



# Special Order Guide

## for the **AcuSport® V6 System Software**

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January 2015

The AcuSport Retail Technology Group (RTG) recommends completing the procedures in this guide to set up and utilize the special order features in the V6 system software.

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# Notices

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## Publication Information

Special Order Guide for the AcuSport® V6 System Software  
January 2015

# Overview

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The following circumstances are required to utilize the special order features:

- The FOM application must be enabled.
- The POS application must be online.
- The POS application must be able to communicate with the IMS application.

## Set Up Special Order Policies

Complete the following procedures to prepare the tools the POS and IMS applications will use to process special orders:

- [Create a Special Order Policy Letter](#)
- [Link the Letter to the Special Order Function](#)
- [Set Up a Restocking Fee Function](#)

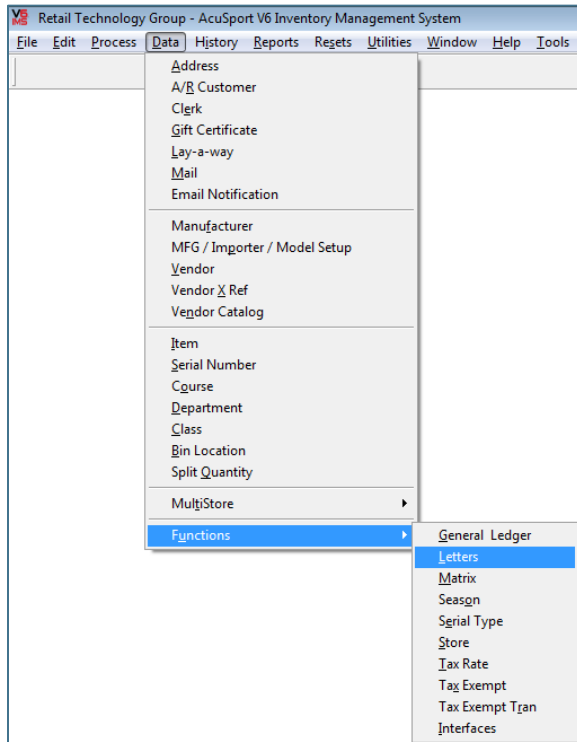
## Use Special Order Features

- [Create a Special Order](#)
- [Finalize the Sale of a Special Order](#)
- [Cancel a Special Order](#)
- [Correct a Special Order Issue](#)

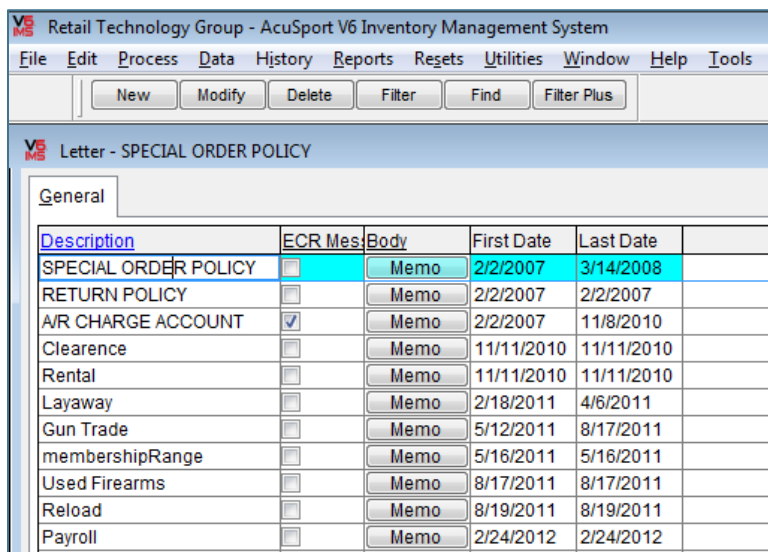
# Create a Special Order Policy Letter

Complete the following procedure to create a special order policy letter to print on the customer's receipt at the POS.

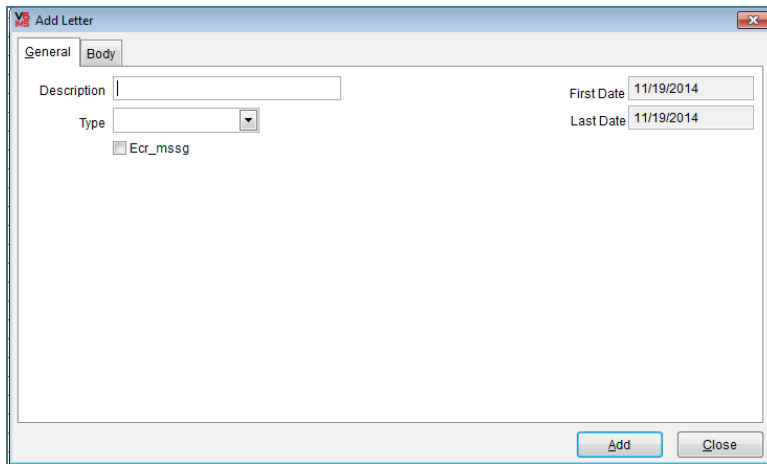
1. Log in to the **IMS** application.



2. Select **Data > Functions > Letters** from the menu bar to display the **Letter** screen.



3. Complete one of the following procedures to display the **Add Letter** (or **Edit Letter**) window as appropriate:
  - If the list does not contain a special order letter, click the **New** button to display the **Add Letter** window.
  - If the list contains an existing special order letter,
    1. Click the letter to select it.
    2. Click the **Modify** button to display the **Edit Letter** window.



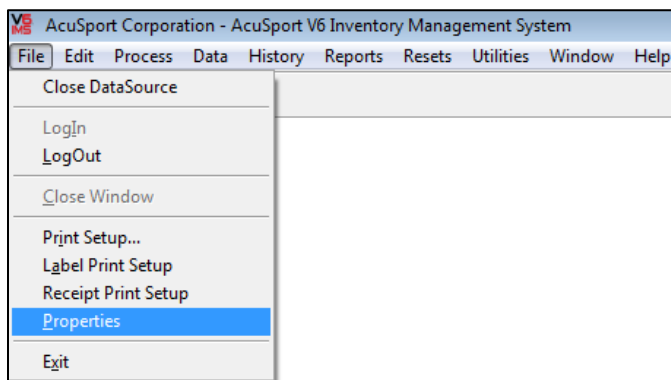
The screenshot shows a software window titled "Add Letter". It has two tabs: "General" and "Body". The "General" tab is selected. Inside the "General" tab, there is a "Description" text field, a "Type" dropdown menu, and an "Ecr\_mssg" checkbox. To the right of these fields are "First Date" and "Last Date" fields, both containing the date "11/19/2014". At the bottom right of the window, there are "Add" and "Close" buttons.

4. Enter/edit the name of the letter (i.e., "Special Order") in the **Description** field.
5. Complete the other fields on the **General** tab.
6. Enter/edit letter text on the **Body** tab.
7. If desired, check the **Ecr\_mssg** checkbox to enable letters to print to an invoice printer besides the receipt printer.
8. Click the **Add** (or **OK**) button to close the window and add/update the letter on the list.

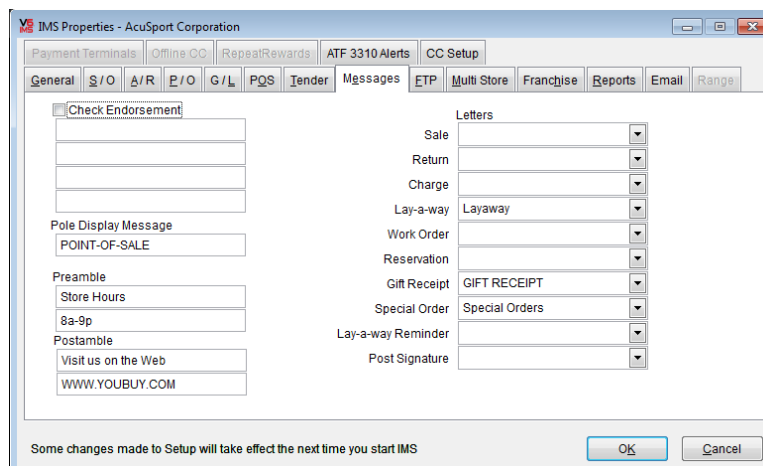
# Link the Letter to the Special Order Function

Complete the following procedure to create a link between the special order policy letter and the special order function so the letter will print on special order receipts.

1. Log in to the **IMS** application.



2. Select **File > Properties** from the menu bar to display the **Properties** window.
3. Click the **Messages** tab to display it.



4. Select the special order letter from the **Special Order** field's dropdown menu.
5. Click the **OK** button to close the **Properties** window.
6. Select **Utilities > Build POS Data** from the menu bar to update the POS.
7. Log in to the **POS** application.

- If the FOM is not currently enabled, enable it now.
- If the **F11** button is labeled "**Go Online**," click it to send the POS online. (If it is labeled "**Go Offline**," the POS is already online.)

8. Click the **Download (F6)** button to complete the download process.

# Set Up a Restocking Fee Function

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Complete either of the following procedures to establish a method for assigning a restocking fee to a cancelled/voided special order.

- [Create a Restocking Fee Item Code](#)
- [Create a Restocking Fee Tender Key](#)

# Create a Restocking Fee Item Code

1. Log in to the **IMS** application.
2. Select **Data > Item** from the menu bar to display the **Item** screen.
3. Click the **New** button to display the **Add Item** window.

4. Enter a name for the restocking fee in the **Description 1** field.
5. Enter (or Lookup and select) an appropriate class for the fee in the **Class** field.
6. Select the special order letter from the **Description** field's dropdown menu in the Letter section.
7. If desired, complete the following procedure to assign a standard, flat amount for the fee:

1. Click the **Cost/Price** tab to display it.

2. Enter the fee amount in the **Price 1** field.
8. Click the **Add** button to save the fee.
9. Click the **Close** button to close the **Add Item** window.
10. Complete the [Build POS Data and Update Register\(s\)](#) procedure to build POS data and update each register using the register(s):



# Create a Restocking Fee Tender Key

1. Log in to the **IMS** application.
2. Select **File > Properties** from the menu bar to display the **Properties** window.
3. Click the **Tender** tab to display it.

IMS Properties - AcuSport Corporation

Payment Terminals Offline CO Repeat Rewards ATF 3310 Alerts CC Setup

General S/O A/R P/O G/L POS Tender Messages ETP Multi Store Franchise Reports Email Range

KEY	LABEL	GLACCOUNT	KEY	LABEL	GLACCOUNT
Cash	Cash	Well Fargo	Tender1	Coupon 1	
Check	Check	Well Fargo	Tender2	Restocking Fee	
Account	Charge		Tender3		
	<input checked="" type="checkbox"/> Print Balance		Tender4		
Gift	Gift		Tender5		
Gift Bal	0.00			<input type="checkbox"/> Upc Coupon	
Debit	Debit	Well Fargo	Tender6		
Credit	Credit Card	Well Fargo		<input type="checkbox"/> Upc Extended Coupon	
Layaway	Lway		Fd Stmp		
Foreign				Paid Out	
Cur Rate	0.000000				

Some changes made to Setup will take effect the next time you start IMS

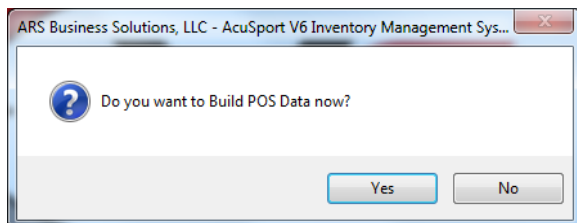
OK Cancel

4. Locate an unused tender (**Tender 1 – Tender 6**) field.
5. Enter a name for the restocking fee in the appropriate tender field.
6. Click the **OK** button to close the **Properties** window.
7. Select **Utilities > Build POS Data** from the menu bar to update the POS.
8. Log in to the **POS** application.
 

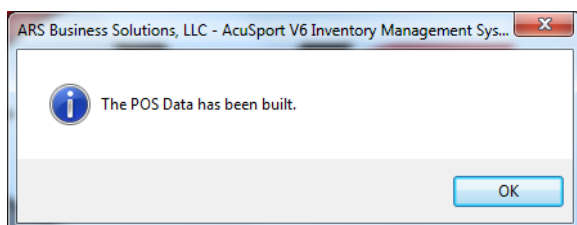
- ▶ If the FOM is not currently enabled, enable it now.
  - ▶ If the **F11** button is labeled “**Go Online**,” click it to send the POS online. (If it is labeled “**Go Offline**,” the POS is already online.)
9. Click the **Download (F6)** button to complete the download process.

# Build POS Data and Update Register(s)

1. Select **Utilities > Build POS Data** from the Main Menu Bar to display a confirmation window.



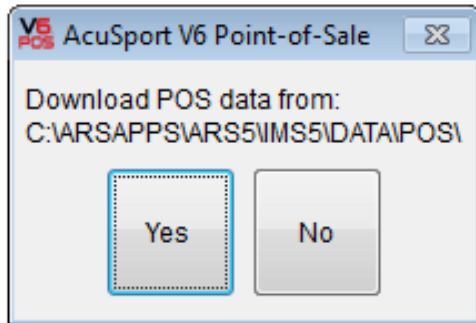
2. Click the **Yes** button to start the build process.
3. When the build process is complete, the system displays a confirmation window



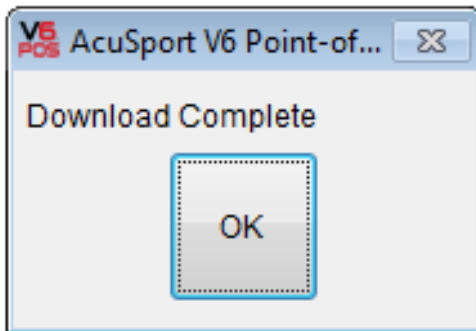
4. Click the **OK** button to close the window.
5. Complete the remaining steps for each individual register using the AcuSport V6 system
6. Close out of the POS at the register.
7. Click the **V6 POS** icon on the desktop to display the **Register Maintenance** window.



8. Click the **Yes** button to update the register.
9. When the update is finished, the **V6 Point-of-Sale** screen will display as normal.
10. Click the **Download (F6)** button to display a confirmation window.



11. Click the **Yes** button to download data and display a completed download confirmation window.



12. Click the **OK** button to close the window.

# Create a Special Order

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Complete either of the following procedures to create a special order.

- [Create a Special Order from the IMS](#)
- [Create a Special Order from the POS](#)

# Create a Special Order from the IMS

Complete the following procedure to place an item on special order through the IMS application.

1. Log in to the **IMS** application.
2. Select **Process > Sales Order** from the menu bar to display the **Sales Order** screen.
3. Click the **New** button to display the **Add Sales Order** window.

The screenshot shows the 'Add Sales Order - 71' window. It features a tabbed interface with 'General', 'Billing', 'UDF', 'Totals', 'Report', and 'Terms' tabs. The 'General' tab is selected. The form contains several input fields: 'Order #' (pre-filled with '71'), 'Order Date' (1/16/2015), 'Clerk #' (with a 'LookUp' button), 'Custpo', 'Ship Date' (1/16/2015), and 'Deposit'. Below these are two main sections: 'Bill To' and 'Ship To'. Each section includes fields for 'AR Acct #' (with a 'LookUp' button), 'Name (L, F, M)', 'Address1', 'Address2', 'City State Zip', 'Country', 'Phone #', and 'FFL'. The 'Ship To' section also has a 'Mail #' field (with a 'LookUp' button) and a 'Use Ship For Serial' checkbox. At the bottom of the window, there are fields for 'Contact' and 'E-mail', a 'Cancel Back Order' checkbox, a 'Send' button, a 'Quote Flag' checkbox, and 'Add' and 'Close' buttons.

4. Complete the fields as desired:
  - If needed, the system-generated **Order #** field may be edited.
  - Enter (or Lookup and select) the **Special Order** account in the **AR Acct #** field in the **Bill To** section.
  - Enter (or Lookup and select) the desired customer account in the **AR Acct #** field in the **Ship To** section.
  - If previous back orders should be cancelled, check the **Cancel Back Order** checkbox.
  - If the special order is only a quote, check the **Quote Flag** checkbox.
5. Click the **Add** button to add the special order to the **Sales Order** screen.

Retail Technology Group - AcuSport V6 Inventory Management System

File Edit Process Data History Reports Regets Utilities Window Help Tools

New Modify Delete Filter Find Interface Inquire Add WO Import Bin Cmt Total Update Report

Sales Order - 71 - SPECIAL ORDERS

General Address Detail Serial Shipping Terms Gift Payment

Order #	AR Acct #	Name	First Name	Middle	Mail #	Clerk #	Ship To
S992420034	2	ALBRECHT RUDY			8157453888	1	ALBRECHT
12	487	MacGavin	Shooter			1	
14	490	Abel	Mike			1	Abel
22	503	Ohio Ordnance Works, Inc			458	1	Ohio Ordnance
26	487	MacGavin	Shooter			1	MacGavin
29	505	Helland	Rodney			1	Helland
39	517	MMI			467	1	MMI
40	517	MMI			467	1	MMI
42	517	MMI			467	1	MMI
S034420067	2	Smith	Tim		54564564654	1	Smith
55	501	Rangel	Richard			1	Rangel
56	501	Rangel	Richard			1	Rangel
58	1	Cody	Christen			1	Cody
S999830067	2	Abel	Mike		2000	1	Abel
S999830067	2	Abel	Mike		2000	1	Abel
71	2	SPECIAL ORDERS			1000	1	Cody

6. Receive one or more deposits through the POS.

- Before attempting to receive the deposit, be sure to complete the **Build POS Data** procedure in the IMS application and the **Download** procedure in the POS application to ensure the special order can be selected in the POS. Refer to [Create a Special Order from the POS](#) for information on receiving special order deposits.

# Create a Special Order from the POS

Complete the following procedure to place an item on special order or to collect a deposit for an existing special order.

1. Log in to the **POS** application.

- ▶ If the FOM is not currently enabled, enable it now.
- ▶ If the **F11** button is labeled “**Go Online**,” click it to send the POS online. (If it is labeled “**Go Offline**,” the POS is already online.)

2. If needed, click the **Point-of-Sale (F2)** button to display the set of buttons shown below.

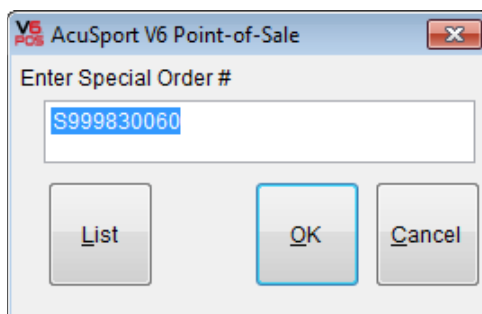
- ▶ If other windows (PIN entry, etc.) appear, complete or cancel them as appropriate.



3. Click the **Rec on Account (F2)** button to display a different set of buttons.



4. Click the **Special Order Deposit (F5)** button to display the special order number entry window.



5. Complete either of the following as appropriate:
  - If creating a new special order, edit the system-generated special order number as needed.
  - If collecting a deposit for an existing special order, click the **List** button and select the appropriate special order from the list.
6. Click the **OK** button to display the **Special Order R/A** window.

- ▶ If the mail number entry windows appear, complete it.

**Special Order R/A**

Order # S999830060

First Name Mike

Last Name Abel

Address 1 123 Windmill Rd

Address 2

City, St Zip Sauk Rapids MN 56333

Deposit 0 RA Deposit \$ 45.00

Deposit (\$45) is 10% of expected price.

OK Cancel

7. Enter the amount of the special order deposit in the **RA Deposit** field.
8. Enter special order notes (item description, quoted price, etc.) in the large text field. These notes will print on the customer's receipt.
9. Click the **OK** button to display the **R/A Payments** window.

**AcuSport V6 Point-of-Sale**

File

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Help Cash Check Gift Void Tran Credit Card Toggle

**R/A Payments**

Enter Amount Tender \$ 0.00 Clerk: JERRY H.

Amount to Tender 45.0000

Total 45.0000 Reg No. 99

Type	Amount

10. Enter the amount of the special order deposit in the **Enter Amount Tender** field.
11. Click the appropriate tender button (e.g. **Cash (F2)**, **Check (F3)**, etc.) to receive the deposit.



# Finalize a Special Order

Complete the following procedure to finalize the special order.

1. Receive the special order item.

- Once the special order item has been received at the IMS, it is ready for customer pickup. The receiving clerk will need to know the item code associated with the special order. (The store may use a generic code like '99' or it may use the actual item code depending upon the situation and store policy.)
- When the item was linked to the customer's special order in the IMS application, a special order sheet (a full sheet showing the item number and order details, not a register receipt) should have been printed. It may be helpful to have the receiving clerk attach the special order sheet to the item when it is received into the system.

Special Order # S014400036  
ARS Business Solutions, LLC

From:

To: Doe, John  
1234 Anywhere  
USA Town, US 12345

Bill To: 555-555-5555

Mail #: 5555555555      Order Date: 8/31/2010  
AR Acct #: 100      Clerk # 2      PO #      Page 1

Item #	Description 1	Style	Order Qty	Price	Ext Disc	Net Sale
99	Special Order Item		1	200.00	0.00	200.00

2. Complete the following procedure to add item information to the special order.

1. Log in to the **IMS** application.
2. Select **Process > Sales Order** from the menu bar to display the **Sales Order** screen.

Retail Technology Group - AcuSport V6 Inventory Management System

File Edit Process Data History Reports Resets Utilities Window Help Tools

New Modify Delete Filter Find Interface Inquire Add WO Import On Cnt Total Update Report Tax Shift Discount%

Sales Order - 71 - SPECIAL ORDERS

Order #	AR Acct #	Name	First Name	Middle	Mail #	Clerk #	Ship To Name
S9924200342		ALBRECHT RUDY			8157453888	1	ALBRECHT RUDY
12	487	MacGavin	Shooter			1	
14	490	Abel	Mike			1	Abel
22	503	Ohio Ordnance Works, Inc			458	1	Ohio Ordnance Works, Inc
26	487	MacGavin	Shooter			1	MacGavin
29	505	Helland	Rodney			1	Helland
39	517	MMI			467	1	MMI
40	517	MMI			467	1	MMI
42	517	MMI			467	1	MMI
S0344200612		Smith	Tim		54564564664	1	Smith
55	501	Rangel	Richard			1	Rangel
56	501	Rangel	Richard			1	Rangel
58	1	Cody	Christen			1	Cody
S9998300642		Abel	Mike		2000	1	Abel
S9998300612		Abel	Mike		2000	1	Abel
71	2	SPECIAL ORDERS			1000	1	Coity

3. Click the special order to select it.

4. Click the **Detail** tab to display it.
5. Click the **New** button to display the **Sales Order Item** window.

6. Populate the fields to identify the special order detail.

► If applicable, use the non-stock item code and change the description to match the actual item description. (An actual item code may be used without needing to alter information.)

7. If the item is a serialized item, be sure to click the **Serial** tab and enter serial information.
8. Click the **Add** button to add the detail to the **Detail** tab.

3. Log in to the **POS** application.

► If the FOM is not currently enabled, enable it now.

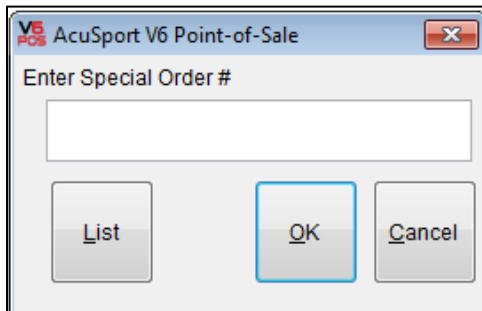
► If the **F11** button is labeled “**Go Online**,” click it to send the POS online. (If it is labeled “**Go Offline**,” the POS is already online.)

4. If needed, click the **Point-of-Sale (F2)** button to display the set of buttons shown below.

► If other windows (PIN entry, etc.) appear, complete or cancel them as appropriate.

5. Click the **Toggle (F12)** button twice to display the recall buttons.

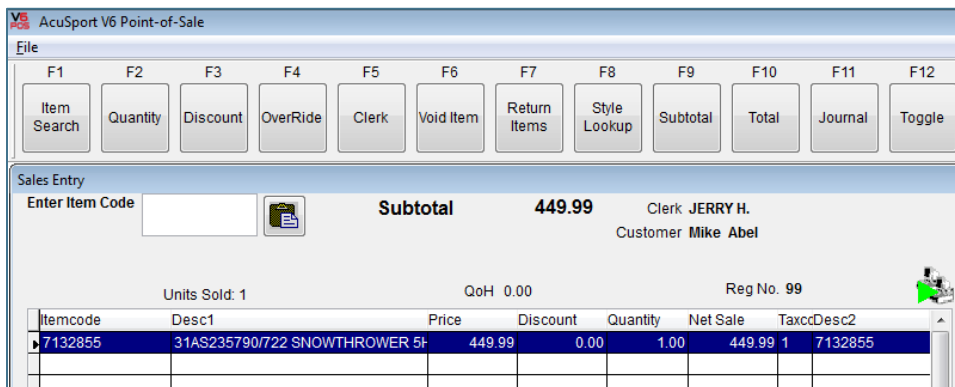
6. Click the **Recall Special Order (F5)** button to display the special order number entry window.



7. Enter the special order number in the **Enter Special Order #** field (or click the **List** button and select the special order from the list).

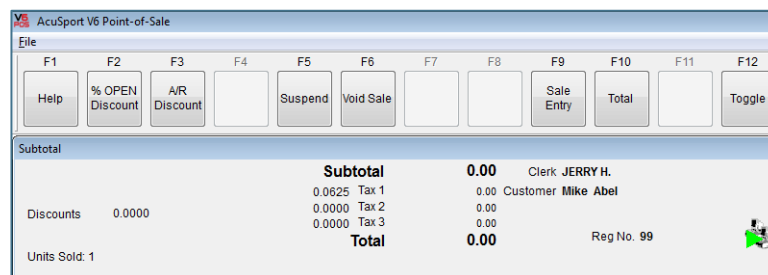
► The special order number is printed on the customer's receipt.

8. Click the **OK** button to display the **Sales Entry** window.



9. If desired, complete the following procedure to add items to this transaction:
  1. Add the additional item(s).
  2. Click the **Subtotal (F9)** button to display the **Subtotal** window.

► The **Subtotal** window does not include the amount due for the special order.



10. Click the **Total (F10)** button to display the **Tender** window.

- The **Tender** window displays the amount due for the special order (and any recently added items). The list displays the balance due and total deposits paid for the special order.

AcuSport V6 Point-of-Sale

File

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Help Cash Check AR Charge Gift Void Tran Credit Card Lway Issue Gifts Credit Toggle

**Tender**

Enter Amount Tender \$ 0.00

Amount to Tender **278.11**

**Subtotal 0.00**

Tax 1 0.00

Tax 2 0.00

Tax 3 0.00

**Total 0.00**

Previous Balance 278.11

Clerk JERRY H.

Customer Mike Abel

Reg No. 99

Type	Amount
Previous Bal	-278.11
Deposit	200.00

11. Enter the amount due in in the **Enter Amount Tender** field.
12. Click the appropriate tender button (e.g. **Cash (F2)**, **Check (F3)**, etc.) to complete the transaction.

# Cancel a Special Order

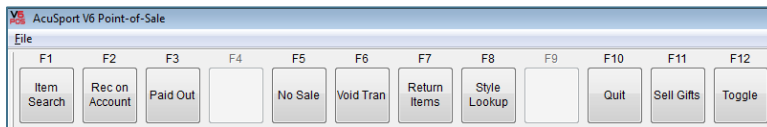
Complete the following procedure to cancel a special order.

1. Log in to the **POS** application.

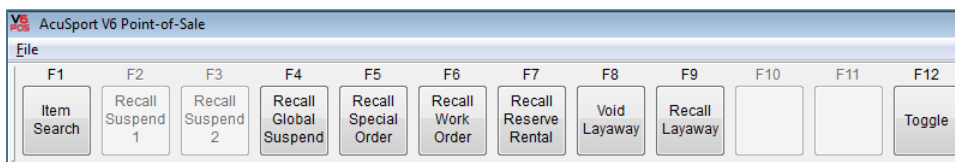
- ▶ If the FOM is not currently enabled, enable it now.
- ▶ If the **F11** button is labeled “**Go Online**,” click it to send the POS online. (If it is labeled “**Go Offline**,” the POS is already online.)

2. If needed, click the **Point-of-Sale (F2)** button to display the set of buttons shown below.

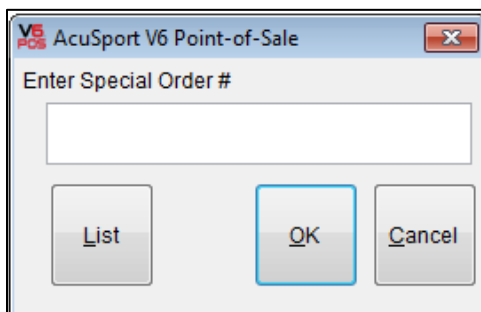
- ▶ If other windows (PIN entry, etc.) appear, complete or cancel them as appropriate.



3. Click the **Toggle (F12)** button twice to display the recall buttons.



4. Click the **Recall Special Order (F5)** button to display the special order number entry window.



5. Enter the special order number in the **Enter Special Order #** field (or click the **List** button and select the special order from the list).

- ▶ The special order number is printed on the customer's receipt.

6. Click the **OK** button to display the **Sales Entry** window.

- ▶ If other windows (Serial Info, etc.) appear, complete or cancel them as appropriate.

7. Void all transaction items to remove them from the **Sales Entry** window.
8. Click the **Subtotal (F9)** button to display the **Subtotal** window.
9. Click the **Total (F10)** button to display the **Tender** window.

► The **Tender** window displays the amount due for the special order (and any recently added items). The list displays the balance due and total deposits paid for the special order.

10. Complete one of the following procedures as appropriate to issue a refund:
  - [Refund the Entire Deposit Amount with No Restocking Fee](#)
  - [Refund the Deposit Minus a Restocking Fee \(Item Code\)](#)
  - [Refund the Deposit Minus a Restocking Fee \(Tender Key\)](#)

## Refund the Entire Deposit Amount with No Restocking Fee

1. Click the **Cash (F2)** button to display the **Point-of-Sale** window.

► The window displays the amount to be refunded (total deposit).

The screenshot shows the 'Point-of-Sale' window in AcuSport V6. At the top, there is a menu bar with 'File' and a row of function keys F1 through F12. F1 is labeled 'Help' and F12 is labeled 'Toggle'. Below the menu bar, the main area is divided into sections. On the left, there is a 'Point-of-Sale' section with a label 'Enter Item Code' and a text input field. To the right of this, there is a small icon of a document. Further right, the text 'Clerk JERRY H.' and 'Customer Mike Abel' is displayed. In the center, the text 'Cash Change: \$275.00' is prominently shown. At the bottom right, 'Reg No. 99' is displayed.

2. Issue a refund in the amount shown.

## Refund the Deposit Minus a Restocking Fee (Item Code)

► Refer to [Create a Restocking Fee Item Code](#) for more information.

1. Click the **Cash (F2)** button to display the **Point-of-Sale** window.

► If the PIN entry and mail number entry windows appear, complete them.

This screenshot is identical to the one above, showing the 'Point-of-Sale' window with 'Cash Change: \$275.00'.

2. Remember the change amount shown in the window for future reference.
3. Enter the restocking fee item code in the **Enter Item Code** window.
4. Press the **Enter** key to add the fee to the list on the **Sales Entry** window.
5. Click the **Total (F10)** button to display the **Tender** window.

The screenshot shows the 'Tender' window in AcuSport V6. At the top, there is a menu bar with 'File' and a row of function keys F1 through F12. F1 is 'Help', F2 is 'Cash', F3 is 'Check', F4 is 'AR Charge', F5 is 'Gift', F6 is 'Void Tran', F7 is 'Credit Card', F8 is empty, F9 is 'Lway', F10 is empty, F11 is 'Issue Gifts Credit', and F12 is 'Toggle'. Below the menu bar, the main area is divided into sections. On the left, there is a 'Tender' section with a label 'Enter Amount Tender \$' and a text input field containing '25.00'. To the right of this, there is a small icon of a document. Further right, the text 'Clerk JERRY H.' and 'Customer' is displayed. In the center, there is a table showing the following data:
 

<b>Subtotal</b>	<b>25.00</b>
Tax 1	0.00
Tax 2	0.00
Tax 3	0.00
<b>Total</b>	<b>25.00</b>

 At the bottom left, there is a label 'Amount to Tender' and a text input field containing '25.00'. At the bottom right, 'Reg No. 99' is displayed. Below the main area, there is a table with two columns: 'Type' and 'Amount'.

6. Enter the change amount (from the **Point-of-Sale** window) in the **Enter Amount Tender** field.

- Click the **Cash (F2)** button to display the **Point-of-Sale** window.

► The window displays the amount to be refunded (total deposit minus the restocking fee).

The screenshot shows the 'AcuSport V6 Point-of-Sale' window. At the top is a menu bar with 'File'. Below it is a row of function keys F1 through F12. F1 is 'Help', F2 is empty, F3 is empty, F4 is empty, F5 is empty, F6 is empty, F7 is empty, F8 is empty, F9 is empty, F10 is empty, F11 is empty, and F12 is 'Toggle'. The main area is divided into two sections. The top section is labeled 'Point-of-Sale' and contains an 'Enter Item Code' field with a barcode icon to its right. The bottom section displays 'Cash Change: \$250.00' in large bold text. To the right of this, it says 'Clerk JERRY H. Customer'. At the bottom right, it says 'Reg No. 99'.

- Issue a refund in the amount shown.

## Refund the Deposit Minus a Restocking Fee (Tender Key)

► Refer to [Create a Restocking Fee Tender Key](#) for more information.

- Click the **Toggle (F12)** button as needed to display the **Restocking Fee** tender key (button).

The screenshot shows the 'AcuSport V6 Point-of-Sale' window. The function keys F1 through F12 are visible. F1 is 'Help', F2 is 'Coupon 1', F3 is 'Coupon 2', F4 is 'Restocking Fee', F5 is 'Traveler Checks', F6 is 'UPC COUPON', F7 is empty, F8 is empty, F9 is 'Remove Tender', F10 is 'Tax Exempt', F11 is 'Invoice ON', and F12 is 'Toggle'. The 'Toggle' button is highlighted in blue.

- Enter the amount of the restocking fee in the **Enter Amount Tender** field.
- Click the **Restocking Fee** button to add the fee to the list in the **Tender** window and update the amount shown in the **Amount to Tender** field.
- Click the **Cash (F2)** button to display the **Point-of-Sale** window.

► The window displays the amount to be refunded (total deposit minus the restocking fee).

The screenshot shows the 'AcuSport V6 Point-of-Sale' window. The function keys F1 through F12 are visible. F1 is 'Help', F2 is empty, F3 is empty, F4 is empty, F5 is empty, F6 is empty, F7 is empty, F8 is empty, F9 is empty, F10 is empty, F11 is empty, and F12 is 'Toggle'. The main area is divided into two sections. The top section is labeled 'Point-of-Sale' and contains an 'Enter Item Code' field with a barcode icon to its right. The bottom section displays 'Cash Change: \$250.00' in large bold text. To the right of this, it says 'Clerk JERRY H. Customer'. At the bottom right, it says 'Reg No. 99'.

- Issue a refund in the amount shown.



# Correct a Special Order Issue

Complete the following procedure as needed to correct a special order that was incorrectly recalled and finalized (cashed out).

1. If the transaction was voided after the special order was finalized, complete the following procedure to correct the special order AR account:

► If the transaction was NOT voided after the special order was finalized, proceed to the next step.

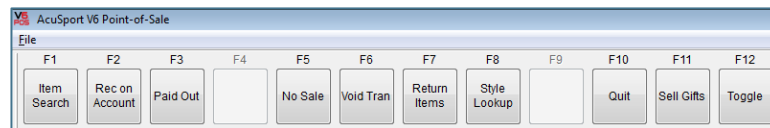
1. Log in to the **POS** application.

► If the FOM is not currently enabled, enable it now.

► If the **F11** button is labeled “**Go Online**,” click it to send the POS online. (If it is labeled “**Go Offline**,” the POS is already online.)

2. If needed, click the **Point-of-Sale (F2)** button to display the set of buttons shown below.

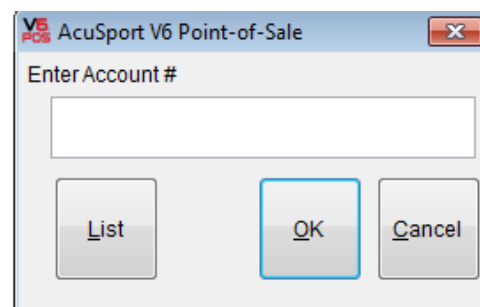
► If other windows (PIN entry, etc.) appear, complete or cancel them as appropriate.



3. Click the **Rec on Account (F2)** button to display a different set of buttons.



4. Click the **AR Charge (F4)** button to display the account number entry window.



5. Enter the special order AR account number in the **Enter Account #** field (or click the **List** button and select the account from the list).
6. Click the **OK** button to display the **Account Tender** window.

The screenshot shows a software window titled "V6 Account Tender". It contains several input fields and buttons. The fields are: Account # (with value 2), First Name, Last Name (with value SPECIAL ORDERS), Address 1, Address 2, City, St, Zip, Credit Limit (with value 0.00), Balance (with value 2505.54), Status (with value GOOD), and RAAmount (with value \$ 0.00). There are two buttons at the bottom right: OK and Cancel.

7. Enter the deposit amount in the **RA Amount** field and press the subtraction (-) key to make the amount negative.
  8. Click the **OK** button to display the **R/A Payments** window.
  9. Click the appropriate tender button (e.g. **Cash (F2)**, **Check (F3)**, etc.) that was used to finalize the transaction.
2. Recreate the special order.

► Refer to [Create a Special Order](#) for more information.