens the **Sales Comment Code Lookup** window. The comment you select will appear above the row you right-clicked.
Discount Current Detail Item	This opens the **Sales Discount Line Item** window.
Discount Since Last	This opens the **Sales Discount Since Last** window.
Discount Entire Invoice	This opens the **Sales Discount Invoice Total** window.
Cut Row	This option cuts the row from the detail grid. The content of the row is saved to the clipboard if you want to paste it.
Copy Row	This option copies the row you right-clicked.
Paste Row	This option is only available if you cut or copied a row. This pastes the copied row into the row you right-clicked.
Delete Row	This deletes the row from the detail grid.
Tender Transaction	This opens the **Sales Transaction Closeout** window.

Tender Transactions

The shortcut keys in this table provide a quick way to tender the transaction. The shortcuts are organized according to their function in the Tender Transaction window. You can define the currency amount for the quick tender buttons through the **CMS Denominations** window in Controller.

To Tender	Shortcut Keys
Help	ALT + H or F1
Quick Tender - Button 1	CTRL + F7
Quick Tender - Button 2	CTRL + F8
Quick Tender - Button 3	CTRL + F9
Quick Tender - Button 4	CTRL + F10
Quick Tender - Button 5	CTRL + F11
Quick Tender - Button 6	CTRL + F12
Cash	F2
Check	F3

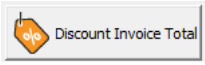
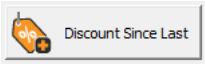
To Tender	Shortcut Keys
Credit Card / Customer	F4
Debit Card / Salesperson	F5
Alternate Tender	F6
Gift Card	F7
AR Charge	F8
Foreign Currency	F9
Pre-Auth (or Post-Auth)	F10
Delete Tender Grid Entry (Amount Only)	DELETE
Delete Tender Grid Entry (Entire Line)	CTRL + DELETE
Void/Return Deposit	F11
Deposit Status	F12
Done	CTRL + D
Save Without Printing	CTRL + S
Cancel Tender Transaction and Leave window	ESC
Copy Entire Sales Amount	+

Quick Access Bar

This bar is located on the left-hand side of the Sales Order Entry and Sales POS Register windows. You can access many features during transaction entry from this bar. When you click on one of the bar options, a menu will appear with various choices. You can keep this menu open if you click on the pin or thumbtack button. When you are finished using any of the menu options, you can close it by clicking the **X**.

Options

This menu contains various options to handle the transaction as well as log off the salesperson or open the drawer.

Menu Option	Function
	To apply a discount to the entire invoice
	To apply a discount to only those items added to a transaction since the last discount was applied.

Menu Option	Function
Discount Line Item	To apply a discount to a single line item in the transaction.
Paid Out	To enter a paid out transaction. A paid out transaction is one in which you take cash from the register to make a purchase.
Void Transaction	To void a saved, but unposted transaction. This completely removes the transaction from the system.
Save Without Printing	To save the transaction without printing an invoice/receipt.
Print Any Sale	To print any sale transaction in the system. A Lookup window appears in which you select the transaction you wish to print.
Open Drawer	To access the register's cash drawer.
Print Any Pick List	To open the **Sales Print Order Entry Picking Report** window.
Print Any Packing Slip	To open the **Sales Print Order Entry Packing Slips** window.
Create POs	To open the **Sales Create POs** window.

History

This menu contains options to view different aspects of history for the selected customer or selected stock item.

Menu Option	To View
Financial History	This will show any financial history for this customer. It will reflect any balance that might be owed on an in-house charge account, past due payment information, and so on.

Menu Option	To View
Sales History	The sales history shows whether the selected stock item is moving well or not. It will show all the transactions in which the stock item has been purchased in the past.
Customer Transaction History	You can view the customer's transaction history to see what items have been purchased in the past or how often this customer purchases from you.

Notes

You can use these options to include information about a customer, transaction, or stock item for other salespeople or managers to view. An asterisk appears next to the type of note that exists.

Menu Option	To View or Enter
Customer Notes Transaction Notes Inventory Notes	Choose either Customer, Transaction, or Inventory to enter a note, or view existing notes.
Time Stamp	This will automatically enter the date and time for the note you will enter.
Text Search	Use this to search any existing notes.

Picture

Depending of how the system has been set up, you might have the option to view pictures of stock items.

Menu Option	To View
View Picture	If an image has been associated with the selected stock item, this button opens an image view window.

Layaway

This menu contains various options for working with layaway transactions. These options are only available in the Sales Order Entry window.

Menu Option	Function
New Layaway	Creates a new layaway transaction for this customer.
Layaway Payment	Opens the Layaway Payment window.
Pickup Layaway	Opens the Pick Up Layaway window. You can also use this option to enter the final payment at the same time.
Cancel Layaway	To cancel a layaway after it was saved.

Gift Card

This menu contains the various options available to work with gift cards.

Menu Option	Function
Purchase	This option is used when a customer wants to purchase a gift card.
Increment	After the gift card has been purchased, you might need to add more money to it (increment).
Balance Inquiry	Allows you to check the balance left on a gift card.
Balance Transfer	There might be times when you need to transfer the amount of one gift card to another gift card.
Adjustment	Allows you to adjust the gift card amount remaining.

Troubleshooting: Shortcut Keys for Sales Entry

At times, problems or errors can occur that are simple to fix without contacting Customer Support. Here, we indicate some common problems and ways to correct them. If you do not find what you are looking for in this section, refer to the help options under the “Denali Help” section of this guide and/or check the Documentation section of our Customer Service Center at https://service.cougarmtn.com/documentation/ before you contact Customer Support. If you would like to offer suggestions for additions to our Troubleshooting sections, please email us at documentation@cougarmtn.com.

To Fix This:	Try This:
Some of my Quick Access Bar buttons are disabled.	When an option or feature is not available in the Sales module, the access buttons will be disabled. This could mean you don’t have rights to this option or your system isn’t set up to use this feature. Refer to the Sales Administrator guide and verify that your Module Preferences are set up appropriately for your business, or contact your System Administrator.

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