



Correcting Layaway issues:

Recalled and finished (cashed out) wrong layaway:

Start by doing a return for all items from the layaway

ARS Point-of-Sale

File

F1 Item Search F2 Rec on Account F3 Paid Out F4 No Sale F5 Void Tran F6 Return Items F7 Style Lookup F8 Quit F9 Sell Gifts F10 Toggle F11 F12

Point-of-Sale

Enter Item Code Clerk Test T.
Customer

Cash Change: \$0.00

Reg No. 99

ARS Point-of-Sale

File

F1 Item Search F2 Quantity F3 Discount F4 OverRide F5 Clerk F6 Void Item F7 Sale F8 Style Lookup F9 Subtotal F10 Total F11 Journal F12 Toggle

Sales Entry

Enter Item Code Subtotal -650.00 Clerk Test T.
Customer

Units Returned: 1

QoH 21.00 Reg No. 99

Itemcode	Desc1	Price	Discount	Quantity	Net Sale	TaxcdDesc2
JS92F300M	BER 92FS 9MM 4.9 3DOT ITAL 15	650.00	0.00	-1.00	-650.00	1

Select the tender that was used when the layaway was finalized

ARS Point-of-Sale

File

F1 Help F2 Cash F3 Check F4 Charge F5 Gift F6 Void Tran F7 Credit Card F8 Lway F9 Debit F10 Issue Gifts Credit F11 Toggle F12

Tender

Enter Amount Tender \$ 0.00 Subtotal -650.00 Clerk Test T.
Customer

Amount to Tender 698.75 Tax 1 -48.75 Tax 2 0.00 Tax 3 0.00 Total -698.75 Reg No. 99

Ttl Food Stamp Eligible 0.00

Type Amount

Recreate the layaway by ringing up the items

ARS Point-of-Sale

File

F1 Item Search F2 Quantity F3 Discount F4 OverRide F5 Clerk F6 Void Item F7 Return Items F8 Style Lookup F9 Subtotal F10 Total F11 Journal F12 Toggle

Sales Entry

Enter Item Code Subtotal 650.00 Clerk Test T.
Customer Test T.

Units Sold: 1 QoH 21.00 Reg No. 99

Itemcode	Desc1	Price	Discount	Quantity	Net Sale	TaxcdDesc2
JS92F300M	BER 92FS 9MM 4.9 3DOT ITAL 15	650.00	0.00	1.00	650.00	1



Select the same tender you used for the return to make the deposit

ARS Point-of-Sale

File

F1 Help F2 Cash F3 Check F4 Charge F5 Gift F6 Void Tran F7 Credit Card F8 Lway F9 Debit F10 Issue Gifts Credit F11 Toggle

\$100 \$50 \$20 \$10 \$5

Tender

Enter Amount Tender \$	0.00	Subtotal	650.00	Clerk Test T.
Amount to Tender	698.75	Tax 1	48.75	Customer Test T.
		Tax 2	0.00	
		Tax 3	0.00	
		Total	698.75	Reg No. 99

Ttl Food Stamp Eligible 0.00

Type Amount



Special Order corrections:

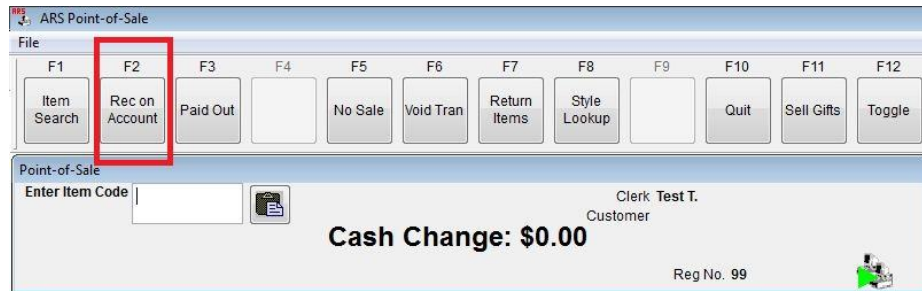
Recalled and finished (cashed out) wrong special order:

If the transaction was voided after the special order was finished the transactions in IMS → History → POS Transactions will look similar to this

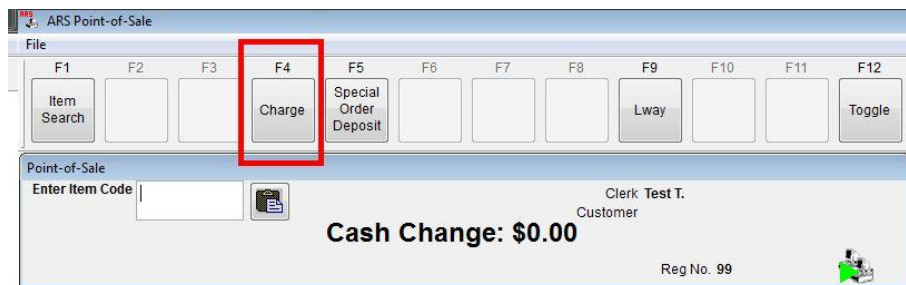
If the transaction was not voided after the special order was finished you will only need to recreate the special order and start at step 6

Posted	Reg #	Tran #	Comment	Type	Tax Ex Desc	Total	Total Goods
1/11/2013 3:16:43 PM	99	1256		SALE		945.99	879.99
1/11/2013 3:16:43 PM	99	1257		SALEVOID		-945.99	-879.99

1. You will first need to do a negative payment to the special order AR account for the deposit amount in POS by going to Rec on Account

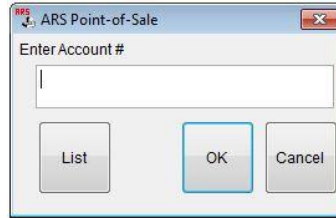


2. Then select Charge

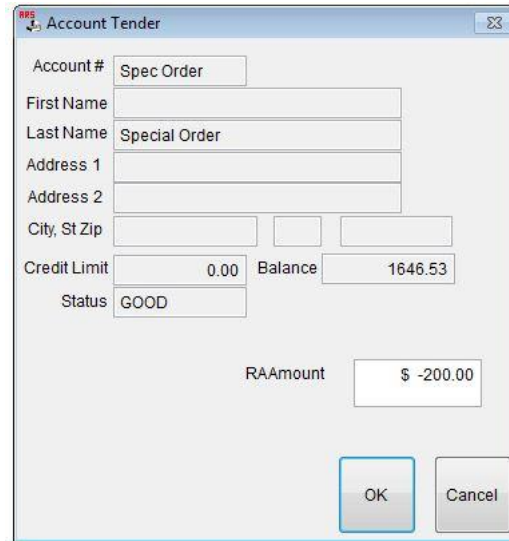




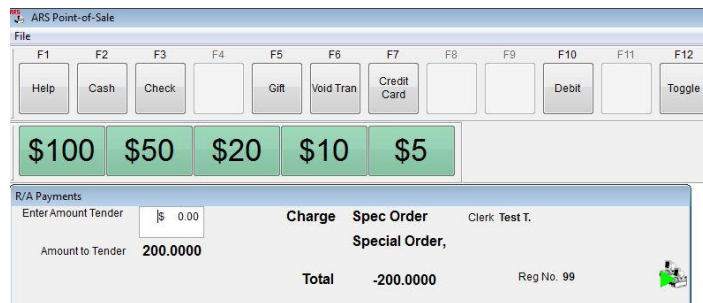
3. Enter the account number or select it from the list



4. Enter the deposit amount then hit the minus key to make it a negative amount

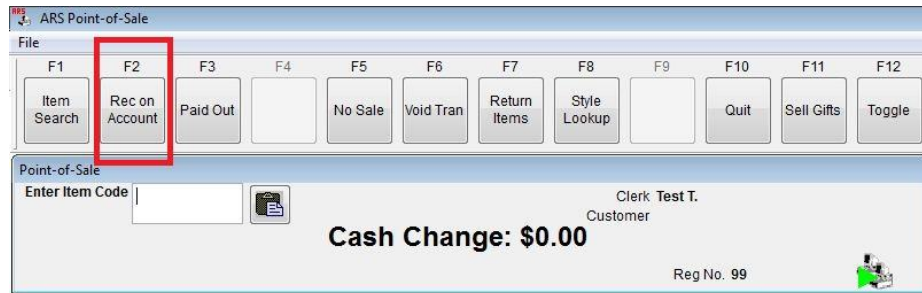


5. Select OK then select the tender that was used to finish the special order

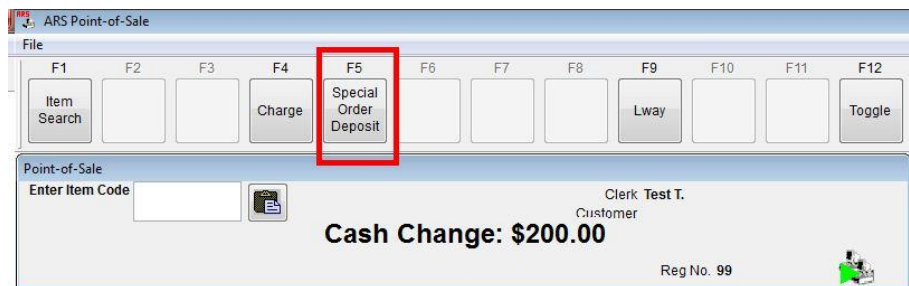




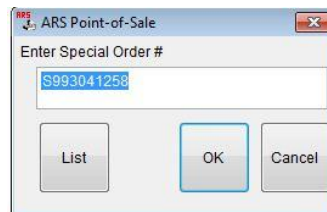
6. Then you will recreate the special order by selecting Rec on Account



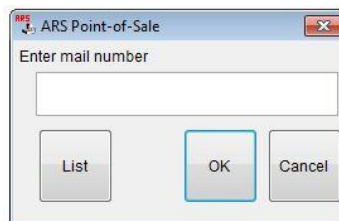
7. Select Special Order Deposit



8. Enter a special order number or select OK to use the system generated one



9. Enter the customers mail number or select it from the list





10. Fill in the RA Deposit amount and any notes for the special order

Special Order R/A dialog box with the following fields:

- Order #: S993041258
- First Name: Test
- Last Name: Test
- Address 1: [Empty]
- Address 2: [Empty]
- City, St Zip: [Empty]
- Deposit: 0
- RA Deposit: \$ 200.00
- notes: [Text area]
- Buttons: OK, Cancel

11. Then select your tender

ARS Point-of-Sale interface showing tender selection options:

- Buttons: Help, Cash, Check, Gift, Void Tran, Credit Card, Debit, Toggle
- Tender Amounts: \$100, \$50, \$20, \$10, \$5
- R/A Payments section:

Enter Amount Tender	\$ 0.00	Charge	Spec Order	Clerk	Test T.
Amount to Tender	200.0000		Special Order,		
		Total	-200.0000	Reg No.	99

12. After recreating the special order at POS you can then add the items back onto the special order in IMS → Process → Sales Order → Detail tab of the special order

ARS Retail System Sales Order window showing the following table:

Item #	Order Qty	Ship Qty	Price	QoH	Disc %	Ext Disc	Disc Amt	Description 1	Net Sale
JS92F300M	1.00	1.00	650.0000	-1.00	0.00	0.00	0.0000	BER 92FS 9MM 4.9 3DOT ITAL 15	650.00

ARS[®]