Register Quick Reference

SPECIAL ORDERS

New Special Order:

1. Select customer
2. Click **SELL**
3. Click **Special Order**
4. Scan UPC/Search for Product (Note: item should be in product list for proper receiving/pricing)
5. Edit payment amount/terms and enter notes as appropriate
6. Click **Finalize Special Order**

Take Payment:

1. Select customer
2. Click **CURRENT**
3. Click Special Order item
4. Click **Make Payment**
5. Enter payment amount

Finalize Special Order:

1. Select customer
2. Click **CURRENT**
3. Click Special Order item (Note: Item Received box must be checked to finalize a special order)
4. Click **Make Payment**
5. Click **Pay in Full**
   - or -
   Click **Finalize** if already paid in full

Cancel Special Order:

1. Select customer
2. Click **CURRENT**
3. Click Special Order item
4. Click **Cancel Special Order**

LAYAWAYS

New Layaway:

1. Select customer
2. Click **SELL**
3. Click **Layaway**
4. Enter Layaway Title
5. Scan UPC/Search for Product
6. Adjust quantity/payment amount
7. Click **Finalize Layaway**

Take Payment:

1. Select customer
2. Click **CURRENT**
3. Click Layaway Title
4. Click **Make Payment**
5. Enter payment amount

Finalize Layaway:

1. Select customer
2. Click **CURRENT**
3. Click Layaway Title
4. Click **Make Payment**
5. Click **Pay in Full**

Note: Firearm layaways will prompt to transfer to Bound Book disposition or retain in **CURRENT** tab when paid in full.

Cancel Layaway:

1. Select customer
2. Click **CURRENT**
3. Click Layaway Title
4. Click **Cancel Layaway**

MEMBERSHIPS

New Membership:

1. Select customer
2. Click **SELL**
3. Click **Membership**
4. Select desired membership
5. Click **Register Member**
6. Search for/add customer to be primary member
7. Enter CC billing info (recurring memberships only)

Add a Family Member:

1. Click **SELL**
2. Click **Membership**
3. Select desired family membership
4. Click **Register Family Member**
5. Search for primary member
6. Search for/add customer to be added as family member

Upgrade a Membership:

1. Select customer
2. Click **CURRENT**
3. Click existing membership
4. Click **Upgrade**
5. Select new membership

Renew a Membership:

1. Select customer
2. Click **CURRENT**
3. Click expired membership
4. Click **Renew**

CLASSES

Register for a Class:

1. Select customer
2. Click **SELL**
3. Click **Classes**
4. Click desired class name
5. Click **Register Participant**
6. Search for/add customer to register
7. Double-click customer name
8. Close **SELL** window

Change Class Registration:

1. Select customer
2. Click **SELL**
3. Click **Classes**
4. Click current class registration
5. Click customer name
6. Select other class
7. Click **Move Selected Participant to this Class**
8. Close the **SELL** window

Refund Class Registration:

1. Select customer
2. Click **HISTORY**
3. Click Transactions
4. Enter Transaction ID and click **Search**
   - or -
   Enter appropriate date range and click **Submit**
5. Click transaction
6. Double-click class name

For technical assistance, contact **RTG Support** at 800.547.7120 or email Support@RTGHoldings.com.

Register Quick Reference

VOID / RETURN

Void Transaction:

1. Click **VOID**
2. Enter Transaction ID from receipt

   - or -

1. Click **HISTORY**
2. Click **Transactions**
3. Enter Transaction ID and click **Search**
   - or -
   Enter appropriate date range and click **Submit**
4. Click **Void** next to transaction

Note: can only Void transactions from current day – otherwise use Return.

Return an Item:

1. Click **HISTORY**
2. Click **Transactions**
3. Enter Transaction ID and click **Search**
   - or -
   Enter appropriate date range and click **Submit**
4. Click transaction
5. Double-click "Return available" line (Note: if Return available is not checked, item is not returnable)
6. Answer question about transfer of firearm, if appropriate

DEPOSITS

Take a Deposit:

1. Select customer
2. Click **DEPOSIT**
3. Enter amount and description

Apply a Deposit to Purchase:

1. Select customer
2. Click **CURRENT**
3. Click **Move to Register** next to deposit you want to use
4. Scan UPC/Search for Product to be purchased

Refund a Deposit:

1. Select customer
2. Click **CURRENT**
3. Click **Move to Register** next to deposit you want to use
4. Select tender type to refund deposit

PRODUCT HOLDS

Place Product on Hold:

1. Select customer
2. Click **SERVICE**
3. Click **Product Holds**
4. Scan UPC/Search for Product (Note: firearms cannot be placed on hold)
5. Click **Submit**
6. Close **SERVICE** window

Note: Product hold expires after 24 hours.

Purchase Item on Hold:

1. Select customer
2. Click **SERVICE**
3. Click **Product Holds**
4. Double-click hold item

Remove Item from Hold:

1. Select customer
2. Click **SERVICE**
3. Click **Product Holds**
4. Click red 'X' arrow to left of hold item
5. Close **SERVICE** window

   - or -

1. Allow product hold to expire

WORK ORDERS

New Work Order:

1. Select customer
2. Click **SERVICE**
3. Click **Work Orders**
4. Click **Create New Work Order**
5. Enter description, terms, due date
6. Click **OK**
7. Click Work Order item and Add Details as appropriate
8. Close **SERVICE** window

Note: Gunsmithing work orders must be initiated in Data Center.

Add Details to Work Order:

1. Select customer
2. Click **SERVICE**
3. Click **Work Orders**
4. Click Work Order item
5. Click **Add Detail**
6. Enter description and cost (Note: cost can be $0.00)
7. Click **OK**
8. Close **SERVICE** window

Note: adding inventory items to a work order can only be done in Data Center.

Finalize Work Order:

1. Select customer (if work order was completed in Data Center, skip to step 7)
2. Click **SERVICE**
3. Click **Work Orders**
4. Click Work Order item
5. Click **Close Work Order**
6. Close **SERVICE** window
7. Click **CURRENT**
8. Click Work Order item
9. Click **Make Payment**

REPRINT A RECEIPT

Reprint a Receipt:

1. Click **HISTORY**
2. Click **Transactions**
3. Enter Transaction ID and click **Search**
   - or -
   Enter appropriate date range and click **Submit**
4. Click transaction
5. Click **Print Receipt** (or **Firearms Receipt**)

HOUSE ACCOUNTS

Make a Payment on House Account:

1. Select customer
2. Click **CURRENT**
3. Click arrow next to House Accounts to display balance
4. Click **Make Payment**
5. Enter payment amount
6. Click **OK**

GIFT CARDS

Sell Gift Card:

1. Select customer
2. Click **SEARCH**
3. Select Quick Pick or Search for Gift Card product
4. Scan Gift Card number and enter amount
5. Click **OK**